



# PROPOSAL FOR SERVICES

## Jupiter Lakes Villas

431 Jupiter Lakes Boulevard

Jupiter, FL 33458

136 Units

**PREPARED BY**

**Anthony Maschke**

Business Development Executive

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# Introduction Letter

Dear Mr. Squires,

Thank you for providing Hotwire Communications an opportunity to submit a bid for Jupiter Lakes Villas. In this service proposal we have enclosed detailed information about Hotwire's proprietary technology, unique service options and dedication to customer service, as well as a revised bulk service proposal for your review and consideration.

Hotwire Communications is an industry leader in providing multi-Gigabit connectivity and IPTV video solutions to communities like yours. For over a decade, Hotwire has been at the forefront of the Gigabit revolution, designing, installing, and operating fiber-optic networks and delivering internet speeds up to 10 Gigabits.

Our residential division, Fision Home, specializes in providing fiber-optic-delivered telecommunications and customized in-home entertainment solutions for communities like Jupiter Lakes Villas.

We hope that this proposal provides a deeper understanding of the unique approach that Hotwire takes in partnering with communities like yours and are available any time to answer questions or discuss the proposal in more detail.

Thank you for allowing Hotwire to participate in this process. We look forward to your response.

Sincerely,

Anthony Maschke  
Business Development Executive



**ANTHONY MASCHKE**

Business Development Executive

Jupiter Lakes Villas  
Let's Empower Your Community Together...

An aerial photograph of a residential community with several houses and green spaces. Overlaid on the image are glowing blue and red lines representing a fiber-optic network layout. The text 'Jupiter Lakes Villas' and 'Let's Empower Your Community Together...' is overlaid in white on the bottom left of the image.

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# About Us

Hotwire Communications, a pioneer and leader in fiber-optic technology, has provided fiber-based telecommunication services since 2002. Headquartered in Ft. Lauderdale, FL, with regional offices in Florida, Georgia, North Carolina, California and Pennsylvania, Hotwire’s footprint currently spans eight states and offers a full suite of services to residential, commercial, hospitality, government, and educational customers. Powering the Home of the Future, Hotwire leads the way, bringing advanced technologies like 4K video, virtual reality and smart home automation to our customers’ homes. For more information, please visit [www.hotwirecommunications.com](http://www.hotwirecommunications.com).

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## Our Corporate Structure

Our residential communities choose Hotwire because of the technology we provide and the personal attention and superlative service we deliver. This white glove service is part of our corporate DNA and is a big part of what distinguishes Hotwire Communications from other providers.

Our corporate structure follows the business principles of regional leadership. This means there is a dedicated executive management team at the micro-level responsible for your overall satisfaction.

### Meet the Regional Leadership Team!



CARL LENDER  
Executive Vice President



FEFE MADRAY  
Director of Residential Sales



LUCIA GONZALEZ  
Executive Director of Launch Account Management



HILARY COHEN  
Director of Account Management

# Our Fiber Infrastructure

In 2002 we were the first telecommunications company to invest in 100% fiber-to-the-unit (FTTU).

In 2024 this future-proof fiber technology makes us the **only company** to offer **10 Gbps internet to residential communities** where we operate.



FTTU allowed Hotwire to become one of the fastest growing and most successful independent telecommunications providers in the country. The decision continues to pay dividends today for the hundreds of communities that entrust Hotwire to provide their residents with the fastest internet in the southeastern US and an unparalleled TV viewing experience.

## The benefits of fiber for your community & residents



We build, own, and operate our network end-to-end, which allows us to provide customers with a dedicated connection directly to their door. Unlike other providers, Hotwire does not share bandwidth between customers.



Our fiber ring architecture guarantees 99.999% service uptime through a reliable, redundant network. Even if one node goes out, there will be no interruption of service.



FTTU technology brings multi-Gigabit internet to customers at the speed of light. Customers enjoy streaming 4K content, high-intensity gaming, live-streaming video, and multi-device use. We are ready for whatever the internet of tomorrow brings.



