

Updated Advisory Notes for residents ordering Verizon Services in Southern Walk (September 2019)

Note: For Southern Walk residents who ONLY order the bulk service (i.e., the contracted internet service) you have the option of by-passing the credit check (the normal procedure is a credit check) and use an identity verification service that only requires a verification of driver's license, passport, or birth certificate. If you wish to refuse the credit check, tell the ordering representative that you live in the Southern Walk and you wish to verify your identity through the alternate identify verification process. Verizon must ensure your identity is accurate to prevent fraudulent account opening, and this protects both you, the consumer, and Verizon, from ordering and delivering services illegally, using your name, but to someone else, illegally.

Any service ordered, in addition to the bulk services, i.e., you order phone and television services along with your internet service, Verizon will require the credit check. The credit check is standard operating procedure and part of Verizon's terms of service for residential use.

Note: For residents who require more than one data (ethernet port) you may be required to pay additional fees and purchase or self-provide additional equipment (gigabit or 1000 mbps hardware switch) at the time of installation to enable data distribution to more than one ethernet port.

Note: For Southern Walk residents who decide to order television and/or phone service at a later date, and not during the installation of your contracted internet service, you may be subject to additional fees for installation. Phone and television services are not contracted services, but if you order them along with the internet service, Verizon will not charge an installation fee for these services.

Note: For Southern Walk residents who retained the OpenBand digital video devices used with their Cable TV service, and kept these devices with the permission of OpenBand, you may recycle them at any electronics recycling center or event. *A fee may apply.*

Note: Many technical issues can be resolved by the Verizon on-line chat function with the My FiOS app (smartphone or tablet device) or from the Verizon FiOS website. A FiOS account number and registration is needed to use this service. You can also schedule a call (their technical support will call you at a time you specify through the app) to avoid wait times during heavy call volumes. The FiOS contract with the Southern Walk does maintain a provision for service-level agreement (a requirement) to answer calls in any specified time threshold.