

ACTIVITIES INSIDE THE HOME

This section covers questions related to activities inside the home—your role, when you need to be at home, scheduling in-home appointments, bringing the fiber into a central distribution point within the home, “health check” of existing wiring, running of new wiring and the installation of any devices provided by Hotwire.

The following question was added on 10/19/17:

- 1) Q: I would like to install a new cable TV outlet in my dinette for “plug in play” 70 channel service. Will Hotwire install new wiring and a cable TV outlet in difficult to reach area of my home?

A: Hotwire will rewire (at no charge to the resident at the time of the initial installation) with new CAT5 cabling to any existing outlet location where a new FISION HD Box or modem/router will be located. Wiring to any new locations, or wiring after the initial installation of service will carry a \$75 charge per outlet. Hotwire also offers a “wireless” FISION box (at the same cost as a wired box) which also adds flexibility for viewing locations.

Please keep in mind: Where Comcast uses a small device called a DTA (Digital to Analog) converter, Hotwire’s technology allows them to deliver a similar service at no charge through a normal coax wall outlet without any such devices being required. This is called the “Expanded Basic Programming” and includes over 70 channels.

The following questions were added on 9/6/17:

- 1) Q: How will I make arrangements for my in-home installation and activation?

A: *Hotwire has an entire “Launch Team” that coordinates all aspects of the installation and activation of your new fiber services. They will communicate directly with you regarding what is required on your part and when/how this will take place.*

- 2) Q: When will they install my neighborhood?

A: *This information will be provided by your Neighborhood Representative in advance of actual work commencing in accordance with the Hotwire project schedule. The broad timetable will be provided in one of the TIP Newsletter’s in the coming weeks and is also available on the SWCA website ([Click here to go to that webpage](#))*

- 3) Q: Will Hotwire be providing drawings/ plans for each home?

A: *No, Hotwire will not provide drawings for individual homes. They will however have an overall network design plan for Shadow Wood which will be on file in the SWCA offices. If a resident wants to document the details of how the internal wiring is done in their home then they should make their own notes (pictures) for future reference.*

- 4) Q: Will my home’s internal wiring need to be updated?

A: Not necessarily: There will be a “home health check” where Hotwire (at their expense) will inspect and test the home’s existing wiring and replace and/or remove un-needed or defective splitters, amplifiers and connectors. The home’s inside wiring will be assessed and confirmed to allow residents to realize the quality delivered to the home via the fiber network. This existing wiring will be used to deliver programming to designated TV’s where a Set Top Box (STB) will not be installed (this is a 70 channel [50 in HD] “Expanded Basic” package referred to as “Plug ‘n Play” or “In The Clear”). For locations where your Hotwire supplied modem/router and STB’s will be located, Hotwire will run new CAT5E Ethernet wiring to deliver service to those devices. The technician will not leave the home until the service is working properly and signal levels have all been tested and confirmed to meet specified requirements.

5) Q: Do I have to be home when they install my fiber and how long does it take?

A: The installation will be three step process:

1. Outside installation: The homeowner does not need to be present at this stage as all work is exterior to your home.

2. Bringing the fiber into the home: Connecting the fiber from outside into the home and terminating at an ONT (Optical Network Terminal) which will usually be placed at the same location where Comcast, or other provider, has positioned the incoming terminal wiring. At this stage the homeowner, or a representative for the homeowner, needs to be present. This effort will normally require less than two hours to complete.

3. In-unit installation: Connections from the ONT to TV’s, router, etc. again requires that the homeowner be present. This can take approximately 3-4 hours including resident training.

4) 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 that can be utilized by Internet, video and telephone devices.

4A) Q: Where will the ONT (Optical Network Terminal) be installed in my home?

A: Typically, the ONT is installed in a utility area (laundry room, garage, etc.) where the already existing communication distribution hardware is located. If a structured wiring (communications distribution) cabinet already exists, the ONT will be located there.

4B) Q: Does the ONT (Optical Network Terminal) need a power source?

A: Yes, the ONT needs to be plugged into an outlet using a standard 110V/AC plug.

5) Q: Will they make sure that my wireless printer works?

A: Yes, all of your equipment that utilizes the Hotwire network will be confirmed to be working properly before their technicians leave. This will also be confirmed during a “post-install” quality check follow-up that will be conducted a day or so after you installation is completed. See next question also.

6) Q: Will Hotwire check to make sure everything is working correctly before they leave?

A: Hotwire will carry out a careful evaluation of your internal data and communication requirements. If necessary, install new wiring at no charge, ensure that all your systems are working correctly, and follow up with additional courtesy calls until you are completely satisfied. They will also provide training to those who need to become familiar with all the features of their TV and internet service. There will be resident service technicians in Shadow Wood to assist all throughout the service activation process: This is all part of Hotwire’s “Concierge Service”.

7) Q: Will the existing coaxial cable network inside my home limit the quality of the TV service?

A: Hotwire will use the existing coaxial cable solely for the delivery of a 70 channel (50 in HD) “Expanded Basic” package they refer to as “Plug ‘n Play” or “In The Clear” based on the fact that no box of any kind will be required to deliver the programming to most TVs that have been purchased in the last 8 years (traditionally flat screen TV’s). Hotwire will test all coaxial cabling and fittings (splitters, connectors, etc.) during the installation process to insure adequate transmission quality. Defective connectors and splitters will be replaced free of charge. Once all signal levels are optimized, the coaxial cable will not degrade your High Definition television service.

8) Q: Will I have to rewire my home?

A: That would be highly unlikely! In the event that a run of coaxial cable within your walls is determined to be inadequate, Hotwire will replace it free of charge. Hotwire will run new CAT5E Ethernet wiring to the locations where they are providing new equipment--i.e. modem/router and Set Top Boxes (STB). This will be done free of charge.