

## **SELECTING AND CONVERTING TO THE NEW HOTWIRE SERVICES**

Here you will find the answers to questions related to switching to the new Hotwire-provided services—selecting any additional services (above the bulk Internet & TV programming included in the Shadow Wood-wide contract) you might want on an individual basis, selection and locating of equipment, the final quality check of your installation, training regarding your new equipment & services and steps for terminating your existing service(s).

### **The following questions were added on 12/01/17:**

- 1) Q: Does Hotwire provide cable cards to allow the use of a TiVo DVR? Also, I have some recordings on my TiVo that I would like to keep--is there a way they can be electronically transferred to the Hot Wire box?

*A: TiVo is not compatible with Hotwire's Fision platform.*

- *In virtually every community that Hotwire serves, there are residents who were TiVo users prior to the move to Hotwire. The combination of Hotwire's DVR capabilities, their TiVo replacement policy (see below), and superior streaming experience via the Fiber to the Home (FTTH) connection have proven to be an equivalent, or superior, replacement for the TiVo system. There is no reason that the same would not be true here in Shadow Wood.*
- **TiVo Replacement Policy:** *The Hotwire Communications® TiVo exchange policy is available to all residents during the initial installation and activation of your new Fision® service. A resident that owns a TiVo system with a Product Lifetime Subscription will be eligible to exchange up to four (4) of their TiVo devices for one (1) Fision HD/DVR Box and up to three (3) companion Multi-room HD Boxes from Hotwire. Two of these boxes (the DVR Box and one companion Box) are included in the Shadow Wood bulk agreement and Hotwire will waive the standard monthly lease fee for the additional two companion boxes. If a resident has more than four TiVo boxes, then they may lease additional Fision HD Boxes at the standard monthly rate of \$9.99. Please note: the "lease free" option for the third and fourth HD Box is only available when your Fision service is initially installed; if you wait and add these boxes at a later date, the standard lease rate of \$9.99 will apply.*
- *Unfortunately, there is no way to transfer your old recordings from your TiVo to your new Hotwire DVD. However, after switching to Hotwire, you can simply keep your old TiVo device connected to one of your TV's via a separate input (HDMI 2 for example). Although the device would no longer record programming, you would be able to connect to your TiVo and play back all of your old recordings. Since you own your TiVo device, you can keep it connected for as long as you wish. Granted, this will result in one additional piece of equipment but does provide a work-around for your situation.*

- 2) Q: We have comcast Xfinity installed on our mobile devices (iPads). We can use our Xfinity app to record and watch recorded or live TV shows, wherever we are. This is our "TV" solution in the "off season" when we are away from Shadow Wood or traveling. Does Hotwire have this same mobile remote capability which may accessed with an app?

*A: This basic capability (TV Everywhere) exists today and will be enhanced and expanded in the next few months. The current TV Everywhere product is described on the Hotwire Shadow Wood webpage at <https://gethotwired.com/shadowwood/tv-everywhere> (note the access code to get on the Shadow Wood webpage is 7381). Hotwire has confirmed that version 3.0 of their Mediaroom software will be released within the next month or so. However, the remote record/playback will not be included in that initial release, but will follow later in 2018. We realize that this is not a complete definitive answer to your question but hopefully this helps. You can ask the Hotwire representatives more specific questions at one of the up-coming Town Hall meetings and during your in-home survey in preparation for the installation and activation of your service.*

- 3) Q: I have several questions about the Hotwire Set Top Boxes (STB's) and remote control. Will the whole house set top box have an "optical out" port for me to connect my wireless headphones? Will the whole house set top box have HDMI out? Will Netflix and/or Amazon be available at the set top box (the way Netflix is now available from the Xfinity X-1 STB)? I realize that I can access Netflix and Amazon from my Smart TV, but I am wondering if they are also accessible from the STB. Will the remote be an RF remote that can operate the STB behind a closed cabinet door like the Xfinity X-1 remote? Will the remote be a learning remote that I can use to operate my sound bar like the Xfinity X-1 remote?

*A: These are all good questions. The answers, in the order asked, are given below:*

- Yes, the STB's have an optical out port.*
- Yes, all boxes have HDMI outputs.*
- Netflix and Amazon are not available as part of Hotwire's set-top box software (it may be in a future release, but not at this time). You will have to utilize your smart TV for these apps as you noted.*
- Historically, Hotwire has provided IR remotes, but have an RF version which is available for a one-time charge of \$25. The RF remote is capable of operating set-top boxes that are hidden behind cabinet doors. That said, it is anticipated that the new voice activated remote included in our Shadow Wood bulk agreement will have the RF capability at no charge.*
- Yes, the Hotwire remotes do have the capability of learning other devices and controlling those devices.*

- 4) Q: I have heard that older TV's that work fine with Comcast might not work with Hotwire. 1) How can I determine whether a TV will work or not? 2) If I have to buy a new TV, what specification is needed?