Our fiber infrastructure now powers Fision TV+, a revolutionary new interactive television platform that provides instant access to everything viewers want to watch. Live TV, On Demand, DVR and access to over 5,000 streaming services, all delivered through a seamless, consumer friendly interface.



Fiber has a lifespan of more than 100 years and compared to other technologies is far more resistant to temperature fluctuations, moisture, and severe weather conditions.

# Video Service

Fision TV+ is a revolutionary experience that provides easy access to everything your residents want to watch.



One device for all your entertainment.

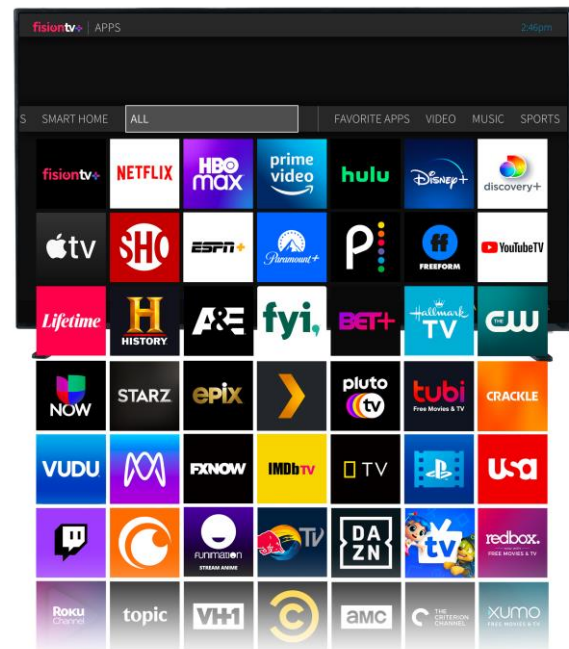


Fision TV+ delivers Live TV, On Demand, DVR, and all the popular streaming services through a seamless, intuitive interface. No more switching inputs or additional devices to connect your TV to your favorite streaming service. We've perfected the integrated experience to provide easy navigation, total control, and much more!

## Your Personal Video Concierge

Fision TV+ immerses viewers in the content they want to watch whenever and wherever they want to.

- **Spot-on predictions with SmartBar™**  
Connects the viewer to what they're most likely to watch based on time and day.
- **What to Watch**  
Strips of personalized recommendations based on individual viewing behavior.
- **Conversational voice capabilities**  
Allow viewers to get lightning-fast, personalized results by speaking normally.  
*Show me "Rom Coms"*



## Sleek & Simple

Combining sleek beauty with usability, our interface has an intuitive design rich in high-quality imagery, advanced search options, and popular features!

# High Speed Internet

With Internet speed up to 10 Gigabits, the fastest residential speeds in your area are available exclusively from Hotwire.



## Award-winning Internet speeds.

### Our Technology

Our fiber-delivered Internet provides reliable and consistent speed no matter how many users are online. This is because our customers never have to share bandwidth.

### Instantly Scalable

Fiber-optic technology is future-proof. No matter how great the bandwidth needs of media become, we have the capacity to provide that additional bandwidth. No new network required.

### Speed Options

We offer a wide variety of bulk packages and upgrade options for your residents to choose what's right for them now and in the future.

