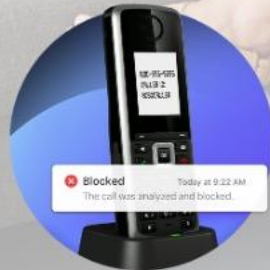


Welcome to the Hotwire family.

fision® by Hotwire
Communications



Agenda

- Included Services
- Hotwire Launch Process
- Consultations
- Installations & Fision Education
- Account Management
- Resources & Included Service
- Q & A

What's Included?

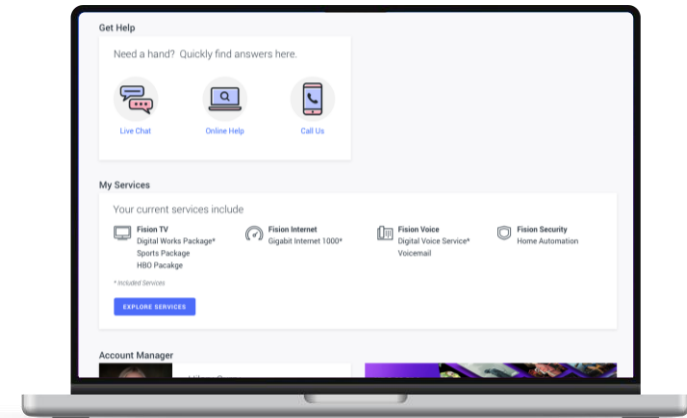
Your Amenities Package Includes

- 300/300 Internet Speed
- (1) Wi-Fi Router
- (1) HD STB w/Voice Remotes
- (2) (Portable) Fision Sticks w/Voice Remotes
- 50 hours - Cloud DVR
- FTV+ Digital Favorites

You're invited to learn more

At your convenience, we encourage you to visit your community's customized and dedicated website.

Additional products and services are available.



