



Westside Village Kick-Off

April 19th, 2024

Hotwire
COMMUNICATIONS

fision

Agenda

- **Introductions**
- Estimated Timeline & Construction
- Hotwire Launch Process
- Bulk Amenities
- Installation & White Glove Experience
- Communication Tools
- Next Steps

Your Launch Team

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1

EXECUTED CONTRACT

POST-SIGNATURE

- Project Resource Assignment
- Formal Launch team intro
- Initiate Launch Game plan

4

CONSULTATION PHASE

SURVEYS

- Town Hall
- Inbound/Outbound Call Campaign
- In Home Consultations
- Scheduling Installation

PRE-INSTALLS

- LAM Onsite Coordination
- BOD/VIP Onboarding
- Property Presence Establishment

5

INSTALL PHASE

SERVICE ACTIVATION

- Installation Invites
- Outbound Call Campaign / Scheduling
- On Site Presence
- Demo
- Educations
- In Unit Install QC
- Post Install Follow Ups
- Data Tracking
- Reports (progress, troubles, SRO)
- Board Meetings
- Common Area Service Activation and Cert

2

LAUNCH GAME PLAN

PROJECT INITIATION

- Infrastructure, Operations, and Network Planning & Design

PRE-CONSTRUCTION

- High Level Timeline
- Admin / Marketing (rate sheets, rate codes, addresses)
- Pre-Assessments
- LAM Database build & tracking documents

3

CONSTRUCTION PHASE

BUILD OUT

- OSP/ISP Plant Build Out
- Common Area Wiring
- Network Deployment and Certification
- Service Certification
- Fiber Pulls

6

CLOSE OUT/HANDOFF

OUT OF LAUNCH

- SAD Commitment
- Revisit Non-Responders and Seasonal
- Account and Billing Clean Up
- 2nd Post Install Follow Ups
- Final Stat Report
- Final BOD/Management Meeting (revisions)
- Common Area Service Certification
- Final Contract Deliverable Review
- Closeout & Handoff Event



How We Build

- Walk-through entire Community with HOA
- Utilize Design Systems
- Survey Multiple Homes to Determine Wiring Options
- Construct Main Distribution Facility (MDF)
- Install Fiber Optics Lines
 - “Locates” called in before all digging
 - Place Construction Signs in area
- Install Home Service Conduit/Drop
- Test and Certify
- Begin Home Installations



How to Identify Your Construction Team

- ✓ All Vehicles Identified as Hotwire Construction Team
- ✓ Hotwire Communications Vests
- ✓ Hotwire Communications Construction Department IDs
- ✓ Signs and Cones in all Construction Areas
- ✓ No Trenches Left Open Overnight



Restoration vs. Repair

Our Fision® Fiber Optic network construction team handles the building of your fiber network with exceptional care and attention to detail. Unlike other service providers who take their gloves off, we keep our white gloves on.

REPAIR

Repair refers to any physical damage to an existing service caused by Hotwire. This may apply to irrigation systems, for example. Our goal is to minimize any disruptions, and repairs will be made right away. If we discover damage after the work is done, our teams will investigate it within 24 hours and make repairs as soon as possible. If you come across any damage while the Hotwire network is under construction, please let us know immediately, and we will take action to prioritize the repair.

RESTORATION

Restoration typically refers to any disruptions to landscaping caused by Hotwire construction. We'll restore everything back to its original condition once the project is complete.

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Concierge Level Service

Hotwire's Launch Team: Delivering White-Glove Communication and Service to Our Customers.

Launch Account Manager

- Consistent communication with property leadership for each process step - fiber pulls, consultations and installation progress.
- Prepares weekly project reports to share internally and externally providing updates on progress throughout the launch period.
- Resolves individual escalations in a timely manner, collaborating with Hotwire leadership on an escalation path.
- Provides frontline, backend and onsite support to mediate all questions, concerns and issues throughout the launch phase.
- Promptly responds to individual and property leadership emails within 24 hours



One-on-One Consultations

- To ensure a smooth and easy transition to your new Fision services, each homeowner will complete a one-on-one consultation.
- This personalized approach is an opportunity to have our team assess your individual needs.
- We will review each product the community selected as part of its service package and determine the optimal placement of in-home equipment to match the unique look and feel of every home.

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Enjoy a robust selection of channels in the exclusive lineup tailored for your community, delivered to your home via our top-of -the-line fiber network, and fine-tuned for ultra-clarity by your new Fision HD Set-Top boxes.

