General Questions

Q: What’s the big deal about fiber? Why is it better than what I have today?
A: Let’s start by defining what Hotwire means when we say “fiber” versus when another firm says the same thing. When we say fiber, we mean Fiber-to-the-Home (FTTH). The benefits here are that each and every home in the community has their own dedicated fiber connection. It is NOT a shared network like what you have today. In your current environment there is a defined amount of bandwidth available to the community. As more residents utilize their Internet access at the same time, there is less and less capacity available for each person. As your utilization of the Internet increases and your bandwidth demands grow, this will become a more limiting factor. Increasing additional video programming is being streamed via the Internet so your bandwidth needs will be growing exponentially in the near future. Your existing copper-based, shared network will simply be unable to perform at the levels of a FTTH network. Hotwire will be installing about 30 miles of a backbone/main line fiber network and roughly 100 miles of homerun connections to your homes. With a FTTH installation, you will receive your full bandwidth no matter what the time of day or day of week. Unlike your copper-based, shared network today, other residents signing on to the Internet will not impact your service level at all.

Q: How is the fiber going to be installed to my home?
A: The Hotwire Construction team will complete a fiber installation process known as trenching which involves burying the fiber in the ground, largely by hand, to yield a fast return of the property to its original condition. This process will take several months to complete your entire community. The Hotwire crew may also install a pedestal on or near your property. From the pedestal the main line fiber will connect to a home run fiber that goes to a demarcation box mounted on the outside of your home. All of these connections are passive – there are no electronics in the pedestal or demark box that are subject to failure. From the demarcation box, we will bring the fiber into your home to connect to our Optical Network Terminal (ONT – described below). For more information on how these fiber runs are located, please see our Service Delivery Diagram.

Q: What is an ONT?
A: An Optical Network Terminal, commonly referred to as an ONT, is a piece of equipment that converts the fiber-optic light signals to copper-based/electrical signals. With the light input to the ONT, the three outputs are RJ45 Ethernet for TV STBs and the primary computer location, RJ11 telephone outlets and coaxial cable.

Q: Where will the ONT be installed in my home?
A: Typically the ONT is installed in your garage or laundry room.

Q: Does the ONT need a power source?
A: Yes, the ONT is plugged into an outlet using a standard 110VAC plug.

Q: What will happen to my Hotwire Services if my home loses power?
A: Your ONT has a battery installed as a “back-up” power supply to be used during a power outage for telephone service. The ONT is designed to shut down television and Internet service during a power outage to save the battery life for telephone service only. This battery will last approximately 4 hours. There is an optional 8 hour backup battery available at an extra cost.
Q: What wiring will Hotwire use on the inside of my home?
A: Your ONT Ethernet outputs are designed to go wherever you have a HD STB or DVR and to your primary computer location. Our installation crews will run that Ethernet Cat5 or Cat6 cabling at no charge. If such a run is not possible due to the use of outside walls or immoveable furniture, we can utilize the existing coaxial cabling by introducing a specially designed piece of apparatus that provides Ethernet signaling over coax. The ONT’s coax output will be connected to the in-home coaxial wiring to provide the Expanded Basic analog and digital programming package.

Q: Will outlets be run along the walls?
A: These are all custom installations. If possible, all cabling will be placed inside the walls.

Q: How do I select equipment and/or programming packages?
A: One of the first steps in the installation process is our Service Evaluation. You will be provided with a link to schedule an appointment with one of our representatives who will come to your home to explain what your HOA is providing as part of the bulk community package as well as all of the optional services and equipment that we make available to you. There is no cost or obligation associated with this Service Evaluation. We want to ensure that every resident is aware of what we are doing and what is available to them.

Q: How do I learn how to use Hotwire equipment?
A: Shortly after your home installation is completed, our Quality Control team will come by to verify you are satisfied with the work our installation crew has completed. At that time, you will be instructed on the working of such items as the STB remote control, accessing the Internet, speed measurements, etc. If you opted for the Hotwire telephone service, you will receive additional instruction for our phone service. In addition, Hotwire will also set up no-charge instruction classes that will be held in your clubhouse. Registration instructions for these classes will be provided at a later date.

