

Verizon Transition Update

December 5, 2017

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Process

In Ground Construction Phase

Cable Pull

Cable Splice

ONT Install

Test from Home Office

Network Create

Early Adopters

Spring Transition

Update 2

In Ground Construction Phase

The In Ground Construction Phase involving installation of Conduit underground is complete within Hershey's Mill. There may be, from time to time, some underground installation in isolated areas as the Cable Pull, Splice and ONT installations are underway.

Planting Beds and Turf Areas:

These areas may have been disturbed. It is part of the conduit installation process. Resetting and restoring is also part of the process. After trenching and resetting of the grass, turf areas may look good initially, however shade or lack of water or winter weather may hinder sustainable growth in the Spring if these areas are not watered daily.

Grassy Areas: The resetting process for disturbed grassy areas is to reseed these areas with Hershey's Mill grass seed specification. The contractor has the Hershey's Mill seed spec and is using this seed. While reseeding has taken place as they worked, growth may not be sustainable through the winter.

Some villages were completed too late in the cold weather to top soil and seed. The Spring Restoration will work in the Villages that did not receive restoration due to the cooler weather and touch up in some villages that may need it.

NOTE: Trenched areas may sink after the initial fill and reseed. In this case, the Spring Restoration will address these issues.

Update 3

Cable Pulling and Splicing

Will be brief and fairly unobtrusive within a village. Residents may see the men working or they may never see them. The process is relatively quiet.

ONT Installs

- ▶ **ONT Installation:** The next step is for Verizon In-Home Installers to install the ONT (Optical Network Terminals) boxes. This will be done by Verizon Technicians who are In Home Installers. Installing the ONT's will significantly improve the transition time next Spring, 2018. ONT Box installations may occur simultaneously with Cable Pulling.
- ▶ The ONT Boxes connect the Fiber Optic cable to the interior cabling. The ONT Box will be installed inside near the electrical panel. Some homes will have the ONT Boxes installed in another location depending on the homes configuration.
- ▶ During the construction phase, the ONT Team will work within the village from 9 am to 2 pm, Monday through Friday.
- ▶ Village Presidents will receive a detailed email that may be forwarded directly to residents explaining that the ONT Installation Team is ready to work in your village. Each home will be called for an appointment for the ONT Installation Tech Team to gain entrance to install the ONT Boxes.
- ▶
- ▶ **Note:** All appointments will be for a 3 hour span of time as the Technicians move from house to house. The Team will move from one home to another as they finish. Most homes will take about 30 minutes to install. Some will take 2 hours, depending on the homes configuration.
- ▶ **Note:** If a resident is out of town during this period, the ONT Installation Team will install at their address at a later date.
- ▶ **Important:** No services will be transitioned when the ONT Boxes are installed.
- ▶ **NOTES:** Mass Transition to Verizon Bulk Services and In-Home Equipment Installation begins next March 2018, by Village. More on this as we get closer.

Update 4

Early Adopters

- ▶ Early Adopting is on a strictly voluntary basis

- ▶ **What This Means:**

Any Resident of a Village that is “Net Work Created” may Transition on or after the Network Creation date to either Verizon FiOS dial tone, Verizon FiOS High Speed Internet, or Verizon FiOS television or any combination of those three, including Verizon Triple Play.

- ▶ Note: There is no penalty for transitioning to Verizon FiOS Bulk Services from Introductory or Promotional Rates.

- ▶ **Costs:**

-Residents who transition early will continue to pay for the Comcast Bulk Television services through their HOA fee.

-Residents who Early Adopt Verizon FiOS services will do so at the then current ‘Introductory or Promo’ Rate. The Introductory Rates published on the Verizon FiOS website are the highest rate a Resident should be charged. Lower rates may be available to individual residents based on several factors; including if the resident has been or is a current Verizon customer or if the resident has never been a Verizon customer. It is not possible to quote an exact amount that any resident may pay for any particular service. Pricing is dependent on exactly what a resident may order.