*A: Hotwire urges you NOT to change any of your TV's (unless of course you were planning to do so, regardless of the Hotwire installation) before you have the opportunity to discuss your requirements with Hotwire's Residential Sales Specialist (RSS) during your "in-home consultation*

or home health check". At that time the RSS will examine each TV you have and determine the most cost-effective course of action for you.

If you have a TV that is more than approximately 8 years old, if you connect it to an HD Fision Box, then your older TV will work perfectly fine (remember the basic Shadow Wood package provides one HD Fision DVR which you might wish to use in your main viewing room, plus another HD Fision Box that you could use with any of your other TV's; if desired, this could be a wi-fi box that could be moved from room to room as needed). For those older TV's that you do not plan on connecting to an HD Fision Box, only after it has been checked by the Hotwire Residential Sales Specialist will it be possible to assess the best course of action to take and whether the direct coaxial cable link to your TV will allow you to watch the 70 plus channels available without the HD box.

- 5) Q: Why has SWCA included a \$304 charge for Hotwire services in our 2018 annual assessment?

A. The explanation for this charge was provided in TIP Newsletter #11 and the insert included in your 2018 SWCA Annual Assessment package. This charge is for Hotwire services that you will be receiving under the Shadow Wood bulk agreement in the latter months of 2018—after the five-month free service period provided for in our contract has expired. This is a partial year charge of \$304—or four months of service. The billing is based on the assumption that 85% of our homes will be activated by March. The 85% determines when the five months free service period begins. The free months would then be April, May, June, July and August. The \$304 in the SWCA assessment is for the remaining four months of 2018 (Sept.-Dec.). This cost will be offset by the amount of savings you will realize by being able to terminate your existing TV/Internet services once your home is connected to the new fiber network and activated.

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

- 1) Q: In your discussion of moving your email address to a new provider you indicate that 3 of the 4 recommended options are free but the 4th (aol.com) is not free. I believe that they offer both free and paid options. I have used free aol.com for many years.

A: Yes, you are correct, AOL does offer a "free" version of their services which has some reduced capabilities. We apologize for indicating that AOL offered only a "paid" service. We have corrected the information in our initial Q & A writeup.

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

- 1) Q: How do I return my Comcast equipment? Do I have to drive to their store and wait in line?

A: Hotwire will disconnect all existing equipment. With regard to Comcast, for returns please visit the website below, **after your Hotwire system is working and has been checked** - <https://www.xfinity.com/support/cable-tv/returning-your-equipment/>. You may be able to take

*the equipment (once you have spoken to Comcast) to a local UPS store and they will ship it back to Comcast at their expense; you will need a special return number to trace the return when it arrives back at Comcast. Although not required, it is suggested that you record the serial number for each piece of equipment that is returned so you have a record.*

*For other providers please check with your respective supplier **after your Hotwire system is working and has been checked.***

2) Q: Will I need some type of box or adapter at each TV?

*A: Each home will receive a whole-home DVR and one companion HD Set Top Box from Hotwire. With this equipment you will be able to access the “Digital Favorites” TV package which provides 224 TV channels (88 in HD) plus 50 music channels that covers a similar range to those offered by the equivalent level of programming from Comcast and other current providers. There are some small differences which relate to minor programs. Also included with the TV package will be three additional Premier Channels--Showtime, The Movie Channel (TMC) and Flix.*

*If you are satisfied with the “Extended Basic” range of 70 channels (50 in HD) for your other TV’s, you do not need any additional boxes (unlike the small box you need with Comcast). Should you need to have all 220+ channels accessible on other TV’s in your home, then you will need additional HD boxes at around \$9.99 per box/month (similar to Comcast).*

3) Q: I have an expensive router that works well and covers my entire home with Wi-Fi, do I have to use Hotwire’s router?

*A: No, you can use your existing router. One advantage of using the Hotwire supplied router is they will provide ongoing technical support and customer service for it.*

4) Q: What about satellite (Dish or DIRECTV)? Most people have that choice don’t they?

*A: Satellite of course offers video content but it cannot offer robust broadband Internet service because the subscriber can only download the signal. Uploading is normally provided through the subscriber’s telephone lines or other mechanism, which limits the transmission speeds for user-generated content. Our residents will absolutely still have the choice to have satellite for services that might not be available under a bulk agreement (NFL Sunday Ticket is the most frequent example of this—at least at this time [see Questions #5 and #7 below]).*

5) Q: I have DIRECTV with the NFL Sunday Ticket and I don’t want to pay for the season if Hotwire is going to change my service before the end of the year. You said installation will begin in November.