Your community currently receives in this amenity package:

- Fision TV+ Digital Favorites Channel Lineup w/ HD Service
- Two (2) Fision HD Boxes w/ Voice Remotes
- 50 Hours Cloud DVR storage
- High-Speed Internet 300/300
 - (Mbps Download/Upload)
- One (1) eero Pro 6E device for Wi-Fi



Common area Wi-Fi networks are critical to delivering an exceptional lifestyle experience. Be connected at the pool, fitness center, indoors or outdoors with bandwidth capable of surfing, streaming and more.

Community Common Area Amenities:

Bulk Video

- Clubhouse

Bulk Internet

- Free bulk high speed Internet service to the Clubhouse.

Wi-Fi Hotspots

- Clubhouse
- Pools (3)

Community App/Channel

- One (1) “Community App/Channel”

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In-Home Service Installations

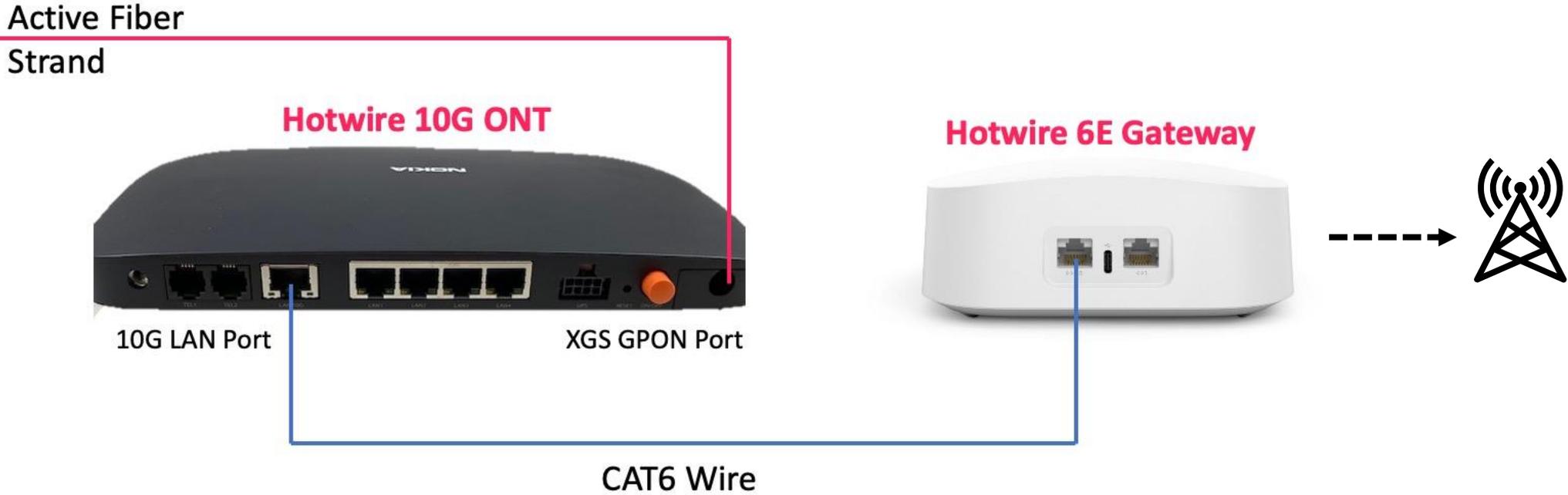
After constructing and certifying the network, our dedicated technicians familiarize themselves with your property and promptly initiate customized in-home installations for all requested services.



An Overview of your Installation:

1. Review services to be installed.
2. Review equipment with residents and discuss installation location.
3. Provide overview on how to properly utilize new services and ensure devices are connected to the new network.
4. Provide photos of the installation to Quality Control to ensure installation meets Hotwire standards

Inside Unit Connection Diagram





One Device For All Your Entertainment

Color

White

Dimensions

5 ¼ x 5 ¼ x 1 ¼ inches.

