

Hotwire TV and Internet Services Update

Hello Coral Trace Neighbors:

We are excited to inform you that our community has now entered into a contract with Hotwire Communications to bring the latest and most advanced fiber optic technology to Coral Trace for both **TV content and Internet Services!** Yes, by August 1st, 2022 we will be replacing the current bulk Xfinity TV only service for all residents of our community with BOTH TV and High Speed Internet services.

While change is never effortless, Hotwire is committed to ensuring the smoothest transition and customer experience possible for everyone in our community.

WHAT YOU NEED TO KNOW NOW!

Seasonal Residents (Snowbirds):

As you prepare to leave the community, Hotwire has provided the following guidance:

IMPORTANT:

- If you are a snowbird and not planning on returning to Coral Trace until after August, please disconnect and return your Xfinity TV equipment to an Xfinity location before you leave.
- **BE SURE TO RECEIVE AND RETAIN A RECEIPT FOR YOUR RETURNED EQUIPMENT!**
- If you have a personal home phone service and want to retain that phone number, **do not cancel** your existing phone service until you return and your unit is active with Hotwire.
- During your one-on-one consultation (via phone, in person or zoom) with a Hotwire Residential Specialist, you will be provided with a LOA to port your phone number from your current provider over to Hotwire.
- If you currently have an independent Internet Services agreement supporting remote functionality (Temperature Control, Security Cameras and Doorbells, Appliances etc.), you may want to consider staying in that agreement until you return and Hotwire is installed in your home. However, if your current internet services will not be used while you are away there may be a saving opportunity for you to terminate that service agreement and return any rented equipment before you leave.
- Two weeks before you return to Coral Trace, call Hotwire to schedule your in-home service installation. A dedicated number will be provided to you.

Year Round Residents:

- After you are installed with the Hotwire Service, you will need to disconnect and return your Xfinity TV equipment to the closest Comcast store.
- **BE SURE TO RECEIVE AND RETAIN A RECEIPT FOR YOUR RETURNED EQUIPMENT!**
- If you have a personal home phone service, **please do not cancel** it until you are active with Hotwire service. If you cancel your phone service before then, you will lose your number.
- During your one-on-one consultation (via phone, in person or zoom) with a Hotwire Residential Specialist, you will be provided with a LOA to port your phone number from your current provider over to Hotwire.

- If you have an independent Internet Services contract with another provider, once the Hotwire TV and Internet services are installed in your home, you can contact your internet provider to cancel the agreement and make arrangements to return any rented equipment.

Hotwire Services Preview:

WHY HOTWIRE? Signal Quality, Improved Clarity, Speed, and More!!!!

Hotwire Fision TV+ Digital Access and HD Channels

As part of our new agreement, each home will receive the required equipment, including two (2) Voice Controlled Remote Controllers and two (2) wireless TV boxes to enjoy Hotwire's Digital Access and Digital Access HD channels.

Similar to other providers, Hotwire also has additional channel packages and premium channel options available. e.g. Digital Favorites, Digital Premium, etc.. (See Digital Lineup for more package information.) Also included in the community agreement is 50 hrs of DVR storage. Pricing for the additional storage and options will be provided in the near future.

Internet Services:

Each home will receive one (1) Wireless Router.

Each home will also receive 300 MPS of **Download and Upload High Speed** Internet service. Equal Upload and Download speeds is a significant benefit of Fiber Optics.

Additional speed options are available is desired. Pricing for these options will also be provided in the near future.

Phone Services:

The Coral Trace agreement provides free Telephone for the 1st twelve months, \$14.99 /mo for the 2nd twelve months, and \$24.99 /mo thereafter.

We look forward to including Hotwire presentations by their team members in upcoming monthly meeting agendas, as well as having them host educational sessions in the Club House as we begin to bring the services into our community and homes.

From Hotwire - Installation Phases:

Our 3 phase Transition: – Hotwire will assign dedicated resources strictly for your property, dedicated onsite launch account manager sitting at the property M-F during the installation period. In addition, you will have a dedicated project manager who will oversee the project from start to finish. All Hotwire employees except in one area where we use a subcontractor.

1. **The Fiber Construction** – We do not use any heavy machinery. We hand trench the entire property which in this case is done by a contractor we have been using for many years and they are supervised by a Hotwire Project Manager. After we hand trenched and bury the fiber, everything is restored back to its original condition. If at any time our crews damage anything, let's say for example a sprinkler, we repair immediately. Another thing that sets us apart is, we install underground vaults. Not above ground pedestals. Since you have a beautiful community you won't have to worry about Hotwire installing those big green boxes around your community. Ours are all underground.
2. **One-on-One Consultation** – This is dedicated one- on-one time with each resident via in person, zoom or over the phone to explain our products, services, the bulk offering, bill comparison, new rates and savings, setup their account and answer any and all questions or concerns they might have
3. **In-Home Installation** – This is where our technician will be activating the Hotwire services in your home. Again, all Hotwire employees – no contractor. Please note, we run our wires parallel to the other provider and will not touch their wiring so during the entire transition process, your existing services will continue to work until the day my technician is inside your home activating the HW services.

After everyone is all installed and enjoying their new Hotwire services, if anyone needs additional training on how to use the platform, we have Fision Educators readily available to you via in person or zoom if you need extra training on the platform.

In closing, the HOA is excited to now be including the newest communication technologies within our community services portfolio! Please look for on-going updates as we move forward.

Happy Spring to everyone, as we also SPRING into the age of newer technologies!

To those heading out, safe travels! To those staying put, we hope you continue to enjoy our piece of Southern Florida Paradise!

The Coral Trace Board