

Verizon FiOS Moving Out or Unoccupied Home Instructions

April 2019

We are all required to provide **telephone service and electrical power to our homes through Settlement Day** when we sell our homes or when our homes are unoccupied for any reason. Since telephone is included in the HM Bulk Plan, the telephone service does not cost anything extra.

If the home will be for sale, or unoccupied for any reason, **the telephone (dial tone) and electrical power must be left on through Settlement Day**. As long as you own the home within Hershey's Mill you are entitled to phone service as part of the HOA fee. If you are moving to another home within Hershey's Mill or outside the Community, you may take your current phone number with you, provided it is within a 'portable' area, to your new home, no matter the Provider you may be using. Call the Call Center and ask them to give your Hershey's Mill address and new phone number. Give the **new phone number to Security** as soon as you know what the new number is.

To Return Equipment and Leave the Telephone Turned On, do the following:

Verizon equipment may be returned any time as long as the account is left open and dial tone (telephone service) left on through Settlement Day.

- 1) Call the Call Center (1-800-501-1172) and tell them you want to return Verizon equipment and cancel any Extra Services not included in the HM Bulk Plan. Emphasize that you do **Not** want to cancel your Bulk Plan Services. If you subscribe to any Premium Channels or any Channel Line Up other than the Preferred Channel Line Up, tell the Call Center Agent that all you want is the Hershey's Mill Bulk Plan and nothing extra.

****Be certain that they do not turn off the dial tone. Double check this with the Call Center Agent before hanging up.**** Ask for a 'new' telephone number at this time, if you want to take your current number with you.

Equipment that stays with the house:

ONT

Transformer

Battery Back Up

Extender – if purchased out right

Equipment to be returned: (NOTE: unreturned equipment will be billed directly to the current home owner)

HD Set Top Boxes

Digital Adapters

Router

DVR'S

Extender – if charged for monthly

- 2) The Agent will give you instructions for returning the equipment. The Agent will send, pre-paid mailing return labels and a box to mail the equipment in, to the address on file. The pre-paid return label package contains a label and box. The packaged equipment is taken to the nearest UPS location to be returned.
- 3) Do Not attempt to remove the ONT, Transformer, or Battery Back Up. These items remain in place.