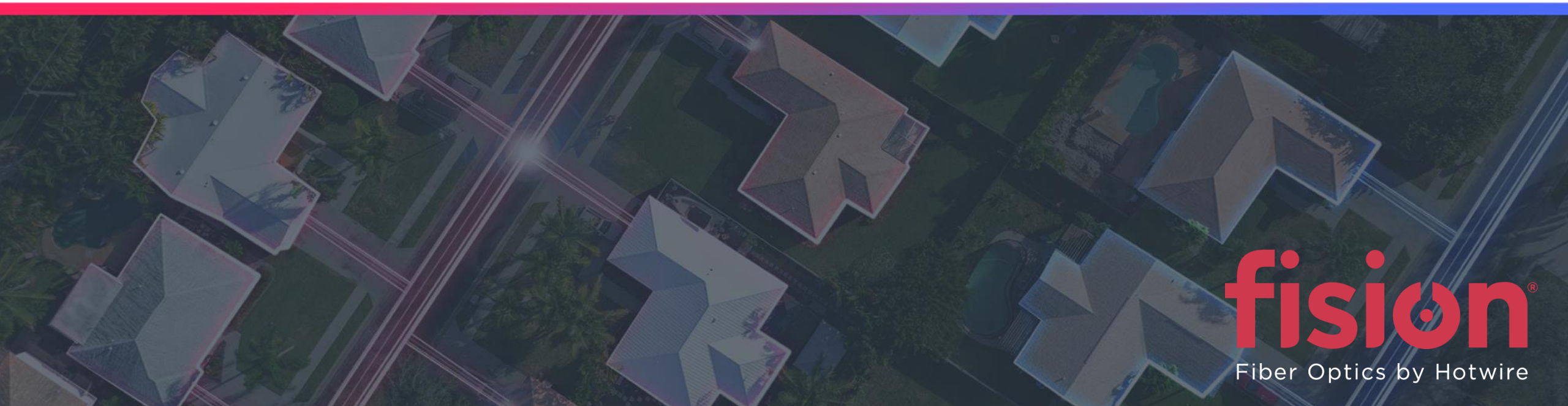
www.gethotwired.com

Enter Access Code: **84536**

*Thank you for having us today!
We will take your questions now!*

*Launch # (239) 217-3262
MuirfieldHeath@Hotwiremail.com*

Launch Process



Launch Process Overview



1

2

3

4

Groundbreaking

We will begin building your future-proof fiber-optic network

July – Sept 2025

Construction

Careful construction led by Hotwire's clearly identifiable team

July - Sept 2025

Consultation

We'll assess your needs and your home's coverage

October 2025

Installation

We'll promptly coordinate your in-home installation

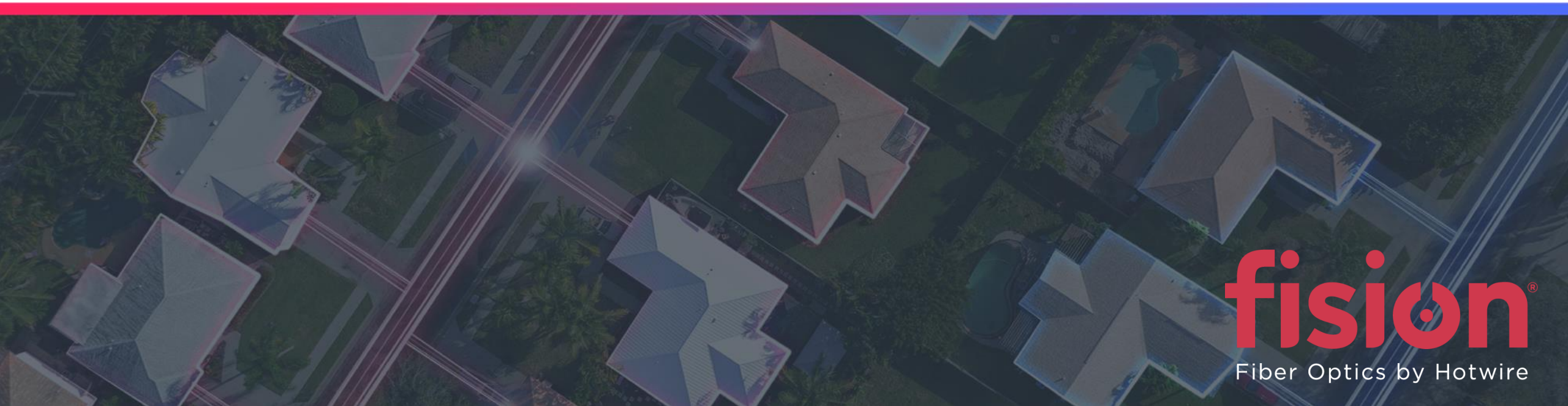
November 2025



Launch Account Management

- Consistent Communication within 24 hours
- Weekly Project Reporting
- Resolves Escalations
- Support to mediate all questions and concerns