As of September 6, 2017, Verizon FiOS Triple Play starts at \$79.99 as an INTRODUCTORY or PROMOTIONAL Rate. There are additional charges depending on taxes, fees and additional equipment ordered. **NOTE: Pricing Subject To Change.**

- ▶ **The only way to know pricing for certain is to speak directly with a Verizon representative.**

Update 5

HOA Fees:

- ▶ The Verizon FiOS Bulk services will begin transitioning by Village in March, 2018.
- ▶ The Comcast Bulk Contract ends May 29, 2018.
- ▶ Beginning January 2018, HOA fees will begin to reflect the new Bulk Services Fees. The Fees for both Comcast and Verizon FiOS Bulk Services will be combined and distributed (prorated) over twelve months through everyone's HOA fee.
- ▶ HOA fees are, in general, set one time, annually, and the new fees begin in January each year.
- ▶ The Comcast Bulk Fee, for five months, and the Verizon Bulk Fee, transitioning beginning March, 2018, have been combined and prorated over twelve months. The prorated amount for the twelve months of 2018 is \$61.75/month. See Update 11 for more information.
- ▶ **Early Adopter Costs:**
 - ▶ Through December 2017, anyone who Early Adopts will continue to pay the current \$31.64 through HOA fees plus the Introductory or Promotional Rate and any extra services ordered not included in the Intro/Promo Rate paid directly for Verizon FiOS services. (NOTE: All residents will continue to pay the \$31.64 through HOA, whether they Early Adopt or not through December, 2017.)
 - ▶ Beginning January 2018, Early Adopters will pay through their HOA fees the combined, prorated Bulk Fee of \$61.75, plus the Introductory Rate paid directly to Verizon FiOS until March 2018. (NOTE: All residents will pay the prorated Bulk Fee of \$61.75 through HOA, whether they Early Adopt or not.)
- ▶ **To Recap:** Residents who transition early will continue to pay for Bulk Services through their HOA and pay directly to Verizon FiOS for Introductory or Promotional services plus any extra services ordered that are not included in the Intro/Promo Rates. Early Adopters will no longer pay their direct Comcast bill after cancelling Comcast services and returning Comcast equipment.

Update 6

Costs To Consider Before Early Adopting: HOA Bulk Fees and Sample Pricing

Through December 2017:

Comcast Bulk Fee Paid through HOA:	\$ 31.64
Verizon FiOS Intro or Promo Rate: Individual Basis - SAMPLE RATE Triple Play	<u>\$100.00</u>
Total: Combination of the two	\$131.64

You will no longer be paying for the Comcast or other services you currently have.

January 2018 begins the new HOA budget with the new Verizon FiOS Bulk Fees and the Comcast Bulk Fees Prorated over 12 months of \$61.75. HOA fee will include the combined, prorated Bulk Fee of \$61.75.

Comcast Bulk Fees: \$31.64 x 5 months = \$158.20/12 months =	\$13.19
Plus	
Verizon FiOS Bulk Fees, on a roll-in basis/12 months =	<u>\$48.56</u>
Total included in HOA fee beginning January 2018:	\$61.75

January through February 2018:

Bulk Services Fees Paid Through HOA	\$61.75
Plus	
Verizon FiOS Intro or Promo Rate* ¹ : Individual Basis- SAMPLE RATE Triple Play	<u>\$100.00</u>
Total: Combination of the Bulk Rate included in HOA & Intro Rate	\$161.75

March 2018 on:

Bulk Services Fees Paid through HOA* ²	\$61.75
Plus	
Any Extra Services Ordered above Verizon Bulk Services- SAMPLE RATE	<u>\$25.00</u>
Total	\$86.75

NOTE:

*1) There will not be a penalty for transitioning from Introductory or Promotional Rates to the Bulk Rate in March 2018.

*2) Early Adopters will no longer be paying separately for telephone, high speed internet, router or HD television, except for any extra services ordered above Verizon FiOS Bulk Services.

