

## Congratulations and Welcome!

We are excited that 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!

### What makes Hotwire Communications different from other providers?

Hotwire Communications specializes in serving communities like yours. 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) and Tucker (GA) facilities.

### 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!
- **FISION TV+ HD Box:** Three (3) boxes included. Access to on-screen guide, Replay TV, Video on Demand, and more. Voice remote included.
- **DVR Recording Storage:** DVR RECORDING STORAGE Includes 200 hours of cloud DVR storage.
- **High Speed Internet:** 500/500 Download speed of 500 Mbps and upload speed of 500 Mbps.
- **EERO PRO 6 Router:** The eero WiFi solution is designed to smartly route traffic so you can roam freely and browse with ease. One (1) device included per household.

Additional products and services are available at competitive rates to customize your package. To view our channel lineup, rate sheet, and product details, visit [www.gethotwired.com/rosedale](http://www.gethotwired.com/rosedale) (Access Code 8419).

### How do I get new service?

Each homeowner is required to complete a one-on-one consultation. A representative will review the bulk services 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 services. Once your consultation has been completed and we reach this point in the process, you will be contacted to schedule your installation appointment.

If you have any questions, please contact us at **239-217-3262** or [Rosedale@hotwirecomcommunication](mailto:Rosedale@hotwirecomcommunication). We are confident that you will enjoy all of the advanced Fision service Hotwire Communications has to offer and look forward to serving you!