

## 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<sup>®</sup>?

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 and 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.

### Amazing Picture Quality, No Data Caps!

Our fiber optic network provides the most bandwidth in the market today. Enjoy your favorite television programming in HD with advanced features like Replay TV, Instant Channel Changes and more. Experience blazing fast Internet with speeds up to 1 Gigabit (That's 1,000 Mbps) and **No Data Caps!** Enjoy surfing, streaming, and downloading, on ALL your devices at the same time without worrying about overage charges!

### What makes Hotwire Communications<sup>®</sup> different from other providers?

Hotwire Communications specializes in serving communities like Golfview Golf & Racquet Club. 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 by the customer service and technical teams. Your calls will be answered by Hotwire Communications employees from our Ft. Lauderdale, Philadelphia, or 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, 7 days a week, 365 days a year and are proactive in trying to repair most 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!
- **HD Favorites Package:** Local networks, sports, news, popular channels, PLUS additional channels like the Cooking Channel, AMC, Disney Junior, VICELAND and more!
- **HD Service:** Access to available HD channels in your digital package.
- **One (1) Fision HD Box:** Provides our on-screen guide with advanced features, access to Replay TV and Video on Demand.
- **High Speed Internet 100 Mbps Download and 25 Mbps Upload**
- **Wireless Router:** Enjoy WiFi access 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/golfviewgolfclub](http://www.gethotwired.com/golfviewgolfclub) and enter **Access Code: 2593**

**Digital Voice Special Promotion:** Free for the first year of the agreement, \$14.99/mo in Year 2 of the agreement, and \$24.99/mo thereafter. (Taxes, fees and surcharges apply). Offer expires 06/01/20.

### **What happens next?**

Each homeowner is required to complete one Home Evaluation Survey for their Hotwire services. Our Launch team will be contacting you shortly to set up an appointment for a home survey at your home or via the telephone - whatever works best for your schedule. At the time of the Home Survey appointment, 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.

Once your survey has been completed, you will be contacted to schedule your installation appointment. Installations will begin in the March timeframe. 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,  
Hotwire Communications  
239.217.3262