

# fusion<sup>®</sup> is Here!

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Thank you again for the opportunity to serve your community, we are thrilled to become your new provider! Rest assured we have done this many times and we are here to make this a smooth and easy transition. During your survey appointment we will be asking questions about the television, Internet and telephone service you are currently using today. Our goal is to help you pick the right services to meet your needs.

*Out of town for an extended period of time ... no problem ... we can complete the home survey on the telephone.*

## **Preparing For Your Survey Appointment**

Here are a few tips to help make the survey process easy for you:

- Make note of the number of television connections and digital boxes you have in your home. We'll be asking where you want to have Hotwire TV service.
- Think about your favorite TV channels that you can't live without so we can help you pick the right TV package. We don't want you to miss your favorite shows!
- Think about your Internet usage and the number of web enabled devices with access to your current Internet service. We want to be sure you'll have plenty of bandwidth.
- Have a copy of your current telephone bill available for your survey appointment. We can easily transfer (known as port) your current telephone number to our service, but it requires that we have these details exactly as they appear on your bill from your current provider:
  - o Name
  - o Address
  - o Current Provider
  - o Account Number
  - o Telephone number that you are porting to Hotwire

**Mobile to Landline Conversion:** Hotwire has the ability to convert a mobile phone number into a landline. Residents who are interested in this option will also need to provide their PIN # or Password from their mobile account.

If you have any questions please do not hesitate to give us a call.

We look forward to meeting with you!

Sincerely,

Hotwire Communications Launch Team  
239-217-3262