Q: What do I do if something goes wrong?
A: Our launch team is dedicated to supporting the launch of our services at your community. They will be able to troubleshoot your issue and, if necessary, dispatch technicians to your home. After the installation phase has completed, a technician will be assigned to your community for on-going customer support.

Q: What if I don't want to go to Hotwire and prefer to stay with my current provider?
A: Your Homeowners Association selected Hotwire over your current provider as delivering a better bulk package deal overall. However, no resident will be forced to go with Hotwire TV and Internet services. You always retain the ability to remain with your current provider, although they will likely move you to their retail rates. In addition you will still be responsible for your HOA dues which do include coverage for the basic Hotwire services.

Q: Is there an initial charge for start up?
A: During roll-out, Hotwire will re-wire, at no charge, any television jack serving an HD box with CAT5e cable rather than existing coax ($50/jack after roll-out).

Q: What is the time line for installation?
A: Your installation may utilize up to 4 Hotwire employees and can last from 3 to 4 hours.

Q: I could find very few comments online about Hotwire that were favorable?
A: We have over 100,000 customers and under 30 bad online complaints (most of which are anonymous and unverified). All of Hotwire’s customers whose 10 year agreement has expired have chosen to take an additional 10 year term with Hotwire. Hotwire currently has an A+ rating with the BBB.
Q: Are there going to be a lot of wires?
A: If your home is already wired with Cat5/6 to the locations where you want your set top boxes and computer location, we will use the existing wire. If not, Hotwire will install new Cat6 wiring for Internet, Digital Boxes and to the computer location. In addition, Hotwire is able to use the existing coaxial cable in your home to provide “plug and play” TV service to those TVs where you do not wish to have a set top box.

Q: I submitted our last monthly Comcast statement. What will it be compared to?
A: We compared your current services and existing equipment to similar services offered by Hotwire. We outlined the potential savings you’d receive based on the comparison between the two.

Q: What kind of classes were you talking about to train the user?
A: After your installation, our special launch team will conduct a training session to instruct you on your new equipment and services, to answer your questions about Hotwire and to give you more information about the transition. We will also hold follow-up classes in your clubhouse or other location for residents.

Q: Will we still have JL Cable? What will their function be?
A: Hotwire will hire both JL cable technicians and one will be our permanent onsite technician (5 days/week, 8 hours/day, for all 10 years). The second technician will work onsite for at least the 1st year and as needed in the future.

Q: Why do we still need JL Cable?
A: Residents will continue to pay all bulk billing through JL Cable. Retail “extras” will be billed directly to customer from Hotwire.

Q: How large is your presence in the United States?
A: Hotwire operates in 10 states in the eastern United States.

TV/Video Service

Q: What is Mediaroom?
A: Mediaroom is the platform that Hotwire utilizes to deliver video programming to your home. Pioneered by Microsoft, the platform is growing world-wide with over 15 million current subscribers. The Hotwire brand of Mediaroom is called Fision. Similarly, the AT&T brand of Mediaroom is called U-Verse. The similarities stop there, however, as AT&T is providing Version 1 of Mediaroom over copper wires while Hotwire is delivering Version 2 of Mediaroom over fiber optic cables. Accordingly we have features available today that the other provider does not.

Q: What is a Set-Top Box (STB) and do I need it?
A: Hotwire will provide some 70+ channels of analog and digital content that you will be able to receive by simply connecting your TV set to the existing coaxial connectors in your home without the need for a STB of any kind. If your set is capable of receiving and displaying High Definition broadcasts, your local stations will be in HD. The STB is required to view the full digital lineup (including Premium channels) and On-Demand programming. A Digital Video recorder (DVR) is a special type of STB that contains a hard drive capable of storing recorded programming.

