

Hotwire – 2024 Launch FAQs

Included in this document are frequently asked questions about the launch process and the new included services from Hotwire Communications.

For more information on what is included in the **NEW** Hotwire package please reference the Community Update from February 29, 2024, or visit your dedicated community page at www.gethotwired.com and sign in to your account.

2/29/24 Community Update

Q: How do I set up a Hotwire account?

A: Visit www.gethotwired.com and click “Sign Up” and follow the prompts. You will need your Hotwire account number which can be found on the top of your Hotwire statement. If you need assistance setting up your account, please call Hotwire’s 24/7 Customer Care Team. *Please note, authentication will be required for security purposes.*

Infrastructure:

Q: Will there be digging around the community to bury cables?

A: Hotwire will be doing work to upgrade their equipment at the main distribution facility location. Nine years ago Hotwire laid fiber optic cable to most of the homes in JL. Because this is the current technology, the existing fiber infrastructure does not need to be updated. For the approximately 180 homes that did not have Hotwire service, the fiber was extended to most of those homes, and they were connected to Hotwire’s network during the first quarter of 2024.

There are still a few remaining homes that have not been connected to Hotwire’s fiber network and we encourage these residents to contact Hotwire as soon as possible to be connected.

Video Product / Installation Overview:

Q: To receive my new services will Hotwire technicians need to come to my home?

A: Yes. A Hotwire technician will need to visit your home to receive the services included in the new package. You can make an appointment through 2024 at your convenience for the (no fee to you) installation service appointment.

- Your existing white Fision ONT (Optical Network Terminal) will need to be upgraded. For most homeowners, this box is located either in their laundry room, garage, or a closet.
- The technician will install an eero Pro 6E router. During your installation appointment the Hotwire technician will determine if an additional eero device is needed to ensure adequate Wi-Fi coverage within your home. It’s important to note, Wi-Fi coverage is guaranteed only for those areas under air conditioning.

- Hotwire is also offering a new product called Fision TV+. If you select this service, you will receive a new “cable” box. The Fision TV+ box is much smaller and works via Wi-Fi. This means that you can have a box in a location that does not have a traditional hard wired network outlet. These boxes can also be easily attached to the back of most televisions.

You have the option to keep your existing Fision TV service (black “cable” boxes). We suggest you review the following chart comparing both products and select the option that works best for you. This comparison chart will review some of the key differences to help you choose the best product based on your viewing habits and preferences.

Which of our TV products is best for you?

fisionTV

- If you prefer a traditional TV experience**
With a robust channel lineup and an onscreen guide, Fision TV offers a familiar and comprehensive TV viewing experience.
- If you appreciate fast channel change speed**
With the fastest channel change speed, Fision TV ensures a seamless and uninterrupted channel surfing experience.
- If you like visual caller ID**
With Fision TV, you can view details of incoming calls on your TV. Caller ID displays the name and phone number of the person calling.

fisiontv+

- If you're a streamer**
With Fision TV+, switching inputs to access streaming content is not required, providing a seamless streaming experience.
- If you're a sports fan**
The platform provides Thuuz Ratings for Sports, allowing fans to stay informed and up-to-date on the latest events, ratings, matches, and games.
- If you're a movie lover**
With Metacritic Ratings for Movies, Fision TV+ helps users make informed decisions about what to watch by providing insights into the quality and critical reception of films.
- If you're seeking an enhanced convenience**
The platform includes features such as the SmartBar Recommendation Engine, Backlit Voice Control, and Remote DVR Access using the Fision TV+ app.

To watch a quick (36 seconds) teaser demonstration video about Fision TV+ click [HERE](#)

To view a longer (6 minutes and 23 seconds), more in depth video about Fision TV+ click [HERE](#)

Important Note: that visual caller ID feature only works with Fision TV.

Q: Is there a difference in channel selections between Fision TV and Fision TV+?

A: Both options provide a high-quality viewing experience and access to the same channel packages. The same channels are available but the channel numbers are different.* Fision TV+ does not have different channel numbers based on SD vs HD; the system will provide the best signal for your TV. To view the channel lineup visit www.gethotwired.com/ and log into your account.

*Channel availability depends on your package and the channel lineup is subject to change.

Q: Will I lose my Expanded Basic service if I switch to Fision TV+?

A: Yes. The Expanded Basic Cable package is not compatible with the new system and will not be available with Fision TV+.

Q: Will HBO be included in the new TV package?

A: No. Based upon the survey taken of JL Homeowners there was very little interest in continuing the HBO service (this also includes access to Max for streaming options). If you would like to receive the 8 HBO channels plus access to Max for streaming options, contact Hotwire to add this package to your account. To view the rate sheet visit www.gethotwired.com and log into your account.

Q: Do I still have access to Replay TV?

