

Phone Service Only
Moving Out of HM, Moving between homes or to a different home in
HM, Moving In to HM, Renters and Landlords

JULY 2018

Home Owners are required to provide telephone service for Alarm purposes through Settlement Day.

New Home Owners are required to provide telephone service for Alarm purposes the Day After Settlement Day.

Renters and Landlords see below – the same requirements apply.

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

- A. Before the sale of a home is completed.
- B. When moving between homes in HM, both homes are eligible for phone only services.
- C. Immediately after purchase of a home while the home is being renovated or unoccupied for any other reason.
- D. Between Occupancy when renting out an owned home in HM.

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.

- A. **Before the sale of a home is completed:** Home owners whose homes are up for sale and who no longer reside in their HM home are still responsible for active phone service through Settlement Day. An owner or surviving family member, Executor or Estate Attorney may cancel all other Verizon services, *except phone service*, and may return equipment (HD Set Top Boxes, Digital Adapters, Routers, DVR's). All other equipment may be wall or ceiling mounted or shall include the ONT, Transformer, Battery Back Up/PowerReserve and possibly Extender, if each of the latter two were purchased out right. All of these stay with the home. Again, phone service is included in the Bulk Plan and so there is no extra cost incurred. Note: Some homes may have an Extender or a second Router. If the Extender was a monthly charge on the Verizon bill it is to be returned. Some Extenders were purchased out right and do not need to be returned. Purchased Extenders may be left in the home for the new home owner.

B. When **moving between homes in HM**, both homes are eligible for phone only services. See Information below and document titled, **“Move In” for complete** instructions.

1) Installing the phone first, the day after Settlement, and the TV and Internet the day after Move In Day is possible. NOTE: We do not schedule telephone installations on Settlement Day because too many appointments have been missed. If you wish to have telephone service installed before move in, Call **now** to 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.

2) 14 days before Move In day, call the Call Center again and order the TV and Internet services desired. During this call, have your current telephone number ‘ported’ or brought over, if desired, and the ‘new’ telephone number cancelled on installation day. IMPORTANT: Verizon will not install on Move In Day and will leave if movers are present and all equipment is not set in place, plugged in ready for their installation process. So, make the installation appointment for the day after move in. Plan to spend the day available for the installation, so again, if the Techs run into any issues, you are not feeling pressured to leave.

If the Techs have to return to install any Verizon equipment for personal equipment that was not available, there will likely be an installation charge for the return visit. Be certain you will be fully prepared for the Techs with all equipment set in place and plugged in before scheduling your installation appointment.

NOTE: If you are moving in the day after Settlement Day, all services may be installed on the same day, as long as it is after Move In day.

3) Follow the Alarm Panel Test procedures with the Tech after telephone installation. This test is required to ensure your Alarm Panel is functioning properly and to avoid daily fines. **Directions are in the document titled “Alarm Panel Self Tests”.**

4) IMPORTANT: Provide the 'new' phone number to Security as soon as it is installed, the day after Settlement 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 permanent number is brought over, for the same reasons.

See complete Move In instructions in document titled, "Move In"

C. Immediately after purchase of a home, including while the home is being renovated or unoccupied for any other reason: (COMPLETE INSTRUCTIONS FOR NEW HOME OWNERS are included in the document titled, "Move Ins".)

- 1) New Home Owners are responsible for telephone services the Day after Settlement Day for Alarm purposes.**
- 2) _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 your new 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.**
- 3) Please follow the instructions under B above.**

D. Renters and Landlords –

Landlords are required to provide dial tone (telephone service) any time the home is unoccupied. Landlords are also required to provide Renters with the information necessary for Renters to open their own Verizon account under the HM Bulk Plan. See document titled, "Move Ins"

Renters are required to provide dial tone (telephone service) the first day of rental through move out day. See document titled, "Move Ins".

LANDLORDS – please follow the instructions below:

- 1) Installing phone only is provided for under the HM Bulk Plan. Call now to 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.

2) 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”.**

3) IMPORTANT: Provide the ‘new’ phone number to Security as soon as it is installed. 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 permanent number (Renters) is brought over, for the same reasons.

RENTERS – please follow the instructions below:

Read completely through the document titled, “Move Ins”. Follow the instructions. You will be opening your own account under the HM Bulk Plan. The Landlord should provide the “Move In” document to you. If not, visit hersheysmill.org or go to Security at the Main Gate and request a Welcome Package and also sign in while there as a new resident. The Welcome Package will have a copy of the “Move In” document.

CALL CENTER

The Call Center Number to call to set up or make any changes to Verizon services within Hershey’s Mill and specifically for phone service is 1-800-501-1172. If the person calling to set up *phone service only* speaks with a Call Center Agent who says ‘phone only’ is not available, ask to speak to a Supervisor. Phone only is available under the HM Bulk Plan.

NOTE: Hershey’s Mill Bulk Plan is different than any other Bulk Plan nationwide. The Call Center Agents may not be familiar with all of the provisions in our Bulk Plan. It is important to read the entire document titled “Move Ins” to be certain you are receiving all that is provided for in the HM Bulk Plan.