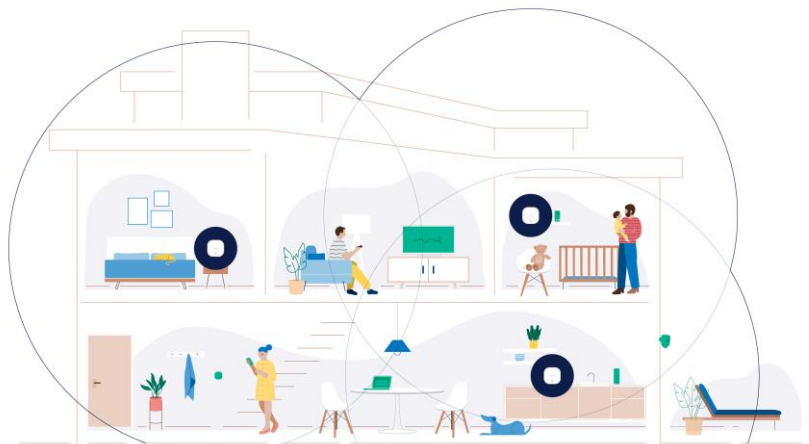
### Unlimited Usage\*

No data caps! This means no overage fees and no throttling the speed if a customer has used 'too much' data. *\*Bulk agreement required for unlimited usage.*

## Superior Connectivity with WiFi 6

The average home now has over 50 WiFi enabled devices and this number is growing exponentially each year. We recognize how important it is to have speed, reliability, and security.

WiFi 6 is the latest in WiFi technology delivering faster speeds, higher performance, and better support for simultaneous device usage throughout the home.



# Security & Smart Home Automation

Hotwire provides a wide range of security & home automation options giving residents peace of mind and total control.



## Superior Security Benefits

- Professional installation and service with warranty coverage on equipment
- 24/7/365 monitoring from a U.S.-based UL listed central station
- Control in the palm of your hand with the Fision Security app
- Access to all available home automation capabilities



## Essential Security Equipment

We offer industry leading security equipment manufactured by trusted partners:

- **7" Touchscreen Interactive Alarm Panel**
- **Window & Door Sensors**
- **Motion Detectors**
- **Smoke Detectors**

## Home Automation & Cameras

Automation provides both convenience and visibility: see who is at your door or on your property at any time, day or night. We offer popular products like video doorbells, interior or exterior cameras, keyless deadbolts or Z-wave thermostats that maximize your ability to control your home whenever and wherever from our mobile app.

**Already  
have  
equipment  
in place?**

Ask about our 'takeover' package that allows us to provide homeowner's security monitoring without the expense of replacing their existing equipment.

# Digital Voice

Connect with family and friends around the block or around the world.



Our Digital Voice service is a reliable way to keep in touch.

## Our Technology

Hotwire Communications owns and operates the telephone equipment that delivers our Digital Voice service. This gives us advanced monitoring options to ensure service is working properly. We also have the ability to expand our voice solution to meet our customers' needs.

## Digital Voice Service

Includes unlimited local and long distance calling to anywhere in the contiguous United States and Canada. Plus, popular calling features like: call waiting, caller ID, 3-way calling, and more.

## Advanced Calling Features

Voice mail guarantees you never miss that important message and remote access allows you to get your messages when you're on-the-go.

## Voice mail Plus

Provides access to our online portal for easy management with advanced features such as Priority Alerts and Simultaneous Ring. Plus, send your voicemails to your email account for easier access.

## International Calling

Competitive rates for hundreds of countries with some of the lowest international long distance rates available.

## Nomorobo

Access this popular feature to block annoying robocalls and telemarketers without blocking legal robo calls like prescription reminders or school closings.





# Customer Service

Hotwire's diverse employee base is 2,000 employees strong and growing. One thing that every employee in the company has in common is a passion for providing an exceptional customer experience.



## 100% U.S.-Based Call Centers

- Call centers are staffed 24x7x365 by in-house employees

## State-Of-The-Art Network Operations Center

- Staffed monitoring service 24x7x365 by in-house employees

## Dedicated Resources

- Technicians and Account Managers provide technical and personal support for your community

## Onsite Support

- Dedicated Project Management and Launch personnel to facilitate a smooth transition to Hotwire

## Technology Keeping Residents Connected!

In addition to our call centers there is a variety of ways customers can manage their account, view helpful information, receive important updates, and contact a Hotwire Representative.

### Fision Direct

Receive important service messages and appointment reminders on your mobile phone.

### Live Chat

Stay informed or connect with a Hotwire representative on your community's dedicated website.

