

Hotwire Communications Frequently Asked Questions

General Questions

Q: What services are provided by my HOA?

A: Your HOA is providing television and internet service to each resident. For more information please visit www.gethotwired.com/pembrokefalls/ratesheet and you will see the full description of the services included located at the top of the page in our "Included Services" section.

Q: What's the big deal about fiber? Why is it better than what I have today?

A: Let's start by defining what Hotwire means when we say "fiber" verses when another firm says the same thing. When we say fiber, we mean Fiber-to-the-Home (FTTH). The benefits here are that each and every home in the Pembroke Falls communities has their own dedicated fiber connection. It is NOT a shared network like what you have today. In your current environment there is a defined amount of bandwidth available to the community. As more residents utilize their Internet access at the same time, there is less and less capacity available for each person. As your utilization of the Internet increases and your bandwidth demands grow, this will become a more limiting factor. Increasing additional video programming is being streamed via the Internet so your bandwidth needs will be growing exponentially in the near future. Your existing copper-based, shared network will simply be unable to perform at the levels of a FTTH network. Hotwire will be installing about 30 miles of a backbone/main line fiber network and roughly 100 miles of homerun connections to your homes. With a FTTH installation, you will receive your full bandwidth no matter what the time of day or day of week. Unlike your copper-based, shared network today, other residents signing on to the Internet will not impact your service level at all.

Q: How is the fiber going to be installed to my home?

A: The Hotwire Construction team will complete a fiber installation process known as trenching which involves burying the fiber in the ground, largely by hand, to yield a fast return of the property to its original condition. This process will take several months to complete your entire community. The Hotwire crew may also install a pedestal on or near your property. From the pedestal the main line fiber will connect to a home run fiber that goes to a demarcation box mounted on the outside of your home. All of these connections are passive – there are no electronics in the pedestal or demark box that are subject to failure. From the demarcation box, we will bring the fiber into your home to connect to our Optical Network Terminal (ONT – described below). For more information on how these fiber runs are located, please see our Service Delivery Diagram.

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. With the light input to the ONT, the three outputs are RJ45 Ethernet for TV STBs and the primary computer location, RJ11 telephone outlets and coaxial cable.

Q: Where will the ONT be installed in my home?

A: Typically the ONT is installed in your garage or laundry room.

Q: Does the ONT need a power source?

A: Yes, the ONT is plugged into an outlet using a standard 110VAC plug.

Q: What will happen to my Hotwire Services if my home loses power?

A: Your ONT has a battery installed as a "back-up" power supply to be used during a power outage for telephone service. The ONT is designed to shut down television and Internet service during a power outage to save the battery life for telephone service only. This battery will last approximately 4 hours. There is an optional 8 hour backup battery available at an extra cost.

Q: What wiring will Hotwire use on the inside of my home?

A: Your ONT Ethernet outputs are designed to go wherever you have a HD STB or DVR and to your primary computer location. Our installation crews will run that Ethernet Cat5 or Cat6 cabling at no charge. If such a run is not possible due to the use of outside walls or immovable furniture, we can utilize the existing coaxial cabling by introducing a specially designed piece of apparatus that provides Ethernet signaling over coax. The ONT's coax output will be connected to the in-home coaxial wiring to provide the Expanded Basic analog and digital programming package.

Q: Will outlets be run along the walls?

A: No, cabling will be completed inside the walls.

Q: How do I select equipment and/or programming packages?

A: One of the first steps in the installation process is our Home Survey. You will be provided with a link to schedule an appointment with one of our representatives who will come to your home to explain what your HOA is providing as part of the bulk community package as well as all of the optional services and equipment that we make available to you. There is no cost or obligation associated with this Home Survey. We want to ensure that every resident is aware of what we are doing and what is available to them.

Q: How do I learn how to use Hotwire equipment?

A: Shortly after your home installation is completed, our Quality Control team will come by to verify you are satisfied with the work our installation crew has completed. At that time, you will be instructed on the working of such items as the STB remote control, accessing the Internet, speed measurements, etc. If you opted for the Hotwire telephone service, you will receive additional instruction for our phone service. In addition, Hotwire will also set up no-charge instruction classes that will be held in your clubhouse. Registration instructions for these classes will be provided at a later date.

Q: What do I do if something goes wrong?

A: Our launch team can be reached by calling 754-217-2786. This team is dedicated to supporting the launch of our services at Pembroke Falls. They will be able to troubleshoot your issue and, if necessary, dispatch technicians to your home. After the installation phase has completed, a technician will be assigned to Pembroke Falls for on-going customer support.