Q: Can I watch DVR recordings in more than one room?
A: Yes, when you subscribe to Multi-Room DVR service - your HD Set Top Boxes will have access to the programming that is recorded using your DVR Set Top Box. This means you can record and play programming from any set top box.
Q: How many recordings can I make simultaneously?
A: You can record up to four programs at the same time and all four can be in High Definition.

Q: Will the Hotwire technician be able to program my third party remote control?
A: Our technician can reprogram it onto our system if it’s a standard “Best Buy” type remote. Hotwire does provide you with a universal remote at no cost that can control your set top box as well as your TV, audio system and other equipment. If you have a custom remote control (e.g., Logitech Harmony, universalremote.com Model MX450, etc.) or if your remote required a high-end A/V company to program it, then you may want to engage them to assist in the installation to work with our STB.

Q: What are the sports packages hotwire offers and how much do they cost?
A: Hotwire offers many of your favorite sports channels as part of your Expanded Basic Cable service. We also offer subscription sports packages like NHL Center Ice, NBA League Pass, ESPN Full Court, MLB Extra Innings, NFL RedZone and ESPN Game Plan. The prices are determined by the content provider and are only published when the season starts. As they become available for purchase the pricing will be updated on our website.

Q: What international channels does Hotwire offer?
A: We currently offer the following: En Espanol package, TV Globo Channel. This programming is available by subscription for televisions that have a set top box. Please visit our rate sheet online for pricing.

Q: Can you give me a list of On Demand content?
A: On Demand content is always changing as new titles become available and older titles expire. A list of current titles will be accessible from your Community web page. Content for over 40 networks is also available in addition to access to premium channels On Demand and special programming. Note that subscription to the premium channel is required in order to receive the On-Demand content for that channel.

Q: What is Replay-TV?
A: Replay TV takes advantage of our buffering a rolling seven-hour time period allowing customers to go back in time to view programming that aired up to seven hours previously. Customers can access channels designated as being Replay-TV participants and view programming that occurred earlier. Since these programs are buffered by Hotwire at our main head end in Miami, DVR-like controls (e.g., Fast Forward, 30-second skip, etc.) may be used. The channels that have Replay TV available are noted with this icon: ⚪️

Q: Will my TiVo® work with Hotwire’s system?
A: Your TiVo will work when connected to our Expanded Basic tiers (analog or digital) via the coax connectors currently in your home (no cable card required). Alternatively, during the property project launch period we have a TiVo exchange policy that allows you to turn in your lifetime subscription TiVo unit for a Hotwire DVR. A second TiVo with a lifetime subscription may be exchanged for a Hotwire HD Set Top Box. Only Lifetime subscription TiVos are eligible for this offer.

Q: Can I get the 72 digital channels?
A: The Expanded Basic channel lineup is broadcast in analog and digital format. Plus, if your TV is HD capable, your local stations are available in HD.

Q: What is the capacity of the DVR in High Definition and Regular?
A: We currently offer a HD DVR box with a large hard drive (500 Gbps) that will record and store approximately 120 hours of High Definition or 450 hours of standard definition recordings. Available soon will be the Cisco ISB7150 terabit DVR which can record up to 370 hours of HD programming and 900 hours of standard definition programming. Records up to 4 programs simultaneously, and all 4 can be in HD.

CONTINUED >
Q: We have DirecTV; do you only offer HBO?
A: HBO is included as a part of your bulk package but Showtime, Starz! and Cinemax are available for retail purchase.

Q: Can you record series to view at your leisure?
A: The Fision DVR supports the simultaneous recording of up to 4 unique streams. You can set your DVR to record a single episode or an entire series of a program by selecting either option when you set up your recording.

Q: Can you add to the package you offer?
A: Yes, there are a variety of programming add-ons from additional equipment to à la carte premium channels.