System CPU

BCM 72180 Quad Core
ARM A53 64BITS

Flash Memory

16 GB

RAM

4 GB

Graphics

1080p 60Hz upscaled to 4K

Connections

- Gig capable Ethernet RJ-45 connector with network & status LEDs
- USB 2.0

Audio/Video Connectivity

- HDMI
- Composite RCA Video
- Optical S/PDIF

Communication Channels

- IEEE 802.3 Ethernet IOBT/100/1000
- 2.4 GHz WiFi 802.11ax
- 5 GHz WiFi 802.11ax
- Bluetooth 5.0

Power Input

- Fanless
- AC power adapter 12 VDC





eero Pro 6E

Experience gigabit+ speeds for more of your WiFi needs. Eero Pro 6E provides access to a whole new "traffic lane" for your WiFi.

Tech Specs

- Supports network speeds up to 2.3 Gbps, when using both wireless (up to 1.6 GBPS) and wired (up to 1 GBPS) client devices
- Coverage up to 2,000 sq. ft.
- Wi-Fi standard: Wi-Fi 6E
- Connectivity: Tri-band 2.4 GHz, 5 GHz, and 6 GHz
- Two Ethernet ports (1 x 2.5 Gb; 1 x 1 Gb)
- Supports 100+ connected devices
- Control compatible devices with the built-in smart home hub



Concierge Level Service



100% U.S.-Based Customer Support

- Award winning customer support
- Staffed by in-house employees available 24x7x365
- Call Center Representatives located in geographically diverse regions within the United States



Customer Education

In-person one-on-one and community 'classroom' style education classes will be available for newly installed residents to provide more in-depth training on some of the most useful features of Fision TV+





Fision Educators

- Ongoing education classes
- Ensure the residents are properly trained on Fision home products and features.
- Community trainings with roughly 25 guests held in a property common area such as a club house.
- One on one in the individual home.



Account Managers

- Ensures that Hotwire maintains promised standards, obligations, and goals for your community.
- Local and Available to listen, support and resolve concerns for Board and Property Management.
- Offers Fision Education in group or individual basis.
- Presents Service Level Agreement (SLA) reports quarterly and as needed.
- Escalates technical services when required.
- Communicates information and concerns to Property Management or Board Officers.
- Present in your community with regular visits, sponsorships, and resident engagement



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Property Name
Welcome, Kevin.

Bill Pay

Total Amount Due

\$95.98

Auto-Pay scheduled for June 26, 2021



MANAGE AUTO-PAY

VIEW BILL

Auto-Pay is ON

Paperless Billing is ON

Appointments

Install Appointment

Monday, May 5, 2020

9:00 - 11:00 AM

[Add To Calendar](#)

[View](#)

What's New

FisionTV+ Coming Soon to Your Community!!

Learn all about Hotwire's next-generation video platform. [Explore FisionTV+](#)

Welcome Hotwire Insiders!

We are excited to announce the launch of the new gethotwired.com

FREE HBO Preview Through Feb 15th

All digital TV subscribers can enjoy all 8 HBO channels for free until Feb 14th. Like what you see? [Become an HBO Subscriber](#)

Get Help

Need a hand? Quickly find answers here.



Live Chat



Online Help



Call Us

My Services

Your current services include



Fision TV
Digital Works Package*
Sports Package
HBO Package



Fision Internet
Gigabit Internet 1000*



Fision Voice
Digital Voice Service*
Voicemail



Fision Security
Home Automation

* Included Services

[EXPLORE SERVICES](#)

Account Manager



Hilary Curry

I am your personal rep. If you have any questions or need assistance selecting your services, please let me know.

[GET IN TOUCH](#)



Community Website

- You'll have access to a website specifically created for your community, which will show the dates and timeline of your Fision installation.
- This website will also give you direct access to your dedicated account manager, who will be your on-property resource to ensure all your questions are answered.
- After installation, this website will be updated to become your portal to access your MyHotwire account online, letting you see your account and product information, and giving you 24/7 access to a local customer service representative.



Fision Apps

Our app development is structured around four core functions:

Products & Services

Account overview, billing and auto-pay. Easily upgrade products and services by account.

