

Important Information from Hotwire Communications

Hotwire is excited to announce that we have reached a pivotal point in the transition to your NEW Fision® services! **We are actively scheduling one-on-one consultations for residents.**

Your new amenities package will include the following services:

- **Digital Favorites Package:** Includes Digital Access channels PLUS additional channels like MLB Network, Cooking Channel, AMC, Disney Junior, VICELAND, and more!
- **Fision TV + HD Box:** HD box that provides access to the on-screen guide, Replay TV, and Video on Demand. Three (3) boxes included. Voice remotes included.
- **DVR Recording Storage:** Includes 200 hours of Cloud DVR Storage
- **High Speed Internet 400:** Download speed of 400 Mbps and upload speed of 400 Mbps delivered to your home.
- **eero Pro 6:** Blanket your home with fast and reliable Wi-Fi. Learn more at eero.com One (1) eero Pro device for Wi-Fi.

To view our channel lineup and product details, visit your community Web page at www.gethotwired.com/thehamptonsatmaplewood (Access Code 9467).

Please contact our Launch Department at [561-509-5429](tel:561-509-5429) to schedule your one-on-one consultation. Questions: e-mail hamptonsatmaplewood@hotwiremail.com.

What happens during the one-on-one consultation?

This process is an appointment for a resident (YOU) to meet with a Hotwire Representative to establish a personal account. You will provide contact information and select the services you would like to have installed in your home. You will also have the opportunity to ask specific questions about our services. This consultation will not be a technical discussion specific to installation details; that will be presented at a later date. **The appointments can take place face-to-face in your home or over the phone if you prefer or are out of town. One appointment is required before we can install service in your home.**

If you are porting your current phone number from your current provider over to Hotwire Communications, you will also be required to fill out a Letter of Authorization (LOA) form. This will be discussed during your one-on-one consultation. Your telephone service must remain active during the entire porting process, and you will also be required to have your current provider bill during the consultation. Do NOT disconnect your service or contact your current telephone service provider until AFTER your new Hotwire telephone service has been activated and confirmed.

Installation Process:

After your consultation has been completed and we reach this point in the process, you will be contacted to schedule your installation appointment.

Want to learn more about Hotwire Communications and what makes us different from other providers?

Visit us at www.hotwirecommunications.com.