

All Hershey's Mill homes are required to provide *telephone service and electrical power to 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 a home (or are a Next of Kin) within Hershey's Mill you are entitled to phone service as part of the HOA fee. See instructions below.

Moving Within Hershey's Mill or to Another Home Outside the Community: If you are moving to another home within Hershey's Mill or outside the Community, you may 'Port' or 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, have them 'Port' your old phone number to the new address and ask them to give your Hershey's Mill address a 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) is 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 Channels other than the Preferred Channel Line Up, tell the Call Center Rep that all you want is the Hershey's Mill Bulk Plan and nothing extra. Return equipment as detailed below. NOTE: You must have a 'Return Equipment Number' from Verizon.

****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 'Port' or take your current number with you.

Equipment that stays with the house: (Anything bolted or screwed to a wall or board)

ONT, Transformer, Battery Back Up and Extender – if purchased out right

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

HD Set Top Boxes

Digital Adapters

Router

Extender – if charged for monthly

The Verizon Rep will give you instructions for returning the equipment and a **Verizon 'Return Equipment Number'**. Keep this number until the entire account is closed. With the Verizon 'Return Equipment Number' equipment may be taken to a UPS location. UPS will box and ship the equipment. Be sure to obtain a receipt with the list of equipment you are returning.

FINALLY, Do Not Unplug the ONT, Transformer or Alarm Panel in the home. Do not attempt to remove the ONT, Transformer, or Battery Back Up. These items remain in place.

