Windstar on Naples Bay
June 10th, 2024

Hotwire COMMUNICATIONS | fision

Agenda

- Introductions & the Hotwire Difference
- Estimated Timeline
- Hotwire Launch Process
- Bulk Amenities & Installation Review
- Installation & White Glove Experience
- Communication Tools
- Next Steps

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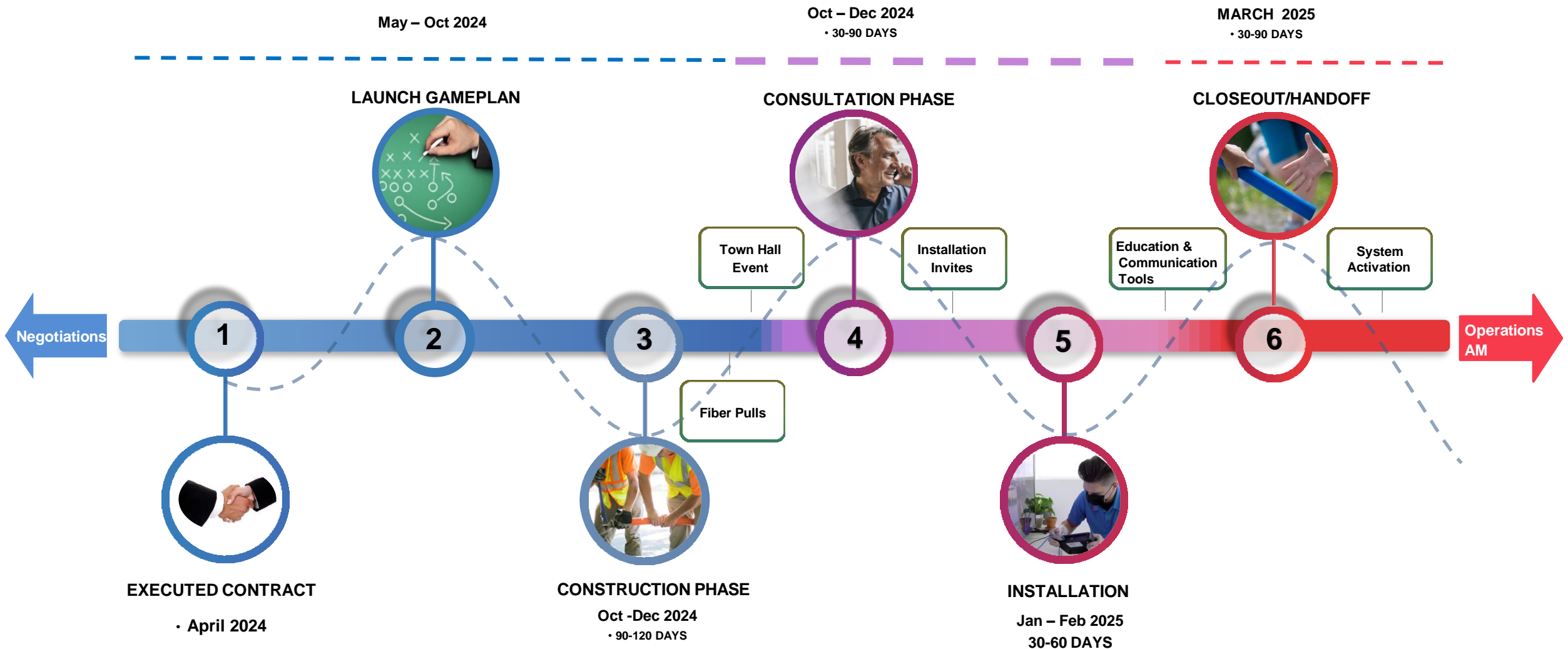Fiber Optics by Hotwire

HOTWIRE OVERVIEW

Industry Leader in Fiber-Optic Technology Bringing Customized Next-Generation Solutions with Concierge-Level Service

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Estimated Project Completion: March 2025

May – Oct 2024

Oct – Dec 2024
· 30-90 DAYS

MARCH 2025
· 30-90 DAYS

LAUNCH GAMEPLAN

CONSULTATION PHASE

CLOSEOUT/HANDOFF

Town Hall Event

Installation Invites

Education & Communication Tools

System Activation

Negotiations

1   2   3   4   5   6

Operations AM

Fiber Pulls

EXECUTED CONTRACT

· April 2024

CONSTRUCTION PHASE

Oct -Dec 2024
· 90-120 DAYS

INSTALLATION

Jan – Feb 2025
30-60 DAYS

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Groundbreaking

We will begin building your future-proof fiber-optic network. Your property will have a dedicated Hotwire construction manager keeping things neat and making sure our crews remain on track. Look for signs around your neighborhood indicating where we will be laying the fiber and watch this unique land-respecting process take shape.

PLEASE NOTE: We will NOT need access inside your home at this time.

CRUCIAL DATES

Start Date: xxxxxx

How We Build

- Walk-through entire Community with HOA
- Utilize Design Systems
- Survey Multiple Homes to Determine Wiring Options
- Construct Main Distribution Facility (MDF)
- Install Fiber Optics Lines
  - "Locates" called in before all digging
  - Place Construction Signs in area
- Install Home Service Conduit/Drop
- Test and Certify
- Begin Home Installations

How to Identify Your Construction Team

- ✓ All Vehicles Identified as Hotwire Construction Team
- ✓ Hotwire Communications Vests
- ✓ Hotwire Communications Construction Department IDs
- ✓ Signs and Cones in all Construction Areas
- ✓ No Trenches Left Open Overnight

Restoration vs. Repair

Our Fision® Fiber Optic network construction team handles the building of your fiber network with exceptional care and attention to detail. Unlike other service providers who take their gloves off, we keep our white gloves on.