Update 7

Early Adopter Procedure

Procedure: Notify of Interest, Make an Appointment, Order Service

- ▶ The Village Council will be notified that your Village is close to being 'Net Work Created' and ready for Early Adopters. This will include a request for those residents interested in Early Adoption to notify the Kane's.

- ▶ Residents will email bsfkane@gmail.com with their address in the subject line and the words Early Adopt. Name and telephone number to be included in the body of the email.

- ▶ When your Village is 'Net Work Created' and if you have requested to be an Early Adopter, you will receive a call to set up a Private Appointment with an On Site Verizon FiOS Representative.

- ▶ The Representative will be able to take your order and set up your account. Bring your current Comcast and Verizon bills to this meeting to facilitate the ordering of services. Residents will discuss with the Verizon FiOS Representative which services they wish to activate, what equipment they will need and will set up an installation appointment.

- ▶ NOTE: If ordering Verizon FiOS telephone service consider ordering a Battery Backup. The cost is approximately \$39.99 plus \$4.99 for shipping. It will be mailed directly to you in time for your installation appointment and the Verizon FiOS Technician will install it and show you how to change the batteries in it.

- ▶ The Smaller Set Top Boxes are called Digital Adapters. The Digital Adapters are \$7.99 a month. These boxes provide no access to recorded shows, rewind and some other advanced features. They also do not provide high definition reception.

Installation Appointment: See next Page

Update 8

- ▶ **Installation Appointment - The Verizon FiOS In Home Technicians will:**
 - ▶ install an ONT Box if the Resident does not have a box installed already,
 - ▶ test the Security System with the Resident before beginning the installation,
 - ▶ transition the interior cabling over to the ONT Box,
 - ▶ disconnect any applicable Comcast equipment,
 - ▶ connect Verizon FiOS equipment,
 - ▶ instruct the resident on use of the equipment and
 - ▶ assist in connecting all wireless devices to WiFi if appropriate
 - ▶ **The Very last thing to be done is for the Resident to once again test the Security System before the Verizon Technician leaves.**

IMPORTANT: Testing the In Home Security System: **The First and Last Steps during the Verizon FiOS In Home Technician's scheduled visit are to test the Security System.**

Comcast: Do not cancel your Comcast account or services until the Verizon FiOS installation is completed and successful.

- ▶ Depending on what services a resident early transitions to with Verizon FiOS, no contact with Comcast may be necessary at this time.
- ▶ For example, if a resident currently has Verizon phone and DSL and transfers to Verizon FiOS phone and internet and retains Comcast television until Spring, 2018, there is no need to contact Comcast at this time.
- ▶ Early Adopters transitioning from Comcast Services to Verizon FiOS Services should contact Comcast prior to the day of the Verizon FiOS transition appointment and obtain a list of all equipment that Comcast has assigned to your account, including serial numbers.
- ▶ The Resident should check the list against the equipment they currently have in their home. If there is a discrepancy, the resident should contact Comcast again and resolve the discrepancy. Comcast will charge for any equipment listed on your account that is not returned to them.
- ▶ On Verizon FiOS transition day, after a successful transition, the resident should call Comcast, cancel the services transitioned to Verizon FiOS, effective immediately, receive and record a **Cancellation Number** and ask for instructions on how to return Comcast equipment properly. There is a Comcast Store in Exton's Main Street Mall. **NOTE:** **Comcast will charge for any equipment not returned to Comcast. We recommend returning the equipment directly to the local Comcast Store and obtaining a receipt for the equipment.**

Update 9

Spring Transition, 2018

- ▶ The Spring Transition will begin in March, 2018

- ▶ Educational Presentations
- ▶ The Transition will be done by Village
- ▶ 800 Number
- ▶ Account Set Ups
- ▶ Port Phone Numbers
- ▶ Order Battery Back ups
- ▶ Order Digital Adapters
- ▶ Installation Appointments
- ▶ Anyone away will be installed when they return