Q: What if I don't want to go to Hotwire and prefer to stay with my current provider?

A: Your Homeowners Association selected Hotwire over your current provider as delivering a better bulk package deal overall. However, no resident will be forced to go with Hotwire TV and Internet services. You always retain the ability to remain with your current provider, although they will likely move you to their retail rates. In addition you will still be responsible for your HOA dues which do include coverage for the basic Hotwire services.

TV/Video Service

Q: What is Mediaroom?

A: Mediaroom is the platform that Hotwire utilizes to deliver video programming to your home. Pioneered by Microsoft, the platform is growing world-wide with over 15 million current subscribers. The Hotwire brand of Mediaroom is called Fision. Similarly, the AT&T brand of Mediaroom is called U-Verse. The similarities stop there, however, as AT&T is providing Version 1 of Mediaroom over copper wires while Hotwire is delivering Version 2 of Mediaroom over fiber optic cables. Accordingly we have features available today that the other provider does not.

Q: What is a Set-Top Box (STB) and do I need it?

A: Hotwire will provide some 70+ channels of analog and digital content that you will be able to receive by simply connecting your TV set to the existing coaxial connectors in your home without the need for a STB of any kind. If your set is capable of receiving and displaying High Definition broadcasts, your local stations will be in HD. The STB is required to view the full digital lineup (including Premium channels) and On-Demand programming. A Digital Video recorder (DVR) is a special type of STB that contains a hard drive capable of storing recorded programming.

Q: What is the recording capacity of Hotwire's HD DVR converter box?

A: Hotwire offers a HD DVR box with a large hard drive (500 Gb) that will record and store approximately 120 hours of High Definition or 450 hours of standard definition recordings.

Q: Can I watch DVR recordings in more than one room?

A: Yes, when you subscribe to Multi-Room DVR service – your HD Set Top Boxes will have access to the programming that is recorded using your DVR Set Top Box. This means you can record and play programming from any set top box.

Q: How many recordings can I make simultaneously?

A: You can record up to four programs at the same time and all four can be in High Definition.

Q: How can I see what channels are available on my TV?

A: You can view the channel lineup at the Pembroke Falls website (www.gethotwired.com/pembrokefalls) and selecting "Channel Lineup" from the left column menu. The specific TV guide listings by time-of-day can also be selected.

Q: Will the Hotwire technician be able to program my third party remote control?

A: No. If you have a custom remote control (e.g., Logitech Harmony, universalremote.com Model MX450, etc.), you will need to have it programmed to work with our STB. Hotwire does provide you with a universal remote at no cost that can control your set top box as well as your TV, audio system, and other equipment.

Q: What are the sports packages hotwire offers and how much do they cost?

A: Hotwire offers many of your favorite sports channels as part of your Expanded Basic Cable service. We also offer subscription sports packages like NHL Center Ice or MLB Extra Innings through our IPTV Digital Cable service. You can find a list of the subscription sports packages on the www.gethotwired.com/pembrokefalls website. The prices are determined by the content provider and are only published when the season starts. As they become available for purchase the pricing will be updated on our website.

Q: What international channels does Hotwire offer?

A: We currently offer the following: En Espanol package, TV Globo channel and Euro Channel. This programming is available by subscription for televisions that have a set top box. Please visit our rate sheet online for pricing.

Q: Can you give me a list of On Demand content?

A: On Demand content is always changing as new titles become available and older titles expire. A list of current titles will be accessible from your Community web page (www.gethotwired.com/pembrokefalls). Content for over 40 networks is also available in addition to access to premium channels On Demand and special programming. Note that subscription to the premium channel is required in order to receive the On-Demand content for that channel.

Q: What is Replay-TV?

A: Replay TV takes advantage of our buffering a rolling seven-hour time period allowing customers to go back in time to view programming that aired up to seven hours previously. Customers can access channels designated as being Replay-TV participants and view programming that occurred earlier. Since these programs are buffered by Hotwire at our main head end in Miami, DVR-like controls (e.g., Fast Forward, 30-second skip, etc.) may be used. The channels that have Replay TV available are noted with this icon: ©

Q: Will my TiVo® work with Hotwire's system?

A: Your TiVo will work when connected to our Expanded Basic tiers (analog or digital) via the coax connectors currently in your home (no cable card required). Alternatively, during the property project launch period we have a TiVo exchange policy. Please see this policy document for the details, visit www.gethotwired.com/pembrokefalls/support.

Telephone Service

Q: Do I have to get a new phone number when I take Hotwire phone service?

A: No, you can keep your existing telephone number by porting it from your current provider to Hotwire.

