

Renters and Landlords or Home Owners with Renters in Hershey's Mill

July 2018

Renters are responsible for providing telephone service the *day after Move In Day through Move Out Day*.

Landlords are responsible for providing telephone service the *Day after Move Out Day through the next Move In Day, in between Renters occupancy*. There is no extra cost for this as phone service is included in the Hershey's Mill/Verizon FiOS Bulk Plan. However, an account must be set up through Verizon.

The Verizon FiOS Bulk Plan is paid for in the HOA Fee for each home in Hershey's Mill.

The Verizon FiOS Bulk Plan, Includes

- - HD Television
- - Preferred Channel Line Up*
- - One (1) HD Set Top Box
- - Internet – 150/150 Mbs Upload and Download Speeds
- - One (1) Dual Band Router
- - Phone/Voice (Dial Tone) – Unlimited calling Nationwide, Canada and Puerto Rico

*Subject to change

Verizon FiOS Accounts for RENTERS

Renters Responsibilities:

Notifications will come to you through your Village Council. Be sure the Village Council and Managing Agent has your email address and contact telephone number. No one will call you or knock on your door. You must act proactively. Instructions for this are included in the document titled, "Move In". See below.

For details, please read the documents under New Home Owners titled "Move In" posted on hersheysmill.org

Verizon FiOS Accounts for Landlords:

Verizon will set up Phone Service Only between Renters. You must proactively set up an Account between each Renter and request Phone Service Only. Instructions below.

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.