

June 19, 2018

Congratulations and Welcome!

We are delighted your community has selected us as the new service provider for your in-home entertainment and communication needs. Your new Fision® 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?

Hotwire Communications® has been providing television, Internet, phone and security to communities in South Florida since 2005. We are a franchised cable provider fully regulated by the FCC and in compliance with local, state, and federal regulations. We are 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).

Fast Speeds Earned Us Top Rank among Major Internet Service Providers

When compared with other major ISPs, our Fision Internet service came out on top, earning the accolade of Fastest ISP for 2017. Industry peers and national media took notice because Hotwire Communications was not the largest provider to have its customers submit speed tests.

Our customers enjoy blazing fast Internet with speeds up to 1 Gigabit (That's 1,000 Mbps) and No Data Caps! We offer unlimited use for all of our Internet packages. Plus get our amazing TV service and enjoy your favorite television programming in stunning HD with advanced features like Replay TV, Instant Channel Changes and more. Our services are designed with YOU in mind!

What makes Hotwire Communications different from other providers?

Hotwire Communications specializes in serving properties like **Starlight Cove**. 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. Your calls will be answered by a Hotwire Communications employee from our Ft. Lauderdale, FL, or Tucker, GA call center. 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, and 365 days a year and we are proactive in trying to repair 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.

What happens next?

In the next few weeks, you will see an increase in activity as Hotwire Communications prepares your property for the implementation of its services in your home. All employees will be identified by their Fision uniform and Hotwire Communications ID badge. Our technicians will be present in your building and will also have their vehicles parked on the property.

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Your NEW amenities package will include the following services:

- **Digital Favorites Package:** Local networks, sports, news, popular channels, PLUS additional channels like the Cooking Channel, AMC, Disney Junior, VICELAND, and more!
- **HBO:** 8 HBO channels. Plus, get access to HBO GO – catch your favorite HBO programming on your computer or mobile device!
- **HD Service:** Access to available HD channels in your digital package.
- **Fision HD Box:** One (1) HD box. Provides our on-screen guide with advanced features, access to Replay TV and Video on Demand.
- **Fision HD/DVR Box:** One (1) HD DVR box. Record your favorite shows or series and watch them whenever you want.
- **Multi-Room DVR Service:** Watch any recorded show from any box in your home.
- **High Speed Internet 150:** Download speed: 150 Mbps and upload speed: 50 Mbps delivered to your home. Wi-Fi service provided by your ONT.
- **Voice Activated Devices:** Two (2) devices that will allow you to control your Fision set top boxes with voice commands

We will be sending you more information regarding the services and the process that will be used to set up your new Fision account.

Please visit the link below for additional communications and important updates.

<https://gethotwired.com/starlightcove/launchstatus>

Access Code: 5155

Questions or concerns email: starlightcove@hotwiremail.com

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