Q: What is the story about Hotwire's telephone service?

A: Telephone service is not part of the included bulk package. It is, however, available as an optional service. As a special introductory offer Hotwire will provide complementary telephone service for the first year following the system activation date. Taxes and fees as well as international and toll charges still apply and are estimated about approximately \$8.00 per month. Year two will cost \$20.00/mo (plus taxes & fees) and year three will cost \$25.00/mo (plus taxes & fees). Calling within your Local Calling Area is unlimited. Calls to outside the Local Calling Area are considered Long Distance and the standard plan provides 2,000 minutes of calling per month. Incoming calls do not count towards the 2,000 minutes.

Q: What are your rates for international calls?

A: International calls are rated based on the country/area you are calling. Hotwire's rates for international calling can be found online at www.gethotwired.com/international.

Q: Will I be able to see my phone usage?

A: Yes, if you enroll in online billing you will be able to see your phone usage and a summary of calls.

Q: Do my long distance minutes roll-over from month-to-month?

A: No, any unused long distance minutes do not carry over to the next month.

Q: What features are available with the Hotwire telephone service?

A: The array of standard features includes Call Waiting, Call Forwarding, Caller ID (name and number), Three-Way Calling, plus many others. Voicemail is available for a nominal line charge of \$5.00/mo (per line). Visit www.gethotwired.com/pembrokefalls/support

Q: What is Voice Over IP (VoIP) telephone service?

A: The strict definition of VoIP telephone service is Voice over Internet Protocol - a technology allowing telephone calls to be made over computer networks just like the Internet. VoIP converts analog voice signals into digital data packets permitting conversations using Internet Protocol (IP). IP is the system of addressing used for computers. What is very important with the Hotwire version of VoIP is the fact that a call made on the Hotwire network travels on our fiber only from Pembroke Falls to our main data center located at the Miami Data Vault off 79th street in Miami. From there it goes out immediately over the Public Switched Telephone Network like any regular landline telephone call.

Q: Will the Hotwire telephone service work with my alarm service?

A: We have installed our telephone service in many communities where the incumbent alarm company was retained and have not experienced significant problems. A case in point is our recent installation in Palm Beach County where we

installed over 1,100 accounts and experienced only one failure to communicate condition that turned out to be a phone line issue at the time of transmission. In addition, we are extremely confident of the reliability of our own alarm service because we have complete control of our own network. We also have IP communication along with cellular communication available as upgrades as well for back up to the phone line.

Internet Service

Q: What type of internet access service is being offered by Hotwire?

A: Our standard Internet Access service is 20 Mbps down and 5 Mbps up. For the first year, our Pembroke Falls customers will receive 50 Mbps down and 10 Mbps up at no additional cost. After the first year, the 50 Mbps service will be offered at the currently discounted rate of \$9.99/mo. Unlike shared service providers who cannot guarantee their provided speed, Hotwire does guarantee you will receive the contracted bandwidth dedicated to your home. However, we cannot be responsible for the impact of your internal devices on that speed.

Q: Can I upgrade my internet service?

A: Yes, Hotwire offers two options to upgrade your internet service. You can choose our 100 Mbps or 1 Gigabit package, please see the rate sheet located at www.gethotwired.com/pembrokefalls for the pricing.

Q: Will I have to replace any of my existing computer equipment?

A: No. Almost everything that works with your current provider will function with your Hotwire service. However, if you have AT&T DSL service and are using the AT&T router, it is not compatible with our fiber-based Internet access and will be replaced at no charge during our initial installation.

Q: What type of internet security/Anti-Virus option does Hotwire offer?

A: Hotwire has partnered with AVG to offer their highly rated Anti-Virus Software at no additional charge. A link to the AVG download can be found on the Pembroke Falls/Hotwire website (www.gethotwired.com/pembrokefalls) at Support/Internet/Download AVG Antivirus Free 2013.

Q: Will I have to change my email address when I convert my Internet access to Hotwire?

A: The answer depends on your current email domain. If your email address ends with @gmail.com, @hotmail.com, @yahoo.com, @aol.com, @bellsouth.net, and many other generic domains, you will not have to change. However, if your email is a comcast.net domain, you will have to change because it is no longer going to be available to you unless you subscribe individually. In preparation for the day your Hotwire Internet services are activated, we suggest you begin now to transition your contacts to one of the above-mentioned generic domains. This will ensure a smooth transition with minimal disruption.

Billing

Q: Will I get a Hotwire monthly bill if I do not take any additional products beyond what is provided by the Home Owner's Association?

A: No. If you do not subscribe to any additional products, you will not get a monthly bill.