

## Congratulations and Welcome!

We are excited that your community has selected us as the new service provider for your in-home entertainment and communication needs. Your new Fision® service will be delivered to your home by our state-of-the-art fiber optic network. Fiber optics, the future of communications, is here to give you faster Internet speeds, amazing television picture quality, and superior call clarity. Experience the Fision difference!

### What makes Hotwire Communications different from other providers?

Hotwire Communications specializes in serving communities like yours. This means our customer service and technical teams operate differently than a traditional “cable company.” It starts with our White Glove treatment, covering all aspects of your installation, followed by our ongoing quality standards. Your calls will be answered by a Hotwire Communications employee from our Ft. Lauderdale (FL) and Tucker (GA) facilities.

### Your new amenities package will include the following services:

- **Expanded Basic Television:** Plug & Play!
- **Digital Favorites Package:** Local networks, sports, news, popular channels, PLUS additional channels like MLB Network, Cooking Channel, AMC, Disney Junior, VICELAND, and more!
- **HD Service:** Access to available HD channels in your digital package.
- **Fision GO Basic:** The Fision GO App gives you the freedom to watch a great selection of television and movies anywhere you're connected to Fision WiFi.
- **Fision HD Box:** One (1) HD box included. Provides our on-screen guide with advanced features, access to Replay TV, and Video on Demand.
- **Fision HD/DVR Box:** One (1) HD/DVR box included. Record your favorite programming to watch whenever you want.
- **Multi-Room DVR Service:** Watch recorded shows from any box in your home.
- **High-Speed Internet 250:** Download speed of 250 Mbps and upload speed of 250 Mbps. Plus, one (1) eero Pro for WiFi service.

Additional products and services are available at competitive rates to customize your package. To view our channel lineup, rate sheet, and product details, visit [www.gethotwired.com/villagesofmonterey](http://www.gethotwired.com/villagesofmonterey) (Access Code 2839).

### How do I get new service?

Each homeowner is required to complete a one-on-one consultation. A representative will review the bulk services package and discuss your current services to suggest the right set of products for you. We will also answer any specific questions you may have about our services. Once your consultation has been completed and we reach that point in the process, you will be contacted to schedule your installation appointment.

If you have any questions, please contact our Launch Department at **239-217-3262** or [villagesofmonterey@hotwiremail.com](mailto:villagesofmonterey@hotwiremail.com). We are confident that you will enjoy all of the advanced Fision service Hotwire Communications has to offer and look forward to serving you!

**Sign up for appointment reminders and more: text Fision to 73529.**  
**We'll only send a text when we have important information about your account.**

*Standard message and data rates may apply.*