Q: If I want extra boxes is there an additional cost? What's the cost of a DVR?
A: Yes, an extra HD box is $9.99/mo. and a HD DVR box $15.99/mo.

Q: What if I want only TV and no Internet?
A: An alternative bulk that may be selected is television & telephone during roll-out period only – meaning the customer elects to NOT have Hotwire Internet access.

Q: Does Hotwire have On Demand? Is there free content?
A: Yes, we offer On Demand access to free content plus paid events, movies and specials.

Q: Do you have SNY?
A: SNY is a regional sports network from New York and we do not carry it at this time.

Q: How much is it for premium channels?
A: HBO is included as a part of your bulk television service. Showtime, Starz! and Cinemax are available for à la carte for $15.99/month.

Q: Do all of the TVs in the homes have to be hardwired to a box?
A: Not at all, you can receive 72 digital channels plus 1 HBO channel without the need for a set top box.

Q: I want Expanded Basic only. It says, “no box needed”. How much is it?
A: The Expanded Basic tier is part of your bulk package of TV and Internet. It is covered by your normal JL Cable monthly fee.

Q: What’s the On Demand cost?
A: New releases are $4.99 in SD and $5.99 in HD. In general, older movies are $2.99 in SD and $3.99 in HD.

Q: Do you carry Bloomberg and Palm Beach County School channels?
A: Yes, we carry Bloomberg but we do not carry Palm Beach School channels at this time.

Q: Why provide analog TV service? Isn’t it passe today?
A: We continue to offer analog for customers that still have analog TVs. Many customers have multiple TVs; most are digital but many are still analog.

Q: I have an Arris wireless router that Comcast told me I had to get when I went with the triple play. What do I do with that?
A: If owned, it can still be used, unless you have a very large home.
Telephone Service

Q: Do I have to get a new phone number when I take Hotwire phone service?
A: No, you can keep your existing telephone number by porting it from your current provider to Hotwire.

Q: What is the story about Hotwire’s telephone service?
A: Telephone service is included as a part of the bulk package. Calling within your Local Calling Area is unlimited. Calls to outside the Local Calling Area are considered Long Distance and the standard plan provides 2,000 minutes of calling per month. Incoming calls do not count towards the 2,000 minutes.

Q: What are your rates for international calls?
A: International calls are rated based on the country/area you are calling. Hotwire’s rates for international calling can be found online at www.gethotwired.com/international.

Q: Will I be able to see my phone usage?
A: Yes, if you enroll in online billing you will be able to see your phone usage and a summary of calls.

Q: Do my long distance minutes roll-over from month-to-month?
A: No, any unused long distance minutes do not carry over to the next month.

Q: What features are available with the Hotwire telephone service?
A: The array of standard features includes Call Waiting, Call Forwarding, Caller ID (name and number), Three-Way Calling, plus many others. Voicemail is available for a nominal line charge of $5.00/mo (per line)*. Visit www.gethotwired.com/pembrokefalls/support * Unless originally selected during your Home Survey Evaluation, then it is free.

Q: What is Voice Over IP (VoIP) telephone service?
A: The strict definition of VoIP telephone service is Voice over Internet Protocol - a technology allowing telephone calls to be made over computer networks just like the Internet. VoIP converts analog voice signals into digital data packets permitting conversations using Internet Protocol (IP). IP is the system of addressing used for computers. What is very important with the Hotwire version of VoIP is the fact that a call made on the Hotwire network travels on our fiber only from your community to our main data center located at the Miami Data Vault off 79th street in Miami. From there it goes out immediately over the Public Switched Telephone Network like any regular landline telephone call.

Q: Will the Hotwire telephone service work with my alarm service?
A: We have installed our telephone service in many communities where the incumbent alarm company was retained and have not experienced significant problems. A case in point is our recent installation in Palm Beach County where we installed over 1,100 accounts and experienced only one failure to communicate condition that turned out to be a phone line issue at the time of transmission. In addition, we are extremely confident of the reliability of our own alarm service because we have complete control of our own network. We also have IP communication along with cellular communication available as upgrades as well for back up to the phone line.