REPAIR

Repair refers to any physical damage to an existing service caused by Hotwire. This may apply to irrigation systems, for example. Our goal is to minimize any disruptions, and repairs will be made right away. If we discover damage after the work is done, our teams will investigate it within 24 hours and make repairs as soon as possible. If you come across any damage while the Hotwire network is under construction, please let us know immediately, and we will take action to prioritize the repair.

RESTORATION

Restoration typically refers to any disruptions to landscaping caused by Hotwire construction. We'll restore everything back to its original condition once the project is complete.

Concierge Level Service

Hotwire's Launch Team: Delivering White-Glove Communication and Service to Our Customers.

Launch Account Manager

- Consistent communication with property leadership for each process step - fiber pulls, consultations and installation progress.

- Prepares weekly project reports to share internally and externally providing updates on progress throughout the launch period.

- Resolves individual escalations in a timely manner, collaborating with Hotwire leadership on an escalation path.

- Provides frontline, backend and onsite support to mediate all questions, concerns and issues throughout the launch phase.

- Promptly responds to individual and property leadership emails within 24 hours

One-on-One Consultations

- To ensure a smooth and easy transition to your new Fision services, each homeowner will complete a one-on-one consultation.

- This personalized approach is an opportunity to have our team assess your individual needs.

- We will review each product the community selected as part of its service package and determine the optimal placement of in-home equipment to match the unique look and feel of every home.

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Enjoy a robust selection of channels in the exclusive lineup tailored for your community, delivered to your home via our top-of -the-line fiber network, and fine-tuned for ultra-clarity by your new Fision HD Set-Top boxes.

Your community currently receives in this amenity package:

- Digital Favorites Channel Lineup

- HD Service

- Two (2) Fision HD Boxes w/ voice remotes

- 50 hours Cloud DVR storage

- High-Speed Internet 500/500
    - (Mbps Download/Upload)

- Two (2) wireless access points

Common area Wi-Fi networks are critical to delivering an exceptional lifestyle experience. Be connected at the pool, fitness center, indoors or outdoors with bandwidth capable of surfing, streaming and more.

Community Common Area Amenities:

Bulk Video
- 7 Television Connections
- Managers Office

Bulk Data Service
- 14 Gates or Locations
- 4 Dark Fiber Locations

Wi-Fi "Hotspots"
- 11 Pools
- 7 Various locations

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In-Home Service Installations

After constructing and certifying the network, our dedicated technicians familiarize themselves with your property and promptly initiate customized in-home installations for all requested services.

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

Inside Unit Connection Diagram

Active Fiber Strand

Hotwire 10G ONT

Hotwire 6E Gateway

10G LAN Port

XGS GPON Port

CAT6 Wire

fisiontv+

One Device For All Your Entertainment

Color
White

Dimensions
5 ¼ x 5 ¼ x 1 ¼ inches.

System CPU
BCM 72180 Quad Core
ARM A53 64BITS

Flash Memory
16 GB

RAM
4 GB

Graphics
1080p 60Hz upscaled to 4K

Connections
- Gig capable Ethernet RJ-45 connector with network & status LEDs
- USB 2.0

Audio/Video Connectivity
- HDMI
- Composite RCA Video
- Optical S/PDIF

Communication Channels
- IEEE 802.3 Ethernet IObT/100/1000
- 2.4 GHz WiFi 802.llax
- 5 GHz WiFi 802.llax
- Bluetooth 5.0

Power Input
- Fanless
- AC power adapter 12 VDC

Fision TV+ Voice Remote

User your Google Assistant to control your Fision TV+ with just a touch of a button and your voice.

GIVE IT A TRY!

Search for shows across all available channels and apps by saying titles like

- *"How I Met Your Mother"*

Launch specific apps by saying the name of apps installed on your device

- *"Launch Netflix"*

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

Customer Education

In-person and virtual education classes will be available for newly installed residents to provide more in-depth training on some of the most useful features of Fision TV+

STEVIE
CUSTOMER
SERVICE
2021

Fision Educators

Ongoing education classes

- Ensure the residents are properly trained on Fision home products and features.

- Community trainings with roughly 25 guests held in a property common area such as a club house.

- One on one in the individual home.

Hour long appointments to discuss:

- Fision TV features such as On Demand, Replay TV or DVR recording features

- Internet connectivity

- Hotwire phone features such as voicemail or voicemail to email

Account Managers

- Ensures that Hotwire maintains promised standards, obligations, and goals for your community.

- Local and Available to listen, support and resolve concerns for Board and Property Management.

- Offers Fision Education in group or individual basis.

- Presents Service Level Agreement (SLA) reports quarterly and as needed.

- Escalates technical services when required.

- Communicates information and concerns to Property Management or Board Officers.

- Present in your community with regular visits, sponsorships, and resident engagement

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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 direct access to 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 your MyHotwire account online. Letting you see your account and product information, and giving you 24/7 access to a local customer service representative.

Simply text in and follow the prompts!

Stay in the Know!

fision direct by Hotwire

Opt in to receive service-related messages on your mobile phone.

- Important updates about your service activation

- Order confirmation details

- Appointment reminders

- Alerts about system maintenance or outages affecting your community

Email Address:
windstarnaples@hotwiremail.com

Q&A

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