Consultations

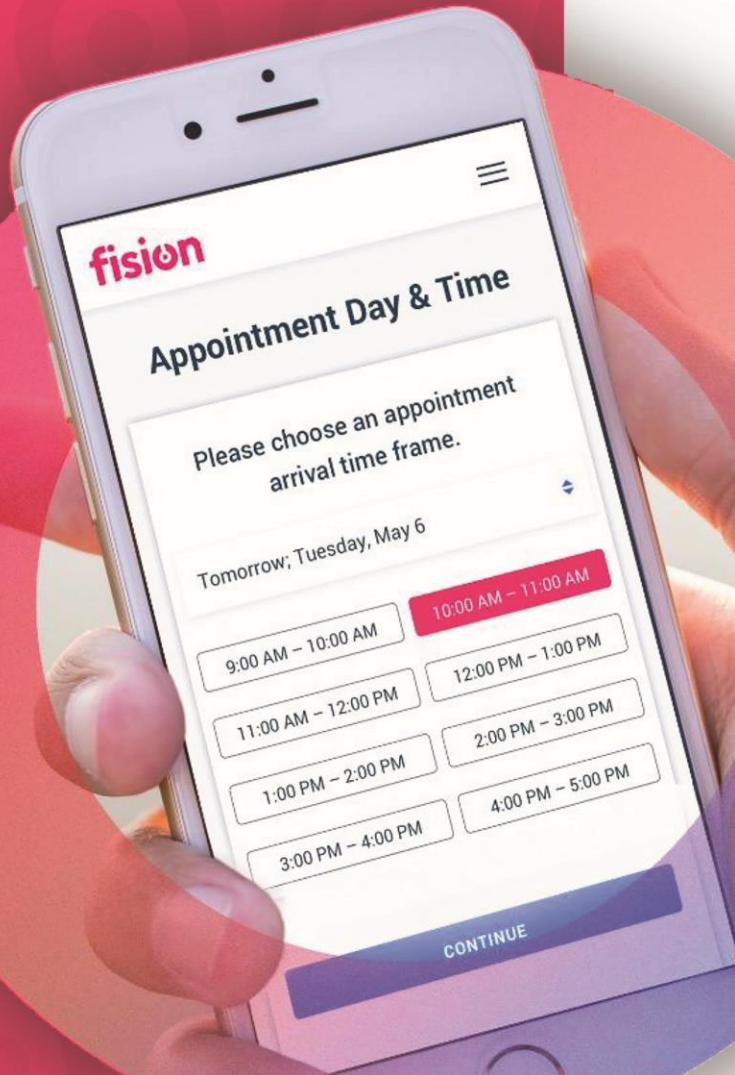


Service Consultations

This is a crucial step to ensure you receive your new Fision services.

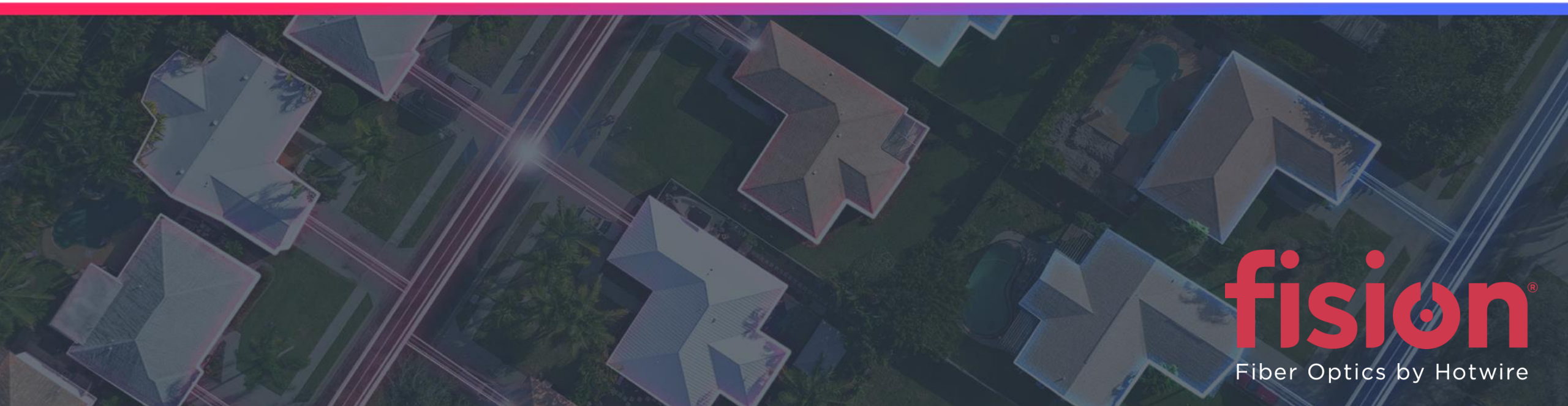
Once your consultation is scheduled:

1. Speak with a Hotwire Representative to review included services.
2. After asking any questions you may have, select your desired services.
3. Your account will be setup and order built before we proceed with installing services in your home.



We'll reach out to let you know when it's time to schedule your appointment.

