

Important Information from Hotwire Communications

Hotwire is excited to announce that we have reached a pivotal point in the transition to your NEW Fision[®] services! **We are actively scheduling one-on-one consultations for residents.**

Your new amenities package 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.*

To view our channel lineup and product details, visit your community Web page at www.gethotwired.com (Access Code 64795).

**Please contact our Launch Department at 561-509-5429
to schedule your one-on-one consultation.**

Questions: e-mail Thecarriageclubnorth@hotwirecommunication.com

What happens during the one-on-one consultation?

This process is an appointment for a resident (YOU) to meet with a Hotwire Representative to establish a personal account. You will provide contact information and select the services you would like to have installed in your home. You will also have the opportunity to ask specific questions about our services. This consultation will not be a technical discussion specific to installation details; that will be presented at a later date. **The appointments can take place face-to-face in your home or over the phone if you prefer or are out of town. One appointment is required before we can install service in your home.**

If you are porting your current phone number from your current provider over to Hotwire Communications, you will also be required to fill out a Letter of Authorization (LOA) form. This will be discussed during your one-on-one consultation. Your telephone service must remain active during the entire porting process, and you will also be required to have your current provider bill during the consultation. Do NOT disconnect your service or contact your current

telephone service provider until AFTER your new Hotwire telephone service has been activated and confirmed.

Installation Process:

After your consultation has been completed and we reach this point in the process, you will be contacted to schedule your installation appointment.

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