

HOTWIRE OPERATIONS MEETING IN FT. LAUDERDALE – 1/22/2020

Questions & Answers

Pre-Transition

- What is the location of the Fiber optic node closest to North Fork?

We will not be using an existing node. A new fiber optic trunk line will be run from Hotwire's main location in Ft. Lauderdale to North Fork's property. They would build a room (approx., 10 x 10 x 6) somewhere on the POA's property to house the main components.

- What is the routing plan to run the fiber optic cable from the nearest node to the community?

See answer above.

- Will only fiber optic cable be used between this node and my home?

Yes.

- How is the Hotwire transition plan staged? I.e. East versus West, street sequence.

Has not been determined yet. The installation plan will entail scheduling of appointments with each homeowner. It does not need to be done in any particular sequence.

- How long will it take to rewire our community, first to last home?

Approximately 3-4 months. Hotwire will schedule an installation appointment directly with each homeowner and it is expected that the homeowner will be home to grant access to the service technician at the pre-determined time to avoid any installation delays.

Transition

- Will hotwire employees install my in-home wiring?

Yes, work will be performed by 1 Hotwire employee and 1 subcontractor employee.

- If independent contractors will be providing home wiring what is the vetting process?

All subcontractor employees are pre-screened by Hotwire. A subcontractor will always be supervised by a Hotwire employee at all times while working inside a homeowner's home.

- How will lawn, landscaping or irrigation claims be resolved?

These issues will generally be fixed same day, whenever possible.

- How much will each portal cost

Not sure what this question means?

- What are the penalties for failure to meet the agreed schedule?

North Fork POA Counsel would need to write into the contract any penalties for failure to perform. Debra Ross (from Ross, Bonan, Earl PA) has reviewed a number of hotwire contracts and is familiar with what to add to protect the POA.

- What is the Comcast to Hotwire transition plan and how is it staged? i.e. During the transition will any homes be without either Hotwire or Comcast service?

As each home is wired, the new Hotwire service will be turned on live that day.

Post-Transition

- If I choose to convert 3 outlets to fiber optic cable will my other outlets still work?

If a home has RG59 cable, it will be change to CAT 5. If a home has RG6 cable, it is compatible and doesn't need to be changed. This would be spelled out in the contract.

- How long will it take to rewire my home?

Anywhere from 3 to 6 hours, depending on how many runs they have to make.

- What service calls are covered under the contract

Any issues that are related to Hotwire service.

- What is the service charge for calls not covered under the contract?

Anything that is not related to Hotwire services or customer error (i.e., unplugged equipment) would be subject to charge. Exact charge would depend on the issue.

- Where is the closest Hotwire service center located?

Ft. Lauderdale. There are also two additional call/service centers in the U.S. (Atlanta & Pennsylvania). All calls are handled by one of the three U.S. service centers. Call center activities are not outsourced.

- How are component exchanges handled?

Hotwire will deliver and install at no charge.

- How many service technicians cover North Palm Beach County?

Currently about 200 technicians within a 50-mile radius of Ft. Lauderdale.

- From what location will Hotwire service technicians be dispatched?

Ft. Lauderdale.

- What should the expected response time be for service repairs.

24-48 hours.

- The signal enters the home through a modem and possibly then to a router. What is the rate of speed degradation during this process?

Degradation only occurs on a wireless connection; hard-wired connections do not degrade.

- What is the life of fiber optic cable?

There is no defined lifespan from the manufacturer; the fiber does not “wear out”.

- Does the signal degrade with time? How much degradation? When does it have to be replaced?

No; N/A; Does not need periodic replacement; only if damaged somehow.

- What is the specific channel lineup in the contract?

See handout for channel lineup (Digital Access + HBO).

- Is the remote voice activated?

Yes.

- Is the remote signal IR or rf? I.e. Will the remote activate components stored in a closed cabinet?

The remote operates via Low-Energy Bluetooth and is paired with the set top box. It will work even if the box is stored out of sight (in a closed cabinet, behind the TV, etc.).

- What is the range of the remote?

Range is similar to Comcast.

- Is Hotwire compatible with other remotes such as Harmony?

Yes. You may need assistance from a Harmony AV representative to complete the setup.

- Can the homeowner provide their own equipment (boxes) in excess of the three in the proposal?

No.

- If the homeowner buys the boxes from another source, will Hotwire activate these boxes?

No, can only buy from Hotwire or Best Buy to be assured they will work.

- Can the channels be reduced to only the ones North Fork residents collectively wish to receive which would result in a price reduction?

No, similar to Comcast, the channel lineup is based on one of Hotwire’s standard packages; however, some channels in a higher level package can be added by a homeowner on an a-la-carte basis.

- Can they just provide fibernet to the outside box? The line losses in our houses are negligible so I personally would not want the intrusive extra wires if we didn’t need them.

No, the signal will not transmit properly on existing coaxial cable.

- How much are the mesh internet devices. I have invested in the Xfinity pods and my internet coverage is complete throughout our whole property.

Prices vary as there are many different models available and they are sold by a number of retailers (Costco, Best Buy, etc.).

Miscellaneous Notes:

- Customers can get up to two wireless set boxes, if desired.
- \$10 modem/router rental (including wireless).
- Additional boxes, in excess of three, will be wired at no extra charge provided the customer orders the additional boxes and there is currently a box/jack present in that location today.
- Call Center operates 24/7.
- Operations personnel in Ft. Lauderdale continually monitor the service level in each community (via live video screens) looking for demand “overloads” an/or breaks in service and react by diverting/increasing capacity as needed to avoid potential slowdowns/outages. Personnel also proactively monitor each community for disruptions/outages (i.e., due to hurricane/storm, etc.) in order to dispatch a service technician, if needed.