A: Yes. With Fision TV Replay TV went back 48 hours. With Fision TV+ Replay TV will go back 72 hours.

It's important to note that some channels that previously had Replay TV do not have that feature on Fision TV+, however you can set up a OnePass for the program(s) that you like.

Q: Will I lose my recorded programs on my current Fision TV box?

A: Yes. Currently your recorded programs are stored within your DVR set-top box. When you turn in your existing DVR box you will lose access to all recorded programming.

Fision TV+ offers cloud-based DVR which saves your recordings virtually rather than on a set top box near your TV. A cloud DVR can deliver more storage capacity, less risk of equipment failures, and more capacity for recording shows simultaneously. You have 200 hours of DVR storage included and will have access to the video content wherever you have an Internet connection.

Q: I have a Roku, Firestick, etc. Can I still use it?

A: Yes. They will function exactly as they always have. You will just need to ensure that they are connected to the Internet, just as you did during your initial setup. Go to your Roku, Firestick, etc. Settings and look for "Wi-Fi" if you need to reconnect.

With Fision TV+ you can add popular streaming apps and include them on one Home Page along with your TV programming so no more switching inputs to connect your TV to your favorite streaming service. Click [HERE](#) to view how to add apps on Fision TV+.

Q: I hear that I can get a voice remote. How does that work?

A: Yes! You will receive one voice remote with each included box. The voice remotes are available with Fision TV and Fision TV+. Please visit the "Support" page www.gethotwired.com for helpful product information.

With Fision TV+, in addition to controlling your TV, because the software system uses the Android operating system and Google Voice Assistant, you can tune to channels easily and search for content to watch using voice commands like Show me action movies or Tune to NBC, but you can also pose simple questions. For example, What is the temperature? What time is sunset? What was

the score for the Yankees game? You will be offered the opportunity to log into your Google account. This will allow even more personalized information, should you so desire.

Q: OK. What do you think is “cool” about this system?

- One Pass: Do you watch a specific program every day, every week? One Pass will allow you to “record” the shows for easy viewing on your schedule, not when they are initially aired. Please see a demonstration [HERE](#). For example, if you set up a OnePass for “new” episodes of Midsomer Murders, every time an episode airs (no matter the station) if it is not already recorded the One Pass will record it for you. You can then sit and enjoy the program on your schedule. Or if you watch news every morning, you can record the news program, start at the beginning of the hour and skip through the commercials.
- Tailoring to your streaming services: You can “tell” your Fision TV+ system which streaming services you subscribe to. Then when searching for a show, your suggestions will include airings only on the services to which you subscribe. Why tell you a show is airing on AppleTV+ if you don’t subscribe to that service?

Q: Can I use my cable tv subscription when I leave JL?

A: With Fision TV+ there is a mobile app that gives you the ability to watch programs you have recorded with your cloud DVR service from anywhere within the United States as long as you have Wi-Fi or cellular data service. It is important to note, that the Fision TV+ app is restricted to use within the United States. When you are connected to Fision Wi-Fi service, you will be allowed to watch all the television channels in your package subscription on the Fision TV+ mobile app. When you are away from home, there are currently 192 channels available to stream. You must have an internet connection capable of streaming. If you are subscribed to these channels, you can watch them on-the-go!

The Fision TV+ mobile app is projected to have a casting feature. However Hotwire is working to add this feature to a future app release. We do not have a date for this app release, but the Board will continue to follow up with Hotwire for updates.

There is also a way to stream certain content by individual channel because you have Fision TV+. This is called TV Everywhere. Customers can use TV Everywhere for Fision TV or Fision TV+ to watch shows on a computer, laptop, tablet, iOS or Android smartphone and other devices. Both Fision TV and Fision TV+ customers can watch when and where they want at no additional cost with their subscription.

To view a list TV Everywhere networks, or to learn more about these features visit www.gethotwired.com and log into your account and click the “Support” tab for helpful tutorials, FAQ’s and more!

Q: Who do I need to call to switch to Fision TV+?

A: Hotwire recently received the certification from their Engineering Department and can start to schedule appointments. If you would like to schedule your service appointment, please contact the Hotwire Launch team. (contact information listed below)

Q: How long is the appointment to install Fision TV+?

A: When the technician comes to your home to install the new system it will take 1-2 hours.

Important Installation Note: If your TV is mounted to the wall on a non-agile wall mount, Hotwire technicians will NOT remove your TV from the wall to install your box. The television can still be connected to a box, but the box cannot be attached behind the television. If you have this situation, please discuss with one of your dedicated Launch Account Managers prior to your installation appointment.

Q: Who will do the installation?

A: The installation will be completed by Hotwire employees. No subcontractors will be utilized.

Q: What if I am a seasonal resident? How does this impact scheduling my service appointment?

