

# Verizon information for Southern Walk at Broadlands

## Contracted Service(s):

### Internet

**Internet Speeds:** Up to 940/880 Mbps<sup>††</sup>

**Internet Equipment:** Fios™ Quantum Gateway Router

## Ordering Instructions

To order service, please call your Verizon Bulk Sales Agent at **800.501.1172** during the following hours:

**Mon - Fri 8 AM - 7 PM, Sat 9 AM - 6 PM**

To confirm proof of identity, you will be required to provide the following information:

- Name
- Date of Birth
- Address
- Social Security number

In some instances, Verizon may accept other forms of identification such as a driver's license, birth certificate, etc. which you will be required to fax to Verizon for verification.

All outstanding balances due to Verizon must be paid before bulk contracted services can be ordered. The credit department may also require a driver's license, passport, or birth certificate. Based on credit history, a security deposit may be required for services ordered above the bulk contract. Deposits can be paid with a major credit card or check.

While most calls with your sales agent will be relatively brief, there are instances where they may take 30-minutes or more depending on the services being ordered and verification of the above information.

Please wait to cancel any existing TV, internet or voice services until your Fios installation has been successfully completed. If you wish to transfer your current telephone number to Verizon, simply provide the Verizon sales agent with your current number and your request will be processed. This transfer may take a few additional days to complete.

When you place your order, you'll be assigned the first available installation date. If that timeslot does not work for you, we will do our best to accommodate another timeframe. It is recommended that you call 2 weeks prior to your move-in date to place your order. Please keep in mind that an adult (18 years or older) must be present during the installation.

It's important to understand all changes to your bulk account must be made by contacting 800.501.1172. Do not use any other Verizon contact numbers.

After you have placed your order for service, please call the Fiber Solutions Center at 888.553.1555 for all technical or service related issues and questions.

