

## Congratulations and Welcome!

We are excited your community has selected us as the new service provider for your in-home entertainment and communication needs. Your new Fision<sup>®</sup> service will be delivered to your home by our state-of-the-art fiber optic network. Fiber optics, the future of communications, is here to give you faster Internet speeds, amazing television picture quality and superior call clarity. Experience the Fision difference!

### Who is Hotwire Communications?

Hotwire Communications<sup>®</sup> has been providing television, Internet, phone and security to communities in South Florida since 2005. We are a franchised cable provider fully regulated and we are the largest privately held cable and Internet provider in the state of Florida. We are an Accredited Business with an A rating with the Better Business Bureau (BBB). In addition to our residential services we also provide telecommunications services to several different markets – visit us at [www.hotwirecommunications.com](http://www.hotwirecommunications.com) to learn more.

### No Data Caps, Amazing Picture Quality and more!

Enjoy blazing fast Internet with speeds up to 1 Gigabit (That's 1,000 Mbps) and **No Data Caps!** We offer unlimited use for all of our Internet packages. Plus get our amazing TV service and enjoy your favorite television programming in stunning HD with advanced features like Replay TV, Instant Channel Changes and more. Our services are designed with YOU in mind!

### What makes Hotwire Communications different from other providers?

Hotwire Communications specializes in serving communities like Park Shore Landing. This means our customer service and technical teams operate differently than a traditional “cable company”. It starts with our White Glove treatment covering all aspects of your installation followed by our ongoing quality standards. Your calls will be answered by Hotwire Communications employees from our Ft. Lauderdale and Atlanta facilities. We understand your time is valuable which is why the average call to our support center is answered in less than 30 seconds.

We monitor all of our systems 24 hours a day x7 days a week x365 days a year and are proactive in trying to repair issues remotely. In fact, we may never need to enter your home after our initial service installation. However, if onsite technical support is needed, our team is ready to provide a prompt resolution.

### Your new amenities package will include the following services:

- **Expanded Basic TV:** Local networks, sports, stations, news, popular channels and more!
- **Digital Access Package:** Local networks, sports stations, commercial free music PLUS favorite channels like TLC, NFL Network, USA, HGTV and Bravo! Plus HD channels available in Digital Access Package.
- **HD Service:** Access to available HD channels in your digital package.
- **Multi-Room DVR Service:** Watch any recorded show from any box in your home.
- **Fision HD Boxes:** Two (2) HD boxes. Provides our on-screen guide with advanced features, access to Replay TV, and Video on Demand.
- **High Speed Internet 150:** Download speed: **150 Mbps** and upload speed: **50 Mbps** delivered to your home.
- **Wireless Router:** Enjoy WiFi in your home.

Additional products and services are available at competitive rates to customize your services. To view our channel lineup and product details please visit [www.gethotwired.com/parkshorelanding](http://www.gethotwired.com/parkshorelanding) and enter **Access Code: 8886**.

### **Additionally, we offer various Special Promotions including**

- **Digital Voice Service** – First Line Free for 12 months, \$14.99/mo year 2 and \$24.99/mo thereafter.  
*(Taxes, fees, and surcharges will apply.)*
- **High Speed Internet** – offers for upgrades to 500 Mbps and 1000 Mbps.
- **Security and Home Control** – Professional monitoring 24x7x365, interactive home automation with remote access, wellness solutions and more. Customize your home security package to fit your life. Speak to a Home Security Representative for more information and special offers.

### **How do I get new service?**

Each homeowner is required to complete one Home Evaluation Survey. A representative will review the bulk service package and discuss your current services to suggest the right set of products for you. We will also answer any specific questions you may have about our service. If you have any questions, you may contact our Launch Department at any time at **239-217-3262**.

We have dedicated representatives available to assist you. A Hotwire Representative will contact you to schedule your home evaluation appointment. Once your survey has been completed, you will be contacted to schedule your installation appointment. **Installations will tentatively begin in November 2017.**

We are confident you will enjoy all of the advanced Fision service Hotwire Communications has to offer and we look forward to serving you!

Sincerely,  
The Hotwire Launch Team  
239-217-3262

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Digital Voice Promotional Offer expires as noted. Must subscribe to cable and/or Internet service to receive promotion for free telephone service. Taxes, fees, surcharges (including the \$6 EVSF telephone surcharge and \$0.42 LNP surcharge) and usage charges additional and apply to free, discounted, and non-discounted offers for all Hotwire packages, products and services. Phone lines with unlimited calling are for residential use. Alaska, Hawaii and Puerto Rico not included in long distance calling area. Hotwire Communications and Fision are registered trademarks of Hotwire Communications, Ltd. All rights reserved. ©2017

**Hotwire**<sup>®</sup>  
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