PROPOSAL FOR SERVICES

Sonoma Bay

3600 Sonoma Drive

Riviera Beach, FL 33404

303 Units

PREPARED BY

Hilary Cohen

Director of Account Management

Created on: June 20, 2025

Hotwire COMMUNICATIONS | fision

Our Fiber Infrastructure

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

In 2025 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.

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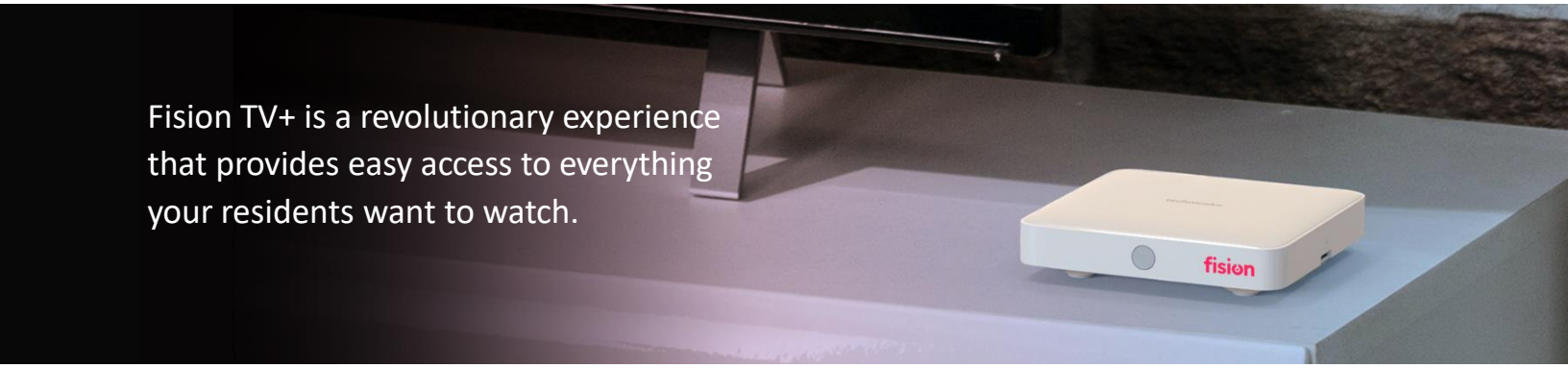
Video Service



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

One device for all your entertainment.

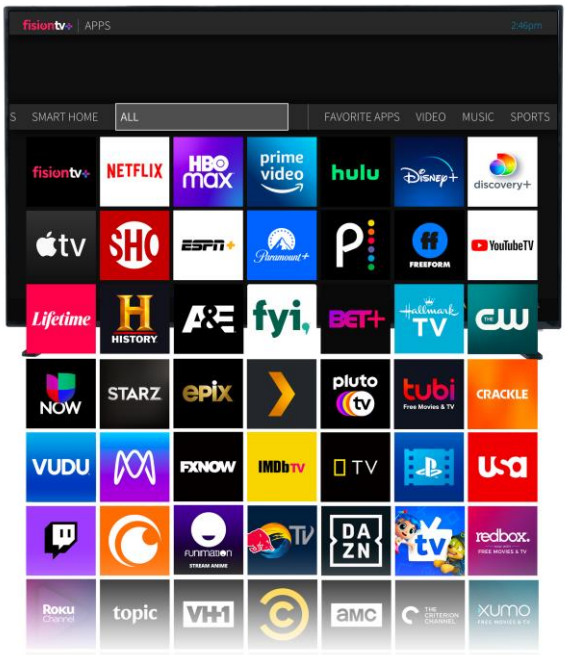
fisiontv+

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!

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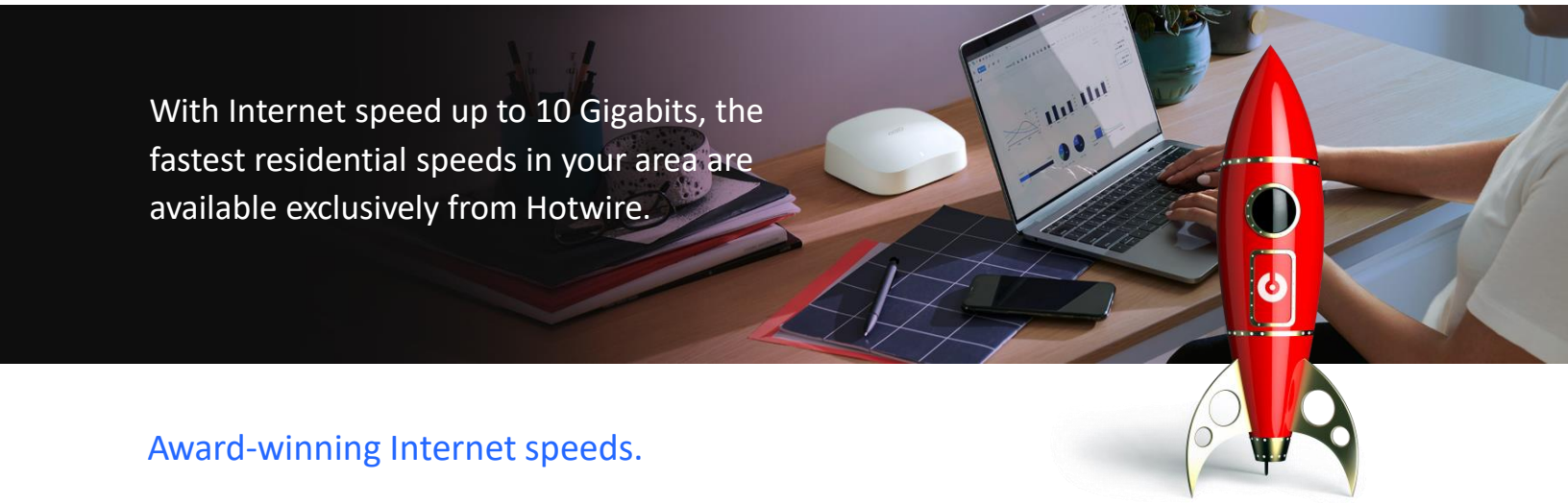
High Speed Internet