Installations

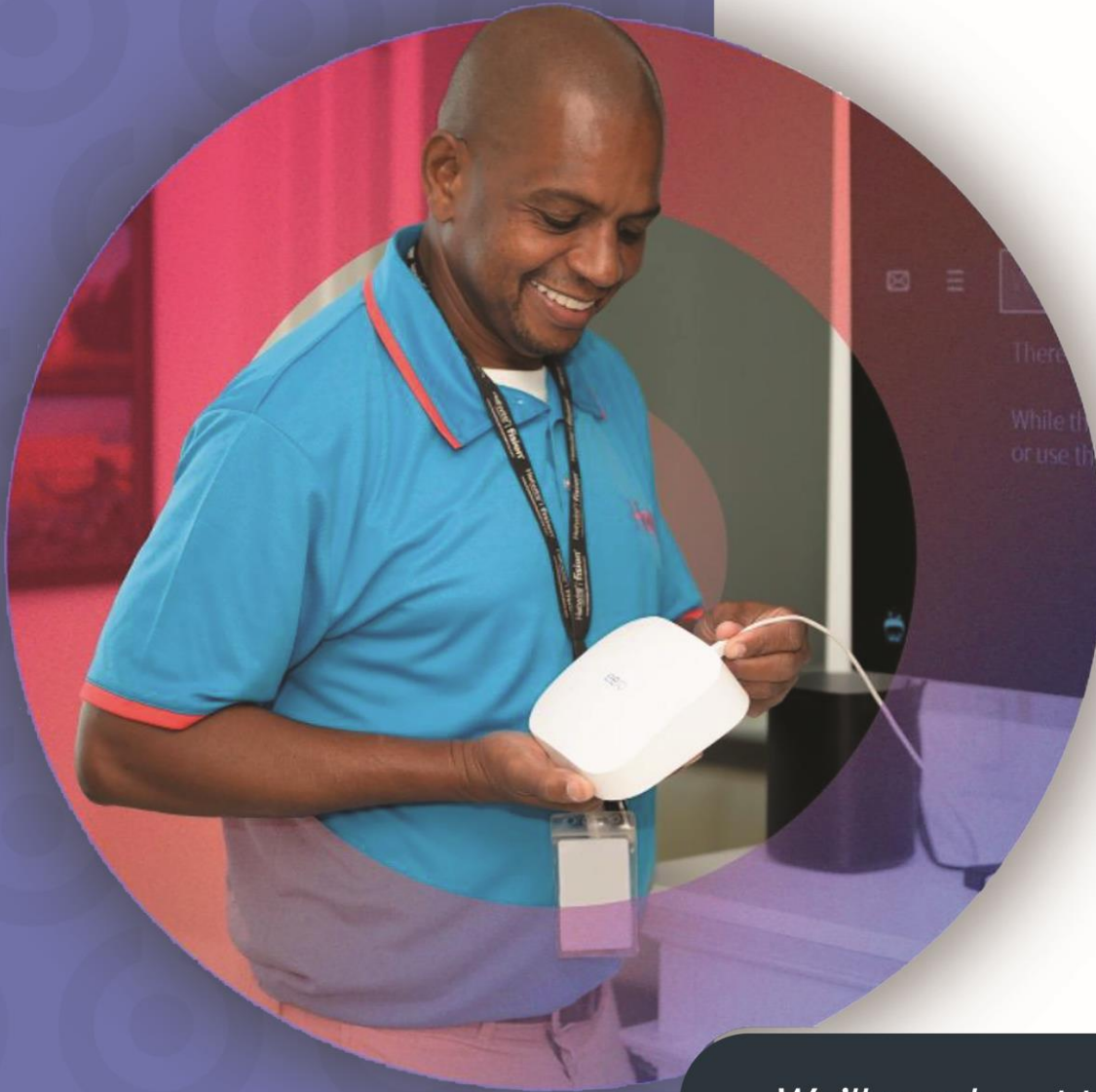


fision[®]
Fiber Optics by Hotwire

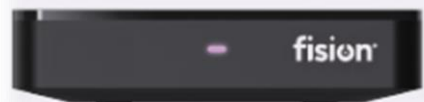
In-Home Installation

An Overview of your Installation:

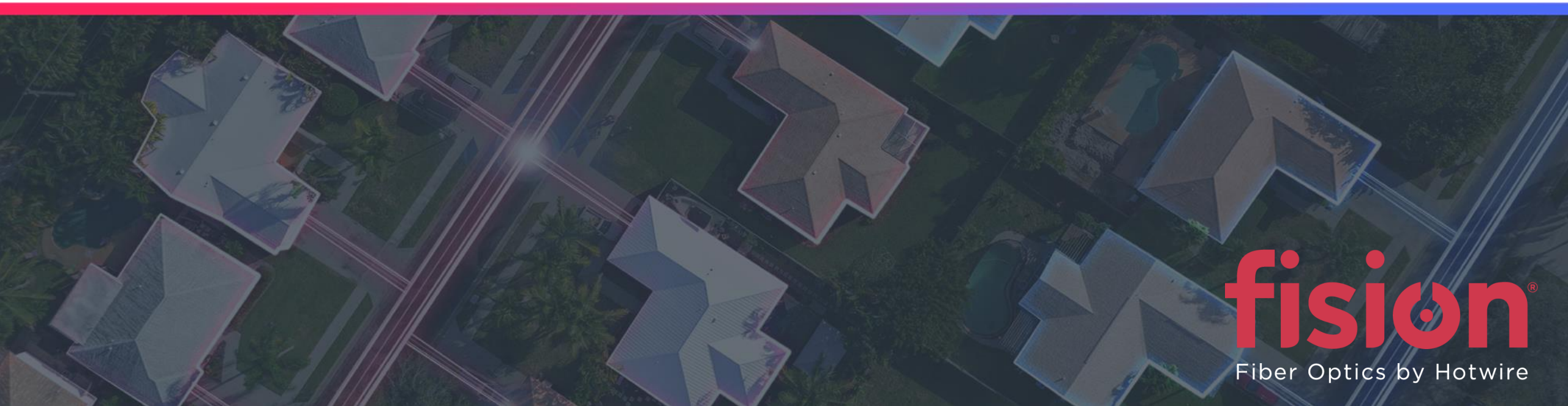
1. Review services to be installed.
2. Review equipment with residents and discuss installation location.
3. Provide overview on how to properly utilize new services and ensure devices are connected to the new network.
4. Provide photos of the installation to Quality Control to ensure installation meets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



We'll reach out to let you know when it's time to schedule your appointment.



Fision Education



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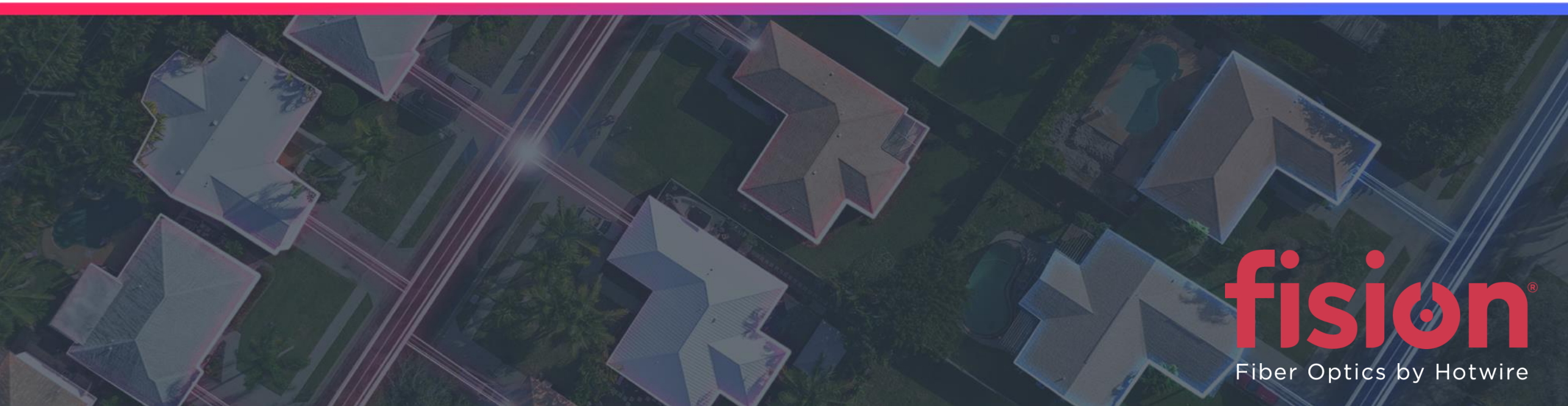


Fision Education

To ensure residents are properly trained on Fision home products we have Hotwire Educators that can provide:

- Community Trainings
- One-on-one Appointments
- Videos & Online Guides

Account Management



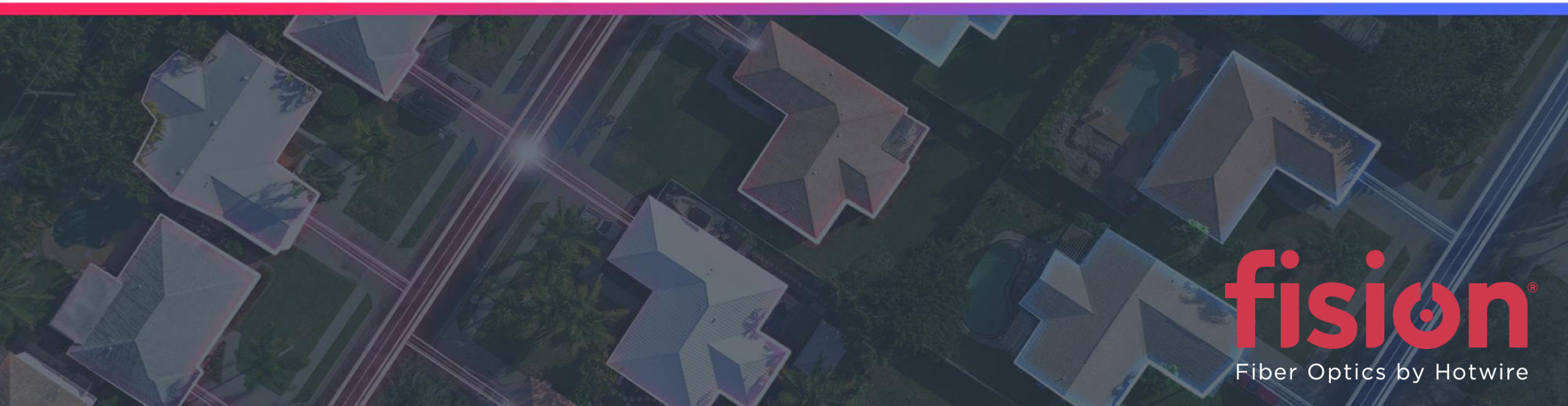
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Account Management

- Maintains promised standards, obligations, and goals for your community.
- Provides quarterly reporting
- Resolves escalations
- Communicates and is present in your community with regular visits, sponsorships, and resident engagement.

Resources & Included Services



fision[®]
Fiber Optics by Hotwire

Muirfield Heath
Muirfield Heath Visitor

Account Manager



Kervin Garius

I am your personal rep. If you have any questions or need assistance selecting your services, please contact us.

[GET IN TOUCH](#)

Your Hotwire Account at your fingertips.

Control your account and customize the way you watch TV with our free Hotwire Fision mobile app.

[DOWNLOAD](#)



Included Services

Services Provided by Your Community



Television

DIGITAL FAVORITES PACKAGE
FISION STREAM
FISION TV+ HD BOX
FISION TV+ STICK



Internet

HIGH SPEED INTERNET
300/300
EERO PRO 7 ROUTER

[EXPLORE SERVICES](#)

Get Help

Need a hand? Quickly find answers here.



Live Chat



Online Help



800-355-5668

HBO is now Max!

Your favorite shows and movies all available in one place. Add Max today and get one month on us.

[GET MAX](#)



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 access to contact 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 you're my Hotwire account online; letting you see your account and product information and giving you 24/7 access to a local customer service representative.

Website & Mobile App

Visit www.gethotwired.com
to stay informed about your account
as well as community specific updates



