

## **This is for all Hershey's Mill Residents on Verizon or transitioning to Verizon:**

Floating Verizon Techs have been available throughout the Early Adopt phase and also the three month transition period. These Techs have assisted residents in many ways for eight months at no cost. The availability of the Floating Techs is coming to an end.

Please follow the directions below, **within the next week**, if you have anything that needs to be cared for. After the Floating Tech period ends further self help instructions will be provided.

If you have any concerns, repairs, upgrades, changes, need large button remotes (one remote per TV. This means one regular remote or one large button remote) Battery Back-Ups that need to be installed, billing questions, etc., please send an email as follows and with all the information requested in the order requested. We will not be able to assist emails sent without all the information requested and as requested below. No phone calls. Anyone may send an email on behalf of anyone else.

Email to: [bsfkane@gmail.com](mailto:bsfkane@gmail.com)

Type in the email SUBJECT Line: Your Street Address Only

Type in the email, in this order:

Name on the Account

Your name if different

Street Address

Home phone number

Contact phone number if different

Account number

Details on exactly what needs to be cared for.

Thank you,  
Sherry

Sherry and Bill Kane  
[bsfkane@gmail.com](mailto:bsfkane@gmail.com)