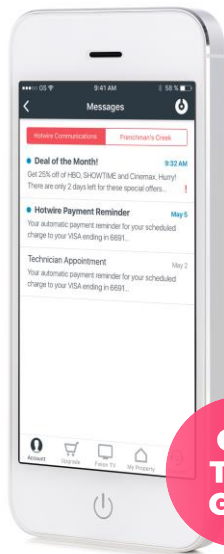


# Complimentary Community Amenities

## Interactive Community Features

### Easily communicate with residents!

Inform your residents about upcoming events, community news, and important announcements with our interactive community portal – included with Fision TV+.



### Community Functionality

3 interactive menus with slides to post community content.

### Messages

Includes any mixture of 3 messages per month (inbox, low, or medium).

### Admin Portal Access

A dedicated and secure admin portal for your management team to manage and upload community content.

### We've got you covered!

These features are also accessible via our mobile app so residents can stay connected while they're away!

## Common Area Amenity Package

Hotwire Communications will provide a customized community amenity package that will include complimentary or discounted services to common area locations including:

- Gate

*Certain restrictions may apply. Taxes and fees not included.*

# Proposed Deal Terms

## Jupiter Lakes Villas | Bulk Service Option

Hotwire will provide the following bulk service option to every home in the community.

### Video – Fision TV

*A digital box is required for the below programming/features.*

- **HD Digital Access Package:** Local networks, sports stations, commercial free music PLUS channels like TLC, NFL Network, USA, HGTV, and Bravo!
- **Two (2) Fision TV+ HD Boxes:** Includes two (2) voice activated remote controls.
- **Cloud DVR Storage:** 50 hours included, accessible from multiple devices.
- Access to features like Replay TV and On-Demand, both free and paid content.

### High Speed Internet

- **High Speed Internet 300:** 300 Mbps download and 300 Mbps upload
- **One (1) Wireless Router.** *Wireless speeds are not guaranteed and can fluctuate based on end user's equipment and other environmental factors.*

### Hotwire Bulk Service Rate\*

- **Introductory Bulk Promotional Period:** The Association will receive Hotwire bulk service (video and high speed internet) at no charge for the first three (3) months of the agreement.
- **Bulk Rate:** \$69.99 per unit per month (rate does not include \$4.49 video content surcharge)
- **Term:** 10 years
- **Annual Increase:** 4%

*\*Monthly rate does not include taxes, fees or government impositions. Rate/Proposal valid for six months after initial board review. Activation date may vary by contract signature date. Taxes/Fees/Surcharges apply during the promotional period and throughout the term of the agreement.*

# Testimonials

We're proud to hear what our clients & customers are saying about Hotwire Communications.



The Fision service Hotwire now provides to our community is absolutely the next level. The upgrade is next to seamless and the crews are very accommodating. The Internet is now 100M, literally 10X faster than what we used to have. Hotwire team works very hard to help our board to make the right decision for our residents on the fiber optic upgrades.

**SAM XIA**

*HOA Board of Director from Hotwire Property*



Beautiful what Hotwire does for the communities that they serve! Let alone the Internet speeds that they deliver in this day of increased usage. Hotwire has the bandwidth you need to run a whole family at home, running multiple devices. If your community is still in the Stone Age, get with your HOA and make a change.

**ROY SHAPIRO**

*Board Member from Hotwire Property*



The level of service that we consistently get from the leadership team all the way down is something that stood out from the beginning and has been a constant throughout our relationship.

**JASON KAYE**

*General Manager, Marqui Management.*

VISIT [HOTWIRECOMMUNICATIONS.COM/REVIEWS](https://www.hotwirecommunications.com/reviews) TO SEE WHAT ELSE OUR CUSTOMERS ARE SAYING.

# Awards & Recognition

Here's just some of the accolades we've earned for our innovation, technology, and service.



Hotwire was named the fastest internet service provider in the southeastern United States by PC Magazine in 2022.



Cablefax, the nations leading telecommunications trade magazine, named Hotwire Independent Cable Operator of the Year for 2020.