

PHONE ONLY & NEW PHONE NUMBER FOR LANDLORDS BETWEEN RENTERS 2018

Landlords are required to provide telephone service for Alarm Purposes the Day After a Renter moves out through the day a Renter moves in.

Please read this carefully. We have made arrangements with Verizon to have just phone service on:

* Phone service is included in the Bulk Plan. **However**, there ***must be an account in someone's name***. A name or a Trust or Company name is required on any phone line account.

Immediately after a Renter moves out, including while the home is being renovated or unoccupied for any other reason: (COMPLETE INSTRUCTIONS are included in the document titled, "Move Ins".)

- 1) Every home in HM, with very few exceptions, will already have an ONT and a Transformer installed. The majority will have a Battery Back Up/PowerReserve installed. If there is no BBU in the home, it is recommended that you order one. The cost, including shipping, is approximately \$44.95. If an ONT and Transformer is not installed, Verizon will install one as part of the Bulk Plan.
- 2) Please follow the instructions below:
 - a. Installing the phone, the day after Renter move out day is possible. To have telephone service installed the day after Renter Move out day, call 14 days in advance and order a phone line with a 'new'* number. Weekend installations are available. You will need to be present for the entire installation. Allow 4 to 5 hours for the entire process, just in case the Techs run into any problems; otherwise it should take well less than three hours.
 - b. Follow the Alarm Panel Test procedures with the Tech after telephone installation. This test is required to ensure the Alarm Panel is functioning properly and to avoid daily fines. **Directions are in the document titled "Alarm Panel Self Tests" posted on hersheysmill.org.**
 - c. IMPORTANT: Provide the 'new' phone number to Security as soon as it is installed, the day after Renter Move Out Day. This is critical so if a Smoke Alarm triggers an Alarm Panel signal to Security, they know which address it is coming from. It is also important because the phone number has to be programmed into our Security system to open the guest gates.

*****NOTIFY Security AGAIN** when the Renters permanent number is brought over, for the same reasons.