Q: Do you offer cell phones?
A: Not at this time, but we will be offering service in the near future.
FREQUENTLY ASKED QUESTIONS

Internet Service

Q: What type of internet access service is being offered by Hotwire?
A: Residents will receive 50Mbps down and 10 Mbps up. Unlike shared service providers who cannot guarantee their provided speed, Hotwire does guarantee you will receive the contracted bandwidth dedicated to your home. However, we cannot be responsible for the impact of your internal devices on that speed.

Q: Can I upgrade my internet service?
A: Yes, Hotwire offers the option to upgrade your internet service to our 1 Gigabit package.

Q: Will I have to replace any of my existing computer equipment?
A: No. Almost everything that works with your current provider will function with your Hotwire service. However, if you have AT&T DSL service or a one unit Comcast Modem/Router Combo, it is not compatible with our fiber-based Internet access and will be replaced at no charge during our initial installation.

Q: What type of internet security/Anti-Virus option does Hotwire offer?
A: Hotwire has partnered with AVG to offer their highly rated Anti-Virus Software at no additional charge.

Q: Will I have to change my email address when I convert my Internet access to Hotwire?
A: The answer depends on your current email domain. If your email address ends with @gmail.com, @hotmail.com, @yahoo.com, @aol.com, @bellsouth.net, and many other generic domains, you will not have to change. However, if your email is a comcast.net domain, you will have to change because it is no longer going to be available to you unless you subscribe individually. In preparation for the day your Hotwire Internet services are activated, we suggest you begin now to transition your contacts to one of the above-mentioned generic domains. This will ensure a smooth transition with minimal disruption.

Q: How much does it cost for Internet only?
A: We do not have a rate for basic Internet because it is an integral part of the bulk offering.

Q: If I get the ONT do I need to purchase the Wi-Fi Router at $150?
A: An ONT is included as a part of your bulk installation. If you upgrade to our 100Mbps or 1Gbps Internet Service, then our Wi-Fi Router is needed.

Q: Can we use Hotwire email?
A: Yes, we can set up Hotwire email accounts for your home. However, we recommend that you not tie your email service to any one provider as you will face a great deal of unnecessary effort in the event you move or otherwise have to change providers. Gmail, AT&T, Hotmail, Yahoo, etc. are all examples of recommended email providers.

Q: Will IP addresses be available? How much?
A: A Single (1) static IP address is available for $9.95/mo. each or, get a pack of five (5) static IP addresses for $25/mo.

Q: What is the charge for a new wireless router?
A: The ONT (Optical Network Terminal) device replaces your modem/wireless router. It is provided as free, standard equipment.

Q: Will there be campus-wide WiFi (south park, fitness center, etc.)?
A: Yes, we will provide WiFi to the common areas.
Q: Can we have internet only for six months a year?
A: Not from Hotwire, but you can at retail from another provider.

Q: In the future, if we decide to go with Hotwire is there a cost penalty?
A: Customers may opt in or out of the bulk in December of each year for January 1st service without penalty.

Q: For email on the internet...what happens to today's in-box, sent file, folders and address book?
A: If using an email client like Outlook, no action is required. If using a Comcast email, we recommend a Yahoo, Gmail, etc. account that you can begin transitioning your address book and other files to. We can have a Hotwire employee assist with this process.

Q: Will Hotwire offer Cloud services in the future?
A: Yes.

Q: I am in a long term contract with Verizon for my hot spot for computer.
A: You can continue to use your Verizon hot spot through your cell phone.

Q: Who has ownership of modems and routers?
A: Hotwire uses ONTs instead of modems and will retain ownership of this equipment. Unless you provide your own router, Hotwire will also retain ownership of our ONT-based router.

Q: Does the owner and guest have wireless access to a single router?
A: Yes.

Q: I just bought a router. Should I return?
A: In most cases your existing router can be used.

