

SERVICES OFFERED BY HOTWIRE

Included here are questions related to what is included in your new Shadow Wood-wide bulk service and what optional services and equipment are available to you on an individual basis.

IMPORTANT: For a complete and current list of all the available services (including channel line-ups), with associated costs, please visit the Shadow Wood section of the Hotwire website at: <https://gethotwired.com/my-account>. Until your individual account is established, please enter the code 7381 in the access code box under the "Welcome" column on the right-hand side of the screen--then click enter.

The following question was added on 12/01/17:

- 1) Q: When we are not home, we have access, in many instances, to Comcast's free Wi-Fi Hotspots. While these are not secure, they do provide a Wi-Fi connection whereby we don't incur data usage charges. This was especially highlighted during Hurricane Irma, when many folks were without home power/Wi-Fi. Not all the Comcast Hotspots were up and running of course, but some were. Does Hotwire currently have, or plan to have, Wi-Fi Hotspots, similar to the Comcast model?

A: Not being a nation-wide provider, Hotwire currently has no plans to offer public Wi-Fi hotspots like Comcast currently does. They will offer complimentary Wi-Fi hotspots throughout Shadow Wood--at the clubhouse, administration buildings, condo pool houses, etc. This feature is more convenient than what Comcast currently provides their customers in the way of public Wi-Fi hotspots inside of the community.

Clearly, your question is more directed towards nationwide hotspots as you discussed IRMA and specifically being able to use those hotspots when service inside of the community was down. With the Hotwire fiber to the home service, virtually every single community that they partner with had service restored immediately upon power being restored to the community. This is primarily because essentially all of the fiber infrastructure is underground and protected by conduit. However, the drawback is that without power, no service would be available. That said, during IRMA, many national providers, including Comcast, Verizon and others, opened their Wi-Fi hotspots across the board TO EVERYONE, and did not limit their service to just their customers. It is reasonable to assume that this is what they would do if/when another storm impacted the area like IRMA did.

The following questions were added on 10/19/17:

- 1) Q: Since I am only in the unit for 1 month a year, what kind of "vacation" pricing is available? I don't want to pay full price for the 11 months I am not using it.

A: Because of the benefits offered by faster internet speed to current and future home buyers, the overall enhanced communication package and lower charges for those residing in Shadow Wood for 3 or 4 months or more annually, the overwhelming majority of Shadow Wood

residents (90+%) were in favor of accepting the HW proposal. Hotwire's new internet and TV "bulk package" will be active for the full year and residents pay a fixed annual charge as part of their SWCA annual assessment. However, any equipment or added services requested by a homeowner outside the "bulk package," is billed directly to the homeowner. This added equipment/services can be put on hold for a period between 3 and 7 months of a calendar year. Some charges might apply for this service, depending on what equipment is put on hold. For a more detailed explanation of Hotwire's vacation policy, please [click here](#).

- 2) Q: Will Hotwire be able to plug into my existing home security system without having to buy and install an entire home of new equipment?

A: The Hotwire security service is compatible with many existing security panels. All of the existing hard-wired sensors throughout the home will connect to the Hotwire system and operate in the same manner as they do today. When a sensor is tripped (via a door or window opening for example) the alarm will sound and Hotwire will call the resident and if required, dispatch police or emergency. The Hotwire security system enables the homeowner to upgrade their home security system to a full smart home solution.

Given the differences that exist between the various home security systems currently deployed by various companies, if you wish to consider converting to the HW security monitoring system, it would be prudent to speak to a Hotwire Security Representative to discuss the details of your system, the conversion process and their monitoring charges.

- 3) Q: Does Hotwire support 4K quality picture? Comcast does not. I have "FiOS" up north and the picture quality on my 4K TV seems to be much better than the quality of my 4K TV using Comcast in Shadow Wood.

A: Hotwire absolutely supports 4K today. With the brand-new fiber optic network that is being deployed throughout Shadow Wood, along with fiber being brought into each and every home, residents will have dedicated Internet Access bandwidth. This leads to the ability for residents to enjoy ultra-high definition 4K content. Today, 4K content is offered via streaming services such as Netflix, Hulu, Roku and Apple TV to name a few. Hotwire will be introducing 4K linear programming in 2018 as programming becomes available. Hotwire is one of the industry leaders in offering 4K programming. [Click here](#) to go to an industry article about Hotwire's efforts in this regard.

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

- 1) Q: What is included under the bulk contract that is available to all Shadow Wood residents?

A: Both Internet and TV programming are included in the bulk contract and are available to all the homes in Shadow Wood. The specifics are:

- High speed Internet with 150 Mbps download/upload speed

- The “Digital Favorites” TV package which includes 224 channels of TV (88 in HD) and 50 channels of music programming. Note: There are 70 channels (50 in HD) of “In The Clear” programming available with the “Expanded Basic” service which do not require any decoder box to view.
- Included equipment:
 - One HD/DVR Set Top Box (STB) with “whole home” viewing & control
 - One companion HD Set Top Box
 - Two voice activated remote controls
 - One combination modem/router
 - CAT5E wiring to all Hotwire supplied equipment

Please go to the website noted at the top of this FAQ section for more details.

- 2) Q:** What optional services are available that I might want to upgrade to on an individual basis?

A: Hotwire offers several optional additional services that individual homeowners can subscribe to. These include a) increased Internet speeds; b) a broader selection of TV programming channels [including several “premium” options]; c) telephone service and d) security monitoring services. These options are all above and beyond the standard bulk package that is available to every home in Shadow Wood. If you choose to subscribe to any of these optional services, you will be billed directly from Hotwire on a monthly basis. Please go to the website noted at the top of this FAQ section for more details.

- 3) Q:** Does Hotwire offer telephone service?

A: Yes, Hotwire does offer telephone service. As a promotional incentive to the residents of Shadow Wood, Hotwire is offering one year of free service followed by one year of service at \$14.99/month. In the third year and beyond, the service is \$24.99/month. This service includes unlimited calling within the United States and Canada. There are add-on optional features available such as voice mail, distinctive ring, etc. Please go to the website noted at the top of this FAQ section for more details.

- 4) Q:** If I choose to subscribe to telephone service can I keep my telephone number?

A: Yes. The new provider will manage the telephone number transition during the installation process. Do not make any attempt to cancel your current telephone service yourself or you will risk losing your existing number.

- 5) Q:** Does the new provider telephone service send my phone calls over the public Internet?

A: While the new telephone services uses VOIP (Voice Over IP) signaling protocols, they do not send your calls over the public Internet. All calls run through the Hotwire’s managed network.

- 6) Q:** Can a resident have two phone lines?

A: Yes, you will be charged accordingly.

7) Q: Does Hotwire offer security monitoring service?

A: Yes, Hotwire currently offers three levels of security monitoring services. These vary in the complexity of monitoring and automated control of various home operations and include both landline and cellular communications. Since the installation and monitoring of security systems can be complex and often needs to be specifically designed for the individual residence and homeowner, Hotwire does not publish information on service parameters or cost on their website. They ask that the individual homeowner discuss this with the Hotwire representative when you meet with their launch personnel to arrange for your individual installation and selection of services.