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.

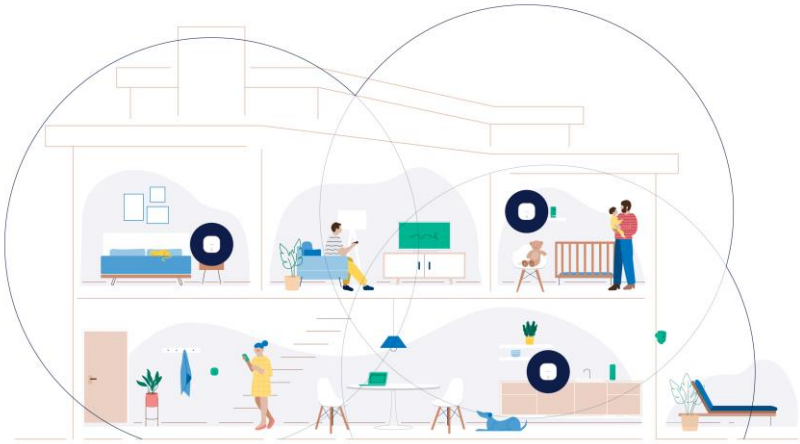
Unlimited Usage*

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 7

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 7 is the latest in WiFi technology delivering faster speeds, higher performance, and increased network efficiency for simultaneous device usage throughout the home.



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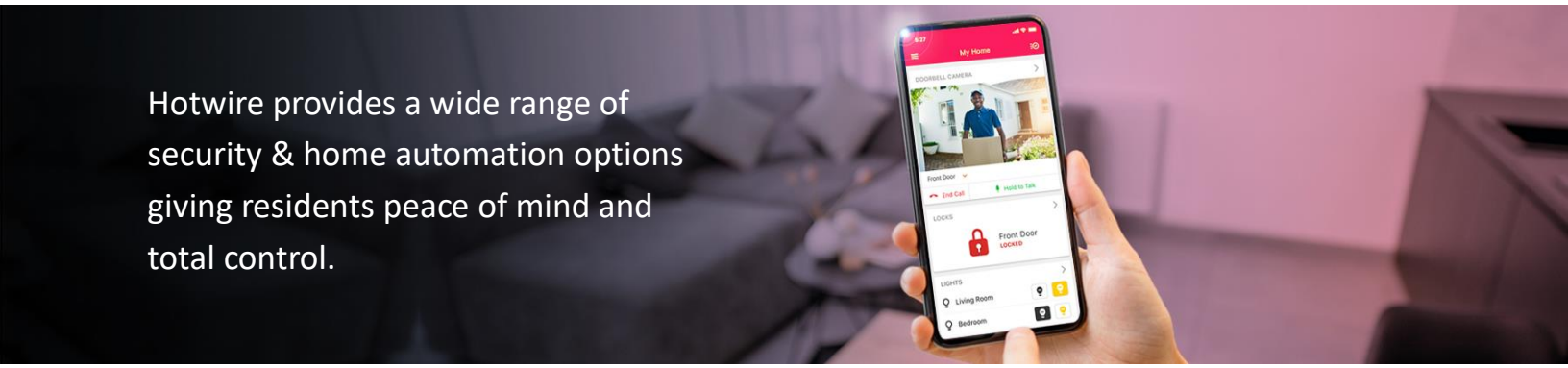
Security & Smart Home Automation



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.