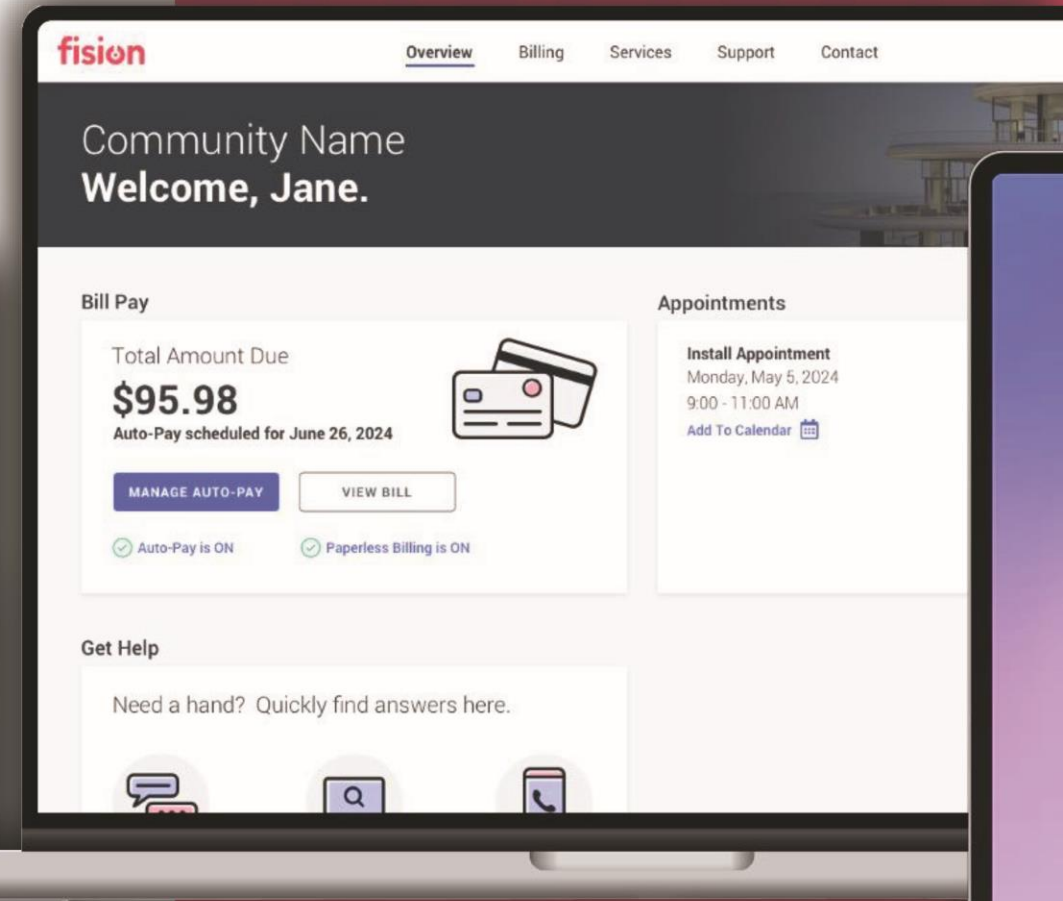
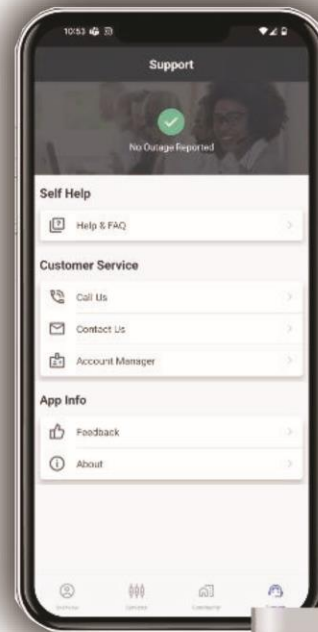
Hotwire Fision App

- View your bill
- Schedule appointments
- Contact your Account Manager



Fision TV+ App

- Stream Live TV
- Manage recordings
- Manage Parental Controls



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

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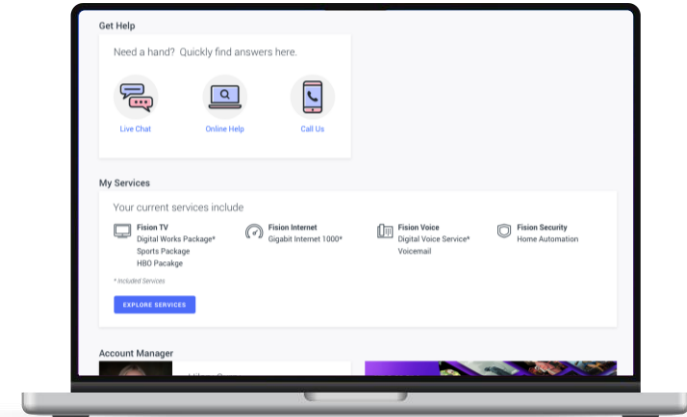
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