

Hotwire Agreement Highlights

Media Ad Hoc Committee

The new Pelican Bay Bulk Media Agreement with Hotwire was approved by the Foundation Board of Directors on March 22nd, 2024. Below are key highlights from the agreement.

WHEN

- Hotwire services are scheduled to start on February 1, 2025 after the current bulk media agreement with Summit Broadband expires.
- Hotwire construction and installation of fiber inside residences starts on April 1, 2024 and will continue for the next 10 months.
- Fiber installation in your Neighborhood Association is being scheduled in five phases over the next 10 months. More precise dates will be communicated to the designated Media Captain for your neighborhood. Your neighborhood's Media Captain is designated by your Board President.
- In-home installation of the Hotwire technology will start in Fall 2024 and continue through January 2025.
- After the Hotwire Town Hall for your Neighborhood Association, each owner will schedule your own time with Hotwire to conduct a pre-installation interview in-person, via phone, or via ZOOM.
- Once your pre-installation interview is completed, you can schedule the 4-hour in-home installation of the Hotwire devices in your home. You must be at your residence in Pelican Bay to have the in-home technology install completed. This ensures Hotwire devices are placed where you want and the Hotwire installation team can show you how the new technology works.
- By the end of April 2024, Hotwire will have a Pelican Bay website available on gethotwired.com with detailed rate sheet information, TV channel lineups, and technology tutorial videos.

WHAT

- Each Pelican Bay residence will receive a \$200 retail credit you can use for optional Hotwire services such as premium movie channels, telephone service, faster internet speeds, a home security system, or customization of your installation.
- Turnkey, white-glove installation in neighborhood association increments with a pre-install interview to understand requirements for your residence.
- Three TVs are included in the bulk agreement with 200 hours of Cloud DVR, 3 TiVo voice-enabled remote controls, 2 set-top boxes, and 1 media stick. Additional TVs can be added by renting additional media sticks or set-top boxes.
- Internet service at 1 Gig speed is included in the bulk agreement with optional upgrades available for 2 / 5 / 10 Gig speeds.
- Whole-home WiFi 6e routers (up to 3 at no additional fee) ensure every room in your home has a strong, fast internet connection without interference from your

neighbor's WiFi. Hotwire Tech Support can remotely access your router to diagnose and fix problems.

- Service Level Agreements ensure problems are fixed quickly and installations can be scheduled within a week and completed within a day.
- Pelican Bay Neighborhood Associations can purchase Internet, TV, and Phone services for common areas, guest suites, pools, and fitness rooms at the same Residential Bulk Rate.

WHERE

- TVs can be located anywhere because Hotwire delivers streaming cable TV without the cable. TV set-top boxes and media sticks connect via WiFi. The COAX cable connections in your home are no longer used.
- All your favorite streaming apps like AppleTV+, Disney+, Netflix, Paramount+, etc. can be loaded on the Hotwire set-top box and media stick so you can search for something to watch with your voice-enabled TiVo remote control and don't have to switch sources on your TV.
- Take your Hotwire TV service with you on vacation or down to the beach by using the Hotwire FisionTV+ app on your Apple or Android phones and tablets.
- Watch your Hotwire TV service at your residence up North by using a Hotwire media stick and your internet connection up North.
- Bulk Services provided to Resident-owned cabanas are included in the resident account. At minimum, Hotwire will provide WiFi coverage for cabanas at Neighborhood Association pools.

WHY

- Pelican Bay is switching to Hotwire based on the improved service experience for our members.
- The Pelican Bay bulk media agreement provides bundled internet and TV services at a 70% discount compared to retail rates you could purchase individually on your own.
- All the TV and internet technology would have changed in your residence regardless of what provider Pelican Bay selected for our next Bulk Media Agreement.

Stay tuned for continued updates from Hotwire and Pelican Bay.



PELICAN BAY