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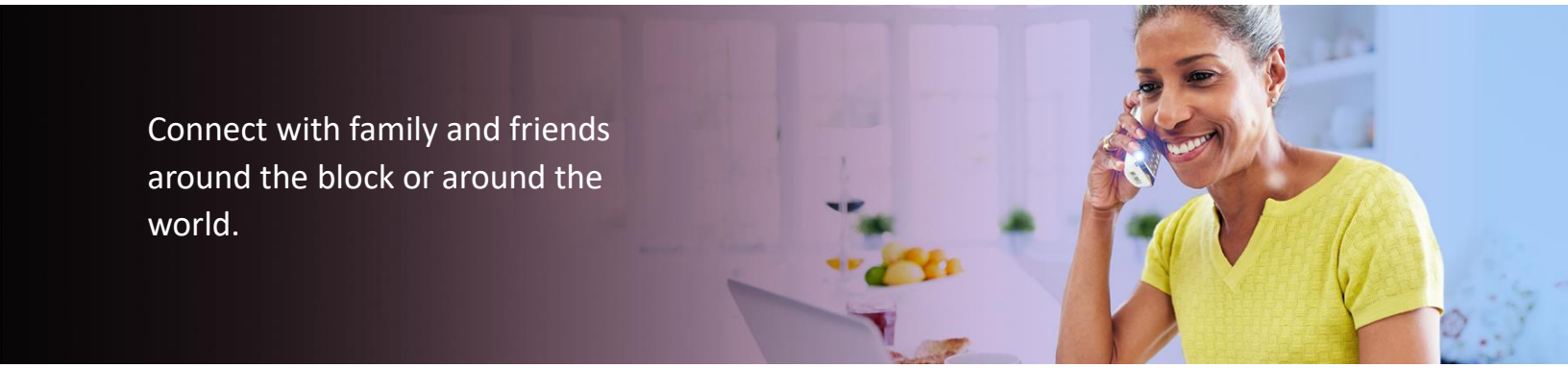
Digital Voice



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

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

Voicemail 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.

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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

Technology Keeping Residents Connected!

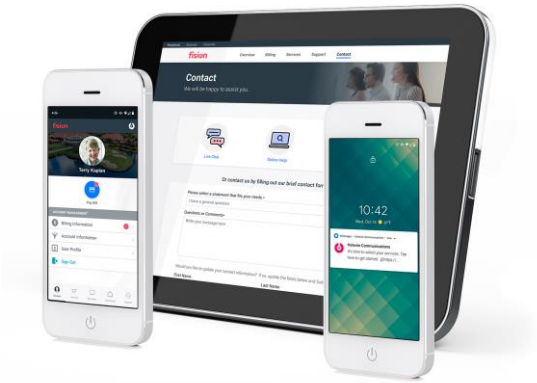
In addition to our call centers there is a variety of ways customers can manage their account, view helpful information, receive important updates, and contact a Hotwire Representative.

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.



Proposed Deal Terms

Sonoma Bay | New Bulk Service Options

Hotwire will provide one of the following bulk service options to every home in the community.

Option 1: Video & High Speed Internet

Video – Fision TV+

A digital device 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!
- **One (1) Fision TV+ HD Box:** Includes one (1) voice activated remote control.
- **One (1) Fision TV+ HD Stick:** Includes one (1) voice activated remote control.
- **Cloud DVR Storage:** 200 hours included, accessible from multiple devices.
- Access to features like Replay TV and On-Demand, both free and paid content.

Please note: the Expanded Basic Cable package will no longer be available.

High Speed Internet

- **Gigabit Internet 1000:** 1000 Mbps download and 1000 Mbps upload
- **Two (2) Wireless Routers.** *Wireless speeds are not guaranteed and can fluctuate based on end user's equipment and other environmental factors.*

Hotwire Bulk Service Rate*

- **Door Fee:** Hotwire will make a one-time payment of $200.00 per unit.
- **Bulk Rate:** $102.94 per unit per month (rate includes the existing video content surcharge of $4.46)
- Note: The Association will continue to pay the existing rate of $102.94 (rate includes the existing video content surcharge of $4.46) for the remainder of the current contract term and the first two years of the new contract term.
- **Term:** 10 years from the existing contract expiration date
- **Annual Increase:** 3.5% applies in year three (3) of the new contract term.

****Important Note:** Residents that do not want to switch to Fision TV+ will have the option to keep Fision TV and will receive comparable bulk services. Equipment/features will vary.

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

Proposed Deal Terms

Sonoma Bay | New Bulk Service Options

Hotwire will provide one of the following bulk service options to every home in the community.

Option 2: High Speed Internet Only

High Speed Internet

- **Gigabit Internet 1000:** 1000 Mbps download and 1000 Mbps upload
- **Two (2) Wireless Routers.** *Wireless speeds are not guaranteed and can fluctuate based on end user's equipment and other environmental factors.*

Hotwire Bulk Service Rate*

- **Door Fee:** Hotwire will make a one-time payment of $200.00 per unit.
- **Bulk Rate:** $65.00 per unit per month
- Note: The Association will continue to receive the current bulk package and pay the existing rate of $102.94 (rate includes the existing video content surcharge of $4.46) for remainder of the current contract term. At the end of the existing term the bulk package/rate will be adjusted, and the annual increase rate will apply.
- **Term:** 10 years from the existing contract expiration date
- **Annual Increase:** 3.5%

**Monthly rate does not include taxes, fees or government impositions. Rate/Proposal valid for six months after presented for board review. Activation date may vary by contract signature date. Taxes/Fees/Surcharges apply 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 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.