A: Hotwire is trying to prioritize scheduling appointments for seasonal residents. We suggest you contact the Hotwire Launch Department to schedule your appointment before you leave for the summer. Installation will continue throughout 2024 so just schedule your appointment when you're in town before the end of the year. You also have the option to arrange your home watch company to oversee the service appointment.

Hotwire Launch Department: (561) 509-5429

jonathanslanding@hotwirecommunication.com

Important Note: There is no fee for the service appointment to replace your ONT or install your new router(s) and Fision TV+ (if selected) during 2024. After 2024, an installation fee (payable by the homeowner) will apply.

Q: I like the TV service that I have. Do I have to change? Do I still need to schedule a service appointment?

A: No, you do not need to switch to Fision TV+. You have the option to keep your existing Fision TV service and you will still receive the same number of included boxes and voice remotes. As we mentioned above, we suggest you carefully review the comparison document and watch the videos (previously linked) to select the service that will work best for your home.

If you choose to keep your existing Fision TV service, you still need a service appointment. A Hotwire technician will still need to come to your home to upgrade your ONT and ensure you are receiving all other included services.

Q: Will the technician review how to work Fision TV+ during my installation appointment?

A: The Hotwire technician will provide brief instructions on how to work Fision TV+.

Q: What if I don't understand how to use the system after the brief review at installation?

Hotwire's Fision Education team will be offering training options for our Homeowners during 2024 including:

- There will be group instruction classes set up at the POA offices.
- Additionally, you may make an appointment for a Fision Educator to come to your home (virtual training options are also available) to guide you and answer questions about the

Fision TV+ system and your home Internet. If you would like to make an appointment with a Fision Educator, email: hotwire-fisioneducation@hotwirecommunication.com

- The Support page of the Hotwire website for JL includes a library of product support documents and educational videos. Visit www.gethotwired.com and login to your account and click on the Support page for more information.

Internet

Q: Will I have to change any passwords?

A: While it is wise to change passwords you can keep current passwords. Remember though: you check your bank account, your medical records, etc. via the Wi-Fi in your home. For your own protection, consider changing your Wi-Fi password on a regular basis.

Q: Will I need to reconnect all of my devices to the internet?

A: Maybe. If you are very careful and use the same Network Name (SSID = Service Set Identifier) and password that you are using now maybe everything will connect. If you are off one space, one capital or lowercase letter it will make a difference and you will not connect. Having said that, it is always a good idea to change passwords on a regular basis for your security.

Q: What will our internet speeds look like?

A: Under the old contract, our Internet speed was 50 Mbps download (downloading information) and 10 Mbps upload (requesting information). During March 2024, these speeds were increased to 500 Mbps download and upload. After the hardware transition (changing the ONTs and router) you will receive the Gigabit Internet 1200/1200 package; your wired connection speeds will increase to 1200 Mbps download and upload.

Q: Mbps vs. Gbps: What's the difference?

A: A longer explanation is included at the end of this FAQ.

Q: How do I check my Internet speed?

A: Navigate to one of the following websites. Click Go and do not touch your mouse or use your device (computer, tablet or phone).

[Hotwire/Fision Speedtest](#)

www.speedtest.net

Q: My Internet speed is no faster than it was on the old contract! Why am I not seeing an increase?

A: There are many things that affect the speed available to you on your computer. But start with, in most cases, the older the system, therefore the older the components within it, the less able you will be to access the fastest speeds.

To achieve the speeds provided in the new contract your device needs to be hardwired via the latest ethernet cable (currently Cat 8) and such a device must be able to support multi-gigabit speeds.

It's important to note that wireless speeds are not guaranteed and can fluctuate based on end user's equipment and other environmental factors. Some environmental factors include walls, mirrors, distance, etc. The speeds may be close to the contracted new speeds as long as your device is able to support multi-gigabit speeds.

There are ways to troubleshoot slow Internet service, but the steps are sometimes not for the faint of heart. As is sometimes said, if you have to ask, don't!

Luckily though, for general web browsing, e-mail, one video-conference stream (FaceTime, Zoom, etc.) at a time, 100 Mbps is more than adequate. Your TV is coming into your home via a separate wire, so it does not share the bandwidth with your computer.

So why do we need 1.2 Gbps speeds? We are futureproofing for technologies that are yet in our dreams. Or at least a few years away.

Q: I get poor Wi-Fi on my lanai and/or pool deck. Will it get better with the new service?

A: Maybe, but probably not. Most of the homes in JL are concrete block construction (CBS). Many in JL have swapped their windows, doors, and sliders with hurricane/impact replacements. Wi-Fi has a very hard time penetrating those types of barriers.

If it is important to you that you receive Wi-Fi in a specific place, consider discussing the problem with an installation technician over the phone before the technicians come to your home. They can make suggestions to improve the situation.

Q: My Internet is not working; what should I do?

