

August 1, 2018

Important Information from Hotwire Communications

We are excited to announce that we have reached a pivotal point in the transition to NEW Fision television, Internet, and digital voice service. **We are ready to schedule your One-on-One Consultations.**

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 Package:** 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. Plus One (1) Wireless Router.
- **Voice Activated Devices:** Two (2) devices that will allow you to control your Fision set top boxes with voice commands

What happens during the One-on-One Consultation?

This process is an appointment for a resident (YOU) to meet with a Hotwire Representative to establish a personal account. You will provide contact information and select the services you would like to have installed in your home. You will also have the opportunity to ask specific questions about our services. This consultation will not be specific to technician installation details; that will be presented at a later date.

The appointments will take place face-to-face in your home and if you are a snowbird away from home we can also speak to you over the phone. One appointment is required before we can install service in your home.

Porting your current phone number?

If you are porting your current phone number from your current provider over to Hotwire Communications, you will also be required to fill out a Letter of Authorization (LOA) form. This will be discussed during your one-on-one consultation. Your telephone service must remain active during the entire porting process and you will also be required to have your current provider bill during the consultation. **Do NOT disconnect your service or contact your current telephone service provider until AFTER your new Hotwire telephone service has been activated and confirmed.**

To Schedule your One-on-One Consultation please call the Scheduling Department: **561-509-5429.**

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

Access Code: 5155

Questions or concerns email: starlightcove@hotmail.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!