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**Billing**

Q: Will I get a Hotwire monthly bill if I do not take any additional products beyond what is provided by the Home Owner’s Association?
A: No. If you do not subscribe to any additional products, you will not get a Hotwire monthly bill.

Q: If I subscribe to Hotwire may I drop out?
A: Customers may opt in or out of the bulk each January 1st – residents may get additional retail services at other times of year, but not bulk programming. Customers may opt-out of retail services at any time – no contract.

Q: For how long are these quoted prices effective?
A: Prices will increase 1 time each year.

Q: Compare pricing to AT&T.
A: You can still submit your bills to Hotwire for comparison at jonathanslanding@hotwiremail.com but most people are saving an average of $62.00 per month.

Q: What happens after one year obligation (2015-2016)?
A: Again, customers may opt in or out of the bulk each January 1st – residents may get additional retail services at other times of year, but not bulk programming.
Q: What accommodation do you make for snow birds i.e. no service for four to seven months?
A: The Snowbird policy will be much like the Comcast Policy you have today. Seasonal shut-offs only for those retail services purchased above the bulk services (neither Hotwire nor Comcast allow seasonal shut-off for bulk services).

Q: What is the price per month without phone service?
A: Assuming you do not take any TV or Internet options, the monthly rate will be your JL Cable assessment, currently estimated to be about $84.50 monthly.

Q: We have a 3 in 1 bundle; can we have that?
A: Yes, your bulk services include television and Internet. Telephone service can be added FREE for the first year, $20.00/month for the second year and $25.00/month thereafter plus taxes and fees.

Q: Are monthly savings based on only the first year; what about the second and third year?
A: There are escalators in that price just like you have today. It will increase one time each year.

Q: Will we be able to pay online electronically? JL Cable does not have this capability?
A: Yes, you can pay your Hotwire bill via mail, online at our website, over the phone or through auto payment (direct debit).

Q: Do savings include extras on both Comcast and Hotwire?
A: Yes, the submitted bill comparisons include extras above the bulk contract.

FAQs (Continued)

Q: What is the length of the Hotwire contract?
A: Contract term is 10 years starting January 1, 2015.

Q: What happens if the monthly minimum of 800 customers is not reached?
A: The Association will still be responsible for 800.

Q: Why do we have to pay JL Cable after January 1, 2015?
A: JL Cable as an entity is still in existence. They will continue to process cable bills and handle home security.

Q: Where is your head-end for the property located?
A: At the southwest corner of the property, adjacent to the irrigation well and pump.

Q: What happens to the current JL Cable infrastructure? Will the lines be used for anything?
A: Yes, they remain a JL Cable asset. The Jonathan’s Landing POA can use in the future for on-property data transmission.

Q: Will JL still own the new cable being installed?
A: They will not own the Hotwire infrastructure.

Q: When will you begin to schedule home visits?
A: Scheduling for home visits is under way at this time.

Q: What is the JL escape clause for non-performance?
A: All contracts have cure periods. Hotwire will have 30 days to cure or be held in default.
Q: Has an onsite Manager for Hotwire been hired?
A: Jerry Gilston has been placed in charge of the Hotwire Jonathan’s Landing effort. He is available daily in the lower level of the clubhouse at the Hotwire desk.

Q: With what entity does Hotwire have a contract...JL or JL Cable?
A: Jonathan’s Landing Property Owners Association Inc.

Q: Is signed contract in its entirety available for homeowners to read?
A: Yes, through the POA.

Q: Does the JL Cable Quarterly disappear for the user of any internet/TV?
A: JL Cable bills quarterly for Comcast basic TV and no longer exists. It will be replaced with a Hotwire bill and will be processed on a monthly basis by JL Cable.

Q: To whom at JL is Hotwire accountable?
A: Jonathan’s Landing POA and JL Cable board have contracted with Hotwire and are accountable to both.

Q: Voice activation for the blind
A: We support it.