A: Below are some basic troubleshooting tips:

1. Reboot your computer (turn your system off, wait a few minutes, then turn it on again) and see if you are now connected to the Internet. Most of the time this will fix your problem.
2. If your computer still does not connect to the internet, check other devices. If other devices are not connecting to the internet do the following:
 - a. Reboot your router by unplugging the eero router. Wait 5 minutes. **Important note:** if you cannot easily/safely reach router or are not sure what is the router please call Hotwire's customer care and make a service appointment.
 - b. Next reconnect the plug in the router and wait 5 minutes.
 - c. Then check your devices and see if you are connected to the Internet.

You are waiting for 5 minutes so that the devices can fully release any electricity still lingering in the circuits, and so the device can fully restart.

3. If your Internet is still not working, call Hotwire Customer Service: 800 355-5668.

Once you have Tech Support on the line, tell them that you performed the steps above. It will be helpful to them, and they may have asked you to do the above as their first troubleshooting steps. You've saved yourself some time.

Telephone

Q: Traditional Land Line vs VOIP line; what is the difference?

A: Many of us are familiar with traditional copper wire land lines through AT&T or the Baby Bells or other telephone companies. If you have Hotwire telephone service, you do NOT have a landline. You have a VOIP line. VOIP = Voice Over Internet Protocol

Traditional landlines use analog signals sent over copper wires to transmit voice communications. VOIP lines utilize the Internet to transmit voice calls as digital data packets.

Click [HERE](#) for a Forbes article which discusses the difference between the two methods of “telephone” communication.

Q: Will I be required to use the Hotwire phone service?

A: No. You do not need to subscribe to Hotwire’s telephone service but there is a promotion available, see Hotwire’s ratesheet for more details. Please note, taxes and fees are not included and apply during the promotional period.

Important Note: If you are porting your current phone number from your provider over to Hotwire Communications, you will be required to complete a Letter of Authorization (LOA) form. Your telephone service MUST remain active during the entire porting process, and Hotwire will need to have a copy of your current provider bill. DO NOT disconnect your service or contact your existing provider until AFTER your new Hotwire telephone service has been activated and confirmed.

Q: Who do I call if there are problems with my changeover?

A: Please contact the Hotwire Launch Team:

- Phone: (561) 509-5429
- E-mail: jonathanslanding@hotwirecommunication.com

Please note, dedicated Hotwire Launch Account Managers will be onsite, Monday – Friday, from 9:00 AM – 5:00 PM in the POA Conference room till the end of homeowner installations if you would like to speak to a representative in person.

Q: I like all the new speed and features. How much will my quarterly cable TV/Internet charges increase?

A: They will decrease!! During 2023 our charge for “cable tv” and Internet was \$295 per quarter.

The new contract was effective on January 1, 2024. Initial billing for each residence is \$81 per month or \$243 per quarterly billing via your JLPOA quarterly fee invoice.

Any billing adjustments for partial quarter Hotwire service or for upgrades paid for that are now covered by this new contract for the first quarter of 2024 will be processed during the second quarter of 2024.

Beginning January 1, 2025, the cost per residence will be reduced to approximately \$46 per month or \$138 per quarter.

Beginning January 1, 2026, the billing will revert to \$81 per month or \$243 per quarter for the following year.

This schedule of charges was set up to reflect the transition/launch of the new services and adding additional Homeowners to the Hotwire service during 2024.

Q: Mbps vs. Gbps: What's the difference? (courtesy of highspeedinternet.com)

A: The difference between Mbps and Gbps is the number of bits you can send and receive each second.

In the days of dial-up, modem speeds were usually measured in kilobits per second (Kbps), like 28.8k and 56k. Modern-day broadband speeds are now measured in megabits per second (Mbps) or in gigabits per second (Gbps). Here's how the bits stack up:

- 1,000 bits = 1 kilobit
- 1,000 kilobits = 1 megabit (or 1 million bits)
- 1,000 megabits = 1 gigabit (or 1 billion bits)

Internet speed in Mbps or Gbps doesn't mean data travels at specific speeds like cars zooming down a freeway—all data travels at the same speed, whether you have a DSL, cable, or fiber connection. Internet speed is more about the amount of data sent along the line in any given second. The higher the megabits per second, the faster you can download a file.

Imagine that your internet connection is a faucet and your provider cranks down on the knob. The water (data) trickles in a thin stream (1Mbps) and slowly fills the sink. You then feel like you've aged an entire year just to get a full sink of water. That translates to a slow internet connection.

But if your provider turns up the knob, your data flows like a waterfall (1,000 Mbps). You're using the same faucet, only the sink fills up faster when more data flows out, and you've only aged a few seconds. That translates to a fast internet connection.

Old Contract

Downloads

50 Mbps

New Contract

Downloads

1,200 Mbps = 1.2 Gbps An increase of approx. 2,400 %