

Please distribute to all residents immediately:

All Residents of Hershey's Mill: The transition to Verizon is in the final stages. It is time to set up your Bulk Account, order equipment and services and make an installation date.

Early Adopters:

If you have not migrated your account to Bulk Services, please let me know by return email for special instructions.

All other residents:

- If you have not set up your Verizon FiOS Bulk Account yet, the instructions are below.
- If you are away and will be returning within 20 days, call from wherever you are.
- If you will be returning after May 29 and have Comcast services, be sure to call Comcast and have them leave your services on until you are transitioned to Verizon. Be very careful not to agree to a long term contract. If you agree to a long term contract you will be paying for similar services twice - once through our HOA fees and once through Comcast.

Please read all of the following below and prepare the information needed before placing your call. For Questions, see contact information at the end of this email.

It is time to Transition to Verizon FiOS:

It is time to Set Up your Verizon FiOS Account, Order Equipment and Services and make an Installation Appointment.

Here is what is included in the Hershey's Mill bulk package:

- Equipment: **1 HD Set Top Box**
1 Dual Band Router
- TV Channel Package: **Preferred HD**
- High Speed Internet: **150/150 Mbps**
- Phone: **Unlimited Calling** Nationwide, Canada and Puerto Rico

To prepare for your call, follow the steps below:

1) Fill out the attached [Verizon Call Center](#) Form so you are prepared to order any *additional* equipment and services you may want. Refer to the [Pricing Sheet](#) for information on additional Services and Equipment.

A. To setup your Verizon FiOS account you will need to have available:

- Your current Verizon account and Pin number, if you have a Verizon landline
- Your current Comcast account number

- Your current home phone number

- See the paragraph on the Verizon Call Center Form about 'Blocked Credit' and unblock your credit if needed. If you need help, see instructions posted on Hersheysmill.org

B. Choose your additional TV equipment (billed to you monthly):

If you have more than one TV, you will need to choose equipment for each TV

Extra HD Set Top Box - \$12/month

Digital Adapter -- \$7.99/mo (no recorded shows, Guide or On Demand, good for kitchen, basement, guest bedroom)

DVR service - \$12/mo – records two shows at a time, plays back in one room)

MultiRoom DVR - \$20/mo (records 6 shows at a time and plays back in multiple rooms)
or

MultiRoom DVR - \$30/mo (records 12 shows at a time and plays back in multiple rooms)

C. Choose a TV Channel Package Upgrade (billed to you monthly):

If you want more channels than in the included **Preferred HD package**, choose one below:

Extreme HD (330+ Channels) -- \$5/mo (includes Golf, NBA, NHL, Tennis channels)

Ultimate HD (435+ Channels) -- \$15/mo (includes NFL Red Zone & 3 Premium channels noted below)

D. Pick any premium channels you may want:

- HBO 1 for \$15/mo
- STARZ and ENCORE 2 for \$25/mo
- Cinemax* 3 for \$30/mo
- Showtime, The Movie Channel and FLIX* All 5 for \$40/mo
- EPIX*

** included with Ultimate HD*

2) Battery Backup Unit -- Be sure to order the Battery Backup Unit (BBU) if you would like one. One-time charge of about \$44.98, batteries included. Installation is at no cost if the BBU is ordered before May 28. BBU's are highly recommended.

3) Telephone Service - tell the agent you want to **keep your current phone number** or you will be assigned a new phone number.

4) Installation Date -- The Call Center will schedule your Installation date (about ten days later) at the end of your call. **Be sure to write it down and be home at your scheduled time.** The installation will take 3 to 5 hours depending on the number of TVs and devices you have.

You will need to have an electrical outlet where the equipment is installed (most likely by your circuit breaker box).

Call Days and Times:

Times: Tuesday – Friday: 8 am to 7 pm; Saturday: 9 am to 6 pm

Call Center Number to call: 800-501-1172

FiOS Tech Support Number: 1-888-553-1555

AFTER INSTALLATION: Call Comcast and Cancel your Account, Return your Equipment

1-855-638-2855

If you have not attended a Spring 2018 Transition presentation, please do so asap.

[Verizon TRANSITION Presentation](#) **MAY Room Schedule**

NOTE: Meeting Dates or Times may change

This is a Community Wide PRESENTATION – This Presentation Starts on time and ends when all questions are answered. This Presentation covers all the steps necessary to make the transition to Verizon, including *setting up a FIOS Bulk account, ordering services and equipment, making an installation appointment, Comcast, Battery Back Ups, Alarm Panels and more.*

Many handouts are available at this Presentation. Remaining Presentation schedule.

MAY

Thursday	May 17	10 am	Community Center, Main Hall
Thursday	May 24	1 pm	Community Center, Main Hall

To Ask a Question, have a BBU picked up, Get Help on Some Thing you are not able to resolve yourself -

EMAIL: bsfkane@gmail.com

- ▶ SUBJECT LINE: **Street Address** and brief description
- ▶ Body Of Email: **Your Name and Phone Number**
- ▶ Description of what the concern is and
- ▶ Exactly what needs attention