

Frequently Asked Questions

Who is Hotwire Communications?

Hotwire Communications® has been providing television, internet, phone, and security to communities like yours since 2002. We are a franchised cable provider fully regulated by the FCC and in compliance with local, state, and federal regulations. 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.

When compared with other major providers, our Fision internet service came out on top, earning several accolades from third-party outlets. Industry peers and national media took notice because Hotwire Communications is not the largest provider to have its customers submit speed tests. Our customers enjoy blazing fast internet with speeds up to 10 Gigabits, and with no data caps! We offer unlimited use for all our internet packages. Plus get our amazing Fision 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!

How do you build the new fiber-optic network in our community?

You will see an increase in activity as Hotwire Communications builds the network and prepares to deliver service to your home. We are a friendly group, but we ask that you please keep a safe distance away from ALL of our ongoing construction activities. Safety is our priority.

What makes Hotwire Communications different from other providers?

Hotwire Communications specializes in serving properties like yours. This means our customer service and technical teams operate differently than a traditional “cable company”. It starts with our concierge-style approach to service, covering all aspects of your installation, followed by our ongoing quality standards. We have two Customer Care Centers located in the United States that are staffed with Hotwire employees. 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 our systems 24 hours a day, 7 days a week, and 365 days a year, and we 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.

What services are included by my association?

Your NEW amenities package selected by your association will include the following services:

- Digital Access Package: Local networks, sports stations, commercial free music PLUS channels like TLC, NFL Network, USA, HGTV and Bravo!
- HBO Package: 8 HBO channels offer exclusive and hit movies, original series, action-packed sports, and special events. Plus, access to Max for streaming options. Complimentary amenity through 2/1/2025.
- SHOWTIME Package: 12 SHOWTIME channels of top Hollywood hits, award-winning originals, championship boxing, live concerts, and comedy. Includes TMC, Flix, and access to SHO Anytime.
- Fision TV+ HD Boxes: Two (2) boxes with access to on-screen guide, Replay TV, Video on Demand, and more. Voice remotes included.
- DVR Recording Storage: Includes 200 hours of cloud DVR storage.

- High Speed Internet 500: Download speed of 500 Mbps and upload speed of 500 Mbps.
- eero Pro 6E: One (1) eero Pro 6E device included for WiFi. Additional devices provided if required based on the size and configuration of the unit at the discretion of Hotwire.

Will I be able to upgrade the includes services?

Yes, Hotwire Communication has a full catalog of services available to fit your needs. A rate sheet will be available within the upcoming weeks for your review.

What is Fision TV+?

Fision TV+ brings together all the live, recorded, on-demand, and streaming entertainment you could ever want, in a single experience you know and love. It's easier than ever to find, watch, and enjoy your favorite shows, movies, and videos by simply asking Google Assistant. Fision TV+ gives you access to 5,000+ apps and games on Google Play, and you can easily share content by casting it to the big screen with Chromecast built-in™. Fision TV+ even integrates with your smart home, adding benefits beyond entertainment. Maximizing your customized experience to meet your needs.

Will I have to replace any of my existing computer equipment?

Hotwire's telecommunications services will be delivered by our fiber-optic network directly to your property. A Hotwire Installation Technician will provide you with a detailed installation plan and equipment that will be used in your home. In most instances, existing computer equipment such as a router will not be affected and may no longer be needed. The Hotwire Installation Technician will provide you with the optimal installation route and plan for service in your home.