*A. The NFL Sunday Ticket is a terrific package. At this time the only way to receive it is to subscribe to DIRECTV. They do have a streaming equivalent available but only in areas that they are unable to provide satellite service or if you are a college student—obviously neither is the case here in Shadow Wood. With more content converting to online streaming, this may be*

*available to everyone in the future but for now a TV subscription is required. You can certainly keep your DIRECTV and just use Hotwire for your Internet service. One other solution might be to keep DIRECTV on your main viewing TV and remove the other TV's from your DIRECTV service. Again, use Hotwire for Internet and also for all of the other TV's in your home. In some of the other Brooks communities, residents have opted to have DIRECTV only in use during the football season and use their fiber provider on the main TV the other times of the year. Remember however, you will be billed for your full Hotwire service through your SWCA annual fees regardless if you choose to use one of these methods to continue to receive DIRECTV service.*

- 6) Q. I have a contract with (Comcast/DIRECTV/CenturyLink) that lasts until May 2018 and don't want to pay any early termination fees. What happens if Hotwire starts installing my neighborhood earlier?

*A. The TIP Steering Committee had this situation in mind when they were negotiating the contract with Hotwire. That was the primary reason behind the five months of free service provided for in the contract. If you are one of the residents early in the installation/activation sequence then you will get even more free months. The savings from these five, and potentially more, months of free service should offset any cancellation fees you might incur with your current provider. Of course, no resident should sign any new long-term contracts with any service provider; they should simply sign up for month-to-month service until they are converted to Hotwire.*

- 7) Q. I have DIRECTV specifically for the NFL Sunday Ticket and want to keep the service.

*A. See Question #5 above.*

- 8) Q: I don't want to lose my Comcast email, how can I keep it?

*A: If you have an e-mail address from Comcast, their current policy is to allow you to maintain the address even if you are no longer their customer. See their policy on the Comcast Web Site under their FAQs. Note that Comcast has the right to change this policy at any time.*

*Please visit <https://www.xfinity.com/support/internet/using-email-only/> for additional guidance.*

*It may be in your best interest to set up a second "back-up" email address to have both your old and new email address active at the same time. This will enable you to quickly move to the "back-up" should Comcast decide to make a policy change.*

- 9) Q: If I terminate my CenturyLink Internet, will I lose my CenturyLink/Embarqmail email address?

*A: Yes, unfortunately Century Link will not allow continued use of their email when you cancel their internet service. You may be able to request a short extension to the service for perhaps 2 weeks to allow you to transfer contacts and important emails. You will need to address this*

*yourself once you have established a new email account. The best position you can be in is to set up a new email address before cancelling your service and have both your old and new email address active at the same time until you cancel the service.*

10) ) Q: I want to get away from my current email, (Comcast/CenturyLink), can I transfer my contacts?

*A: Yes, the potential options for you to consider are Gmail.com, Outlook.com, Yahoo.com, or AOL.com. If you are interested in a review of these options you can access a useful summary using the following link:*

<http://www.toptenreviews.com/services/internet/best-free-email-services/>

*Then visit the website for the new email provider you would like to use. Your new email provider will have options to import your existing email contacts. See below:*

1. *Import into Gmail.com - <https://support.google.com/mail/answer/1069522?hl=en>*
2. *Import into Outlook.com - <https://support.office.com/en-us/article/Import-contacts-to-an-Outlook-com-account-285a3b55-8d93-4ac8-93df-43fffd13b2f1>*
3. *Import into Yahoo.com - <https://help.yahoo.com/kb/SLN22580.html>*
4. *Import into AOL.com - <https://help.aol.com/articles/aol-mail-compose-and-contacts>  
(Please be aware that AOL offers both a “free” as well as a “paid” service option while the other three services are completely free. The free version of AOL has some reduced capabilities.)*

11) Q: When does the “free” 5 months of service start for Shadow Wood?

*A: This will commence as soon as 85% of SW homes have been connected and are receiving service.*

12) Q: Will some of us receive more than the 5 free months?

*A: Yes, this is inevitable as the process is “rolled out”, some homes will be connected sooner than others, in part because of the location of various neighborhoods due to the logical sequence for laying the fiber in the community and due to the availability of residents once a neighborhood has been chosen by Hotwire for the home installation.*

13) Q: What services or equipment can be placed on vacation hold?

*A: Hotwire’s vacation suspension policy allows you to suspend services outside the bulk package for anywhere from 3 to 7 months. You will not pay anything during the suspension period for additional services such as premium movies, sports programming, higher internet speeds, etc. If you have subscribed to additional HD boxes in the home beyond the two provided to you in the bulk package, you will pay 50% of the monthly rate to suspend these. As an alternative, you may return the equipment to the provider (they will pick it up at your home) and pay nothing during the suspension. Upon service re-activation you will be charged a 1x \$50 fee for the provider to*

*bring the equipment back to your home and complete a professional installation of the boxes. A \$10 monthly fee is charged for phone service that is put on hold.*

14) Q: If I leave my new telephone service active while I am away for the season, can I have all incoming calls to my Florida phone number forwarded to any alternate phone?

*A: Yes. Call forwarding is a standard feature.*