

**Please distribute to All Hershey's Mill Residents:  
Important Verizon Bill Update and Last Call**

**1) Your Verizon Bill under the Bulk Account: (Not Wireless)**

In March, we submitted an inquiry to the Verizon Regulatory Department concerning certain fees and charges we noticed on our new Verizon Bill under the Bulk Account.

The result of this inquiry is that a software 'fix' went into the Verizon system, this past weekend, to correct or remove the following line items from all our Verizon Bills, under the Bulk Account: (descriptions of each are below\*)

Telecommunications Relay Service  
E911  
Federal Universal Service Fee  
FDV Administrative Fee

This Wednesday, June 6, Verizon will be running a 'scrub' on all HM resident bills to have credits applied for the amounts erroneously charged. This means you will find a credit on your bill going back to March 1, if you were an Early Adopter or going back to the first day of Verizon Bulk service if you transitioned after March 1. The credits should appear on the bill you receive in July or August at the latest.

**2) Routers and Large Button Remotes - Last Call:**

a. If your **Router** is not placed in a location that you can easily access, such as in a crawl space or in the ceiling or someplace you have to climb on a ladder to see, please provide the information requested to the email address below. We will request a Tech to see if it can be moved to a more easy to access location.

b. If you would like a **Large Button Remote**, please provide the requested information to the email address below. We will request a Tech to bring a Large Button Remote.

Provide all of the information below:

Name on the Account

Your name if different

Home address

Home phone number

Contact Number, if different

Account Number

Detailed explanation of the issue to be addressed:

Type your Street Address in the Subject Line and Email to: [bsfkane@gmail.com](mailto:bsfkane@gmail.com)

3) A “KEEP SHEET” is being developed and will be distributed to all homes some time this Summer. Until then, **Keep these Telephone Numbers**. These numbers will be published in the HM Directory for 2019. You may also still email us for any issue for which you need assistance.

**Call Center** - 1-800-501-1172 Account questions, Billing, upgrades, downgrades, changes in equipment or services.

If, at any time, you do not feel that the Agent understands what you need or how to deal with your concern, ask to speak to a Supervisor.

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

*Hint: When you call this number, after verifying which telephone number is associated with your account, ask for Agent or Rep until a live person comes on the line.*

The first step to solve any technical issue is to call this number. This will lead to to speak with a live person. On the phone, the Techs can send a signal through to your home, determine the problem and walk you through step by step solutions. They can even access your account to see if a setting is wrong and correct it if necessary.

\*Descriptions of Fees listed under #1 above (If you would like to look up the details on any other fees, please visit:) <http://www.verizon.com/support/smallbusiness/phone/homephone/billing/charges+and+taxes/taxes+and+surcharges+on+your+bill/95873.htm>

**Telecommunications Relay Service: Authorized** by the state government, the state uses the funds collected by Verizon to provide telecommunications services for those with special needs. The fee is calculated on either a percent of revenue or on a per telephone line basis.

**E911:** This is a fee that Verizon is required or authorized by government agencies to collect from customers. The government agencies use the funds collected to cover the costs of providing 911 emergency response. The fee is generally either an amount per telephone access line or a percentage of revenue.

**Federal Universal Service Fee:** This monthly Verizon surcharge allows Verizon and Verizon Long Distance to recover from its customers the funds it pays to the Federal Communications Commission (FCC) on interstate services to support the FCC’s universal service programs. The FCC regulates this charge; reviewing and adjusting the fee quarterly based on the FCC’s quarterly FUSF contribution factor. The FCC uses the fund to help keep local telephone rates affordable for all customers, support telecommunications services in schools, public libraries, and rural health-care facilities and subsidize local service to high-cost areas and low-income customers. \*This charge does not apply to Lifeline customers\*

**FDV Administrative Fee:** This monthly line charge helps defray account servicing costs associated with providing voice services. This surcharge is applied by Verizon and is not a tax or fee assessed by a government agency.