Entertainment

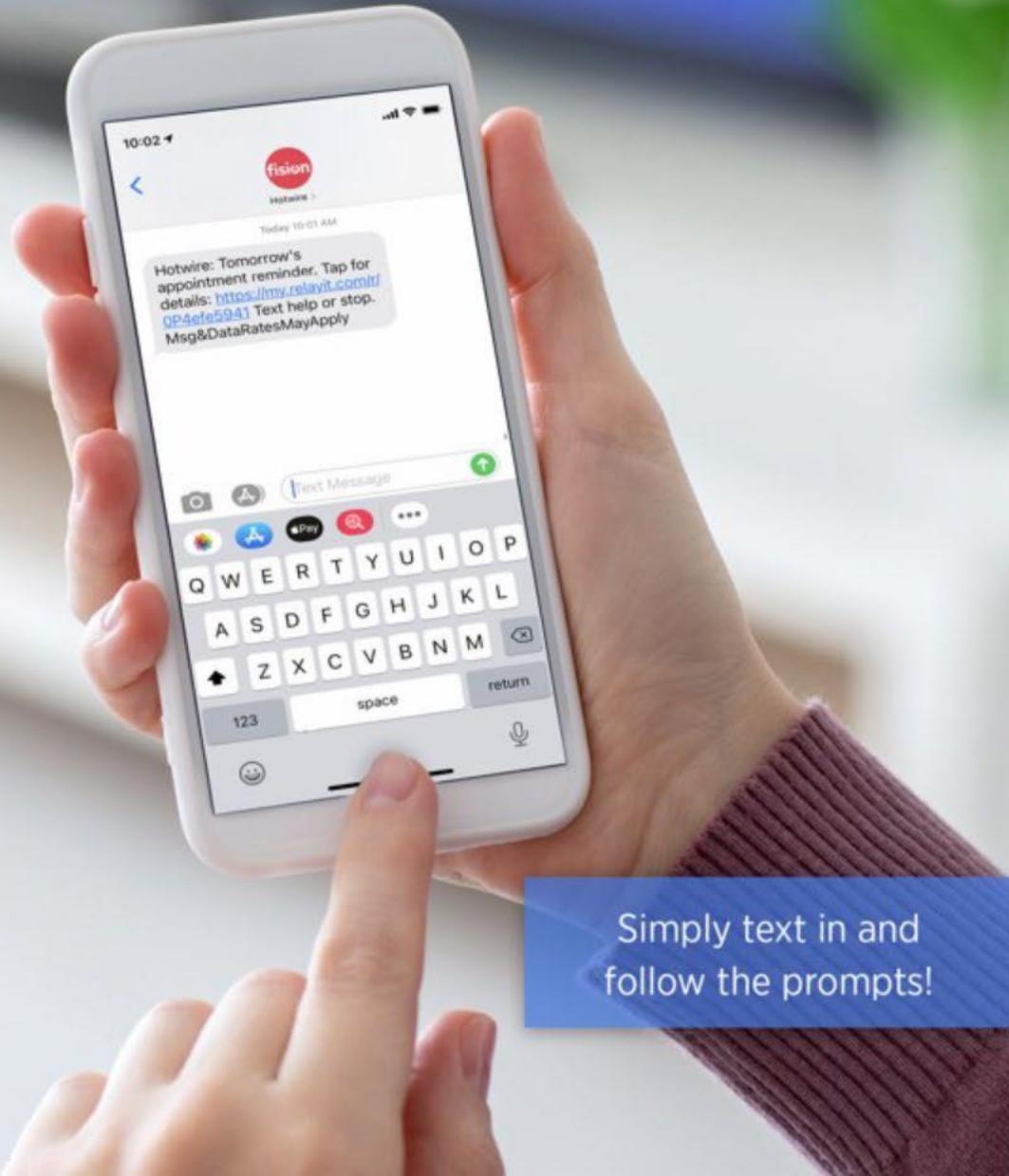
Easy access to thousands of streaming & integrated apps. Watch TV on the go with TV Everywhere viewing. View Channel line ups and much more.

Customer Care

Contact your dedicated Account Manager, schedule service calls, view support and troubleshooting videos.

Community Information

Learn about upcoming events, community news, and important announcements.



Simply text in and follow the prompts!

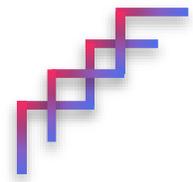
Stay in the Know!



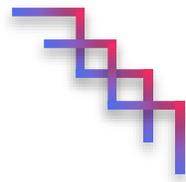
Opt in to receive service-related messages on your mobile phone.



- Important updates about your service activation
- Order confirmation details
- Appointment reminders
- Alerts about system maintenance or outages affecting your community



Next Steps



Communication Calendar

- Construction updates bi-weekly, weekly update every Monday once consultations start, etc.

Hotwire Launch Team

- Loading of addresses and resident directory into our billing system.
- Preparation of support documents for residents.
- Scheduling of the Resident Town Hall Meeting.

