

The Shores at Berkshire Lakes

Launch of New Service Overview

Hotwire[®]
COMMUNICATIONS



Hotwire Launch Team

CONSTRUCTION



Pete Fierra – VP of Construction
Sandra Mejia-Project Manager

LAUNCH ACCOUNT MANAGEMENT



Jon Walls - Area Launch Supervisor
Colleen Jorgensen - Regional Launch
Department Manager

ACCOUNT MANAGEMENT



Lyndsey Ford – Account Manager
Brenda Hernandez – Area Manager
Wendi Fowler – Director of Account Management

FIELD OPERATIONS



Carlos Soto-Technician Supervisor
Josh Fraioli - Regional Field Operations
Manager

New Included Services

Existing Included Services

- ❖ Expanded Basic Television
- ❖ Digital Access Package
- ❖ One (1) HD Fision Box
- ❖ 300/300mbps Internet

NEW Included Services

- ❖ HD Digital Access Package
- ❖ 50 Hours of Cloud DVR Storage
- ❖ One (1) Fision TV+ HD Box
- ❖ Two (2) Fision TV+ Sticks
- ❖ High Speed Internet 300/300 Mbps
- ❖ One (1) Eero Wireless Router

High-Level Project Plan

Below is a tentative timeline marking important milestone dates for each phase of this project.

APRIL - MAY 2025



Infrastructure Maintenance

Engineering certification for new equipment.

JUNE 2025



Account Review

Hotwire will review and update each account to remove retail/upgraded services now included in the amenities package.

JULY 2025



Appointment Scheduling

Hotwire will contact residents to schedule their mandatory installation appointment.

JULY 2025



In-home Installations begins

Hotwire will install your new equipment and television service if selected.

New Equipment Available

Fision TV+ Box (1):



SPECIFICATION	VALUE
Color	White
Dimensions	5 ¼ x 5 ¼ x 1 ¼ inches
System CPU	BCM 72180 Quad Core ARM A53 64BITS
Flash Memory	16 GB
RAM	4GB
Graphics	1080p 60Hz upscaled to 4k
Connections	<ul style="list-style-type: none">• Gig capable Ethernet RJ-45 connector with network & status LEDs• USB 2.0Audio/Video connectivity:• HDMI• Optical S/PDIF
Communication Channels	<ul style="list-style-type: none">• IEEE 802.3 Ethernet 10bT/100/1000 Base-T• 2.4 GHz Wifi 802.11ax• 5 GHz Wifi 802.11ax• Bluetooth 5.0
Power Input	<ul style="list-style-type: none">• Fanless• AC power adapter 12 VDC

NEW eero router (3):



New Equipment Available



SPECIFICATION	VALUE
Color	Black
Dimensions	84 x 35 x 16.2 mm
Chipset	Amlogic S905Y4
Flash Memory	32GB
RAM	2GB
GPU	ARM Mali-G31 MP2
Connections	Wireless <ul style="list-style-type: none">• Wi-Fi - 802.11 b/g/n/ac dual-band 2.4/5G (RealTek)• Bluetooth - BLE 5.0 Remote <p>Support for all TiVo-approved remote controls from UEI Electronics and Remote Solutions</p>
Features	<ul style="list-style-type: none">• Certified with the latest version of Android TV Operating Software• Access to the latest streaming apps through the Google PlayStore
Power Input	<ul style="list-style-type: none">• Maximum 5 W Power Consumption• 1 PCS 5.0V/1.0A DC Adaptor• Low power consumption standby

Important Note: External Power Cord required, not pictured.

fisiontv+

Take your entertainment with you using your Fision TV+ Stick!

The Fision TV+ Stick provides access to our robust Fision TV+ channel lineup and much more.

Enjoy easy access to content from your favorite streaming apps like Netflix, Max and others. Our Stick delivers it all, from its compact design and seamless connectivity, it's a media-ready experience. Plus, you can download new apps from the app store at any time.

This very small but powerful Stick also includes our Fision TV+ Community app for updates from your community, events, activities and messages to keep you informed. The Fision TV+ Stick is compact and will connect via your in-home Wi-Fi network so installation is a breeze.

Fision TV+

One device for all your entertainment

Fision TV+ provides a seamless TV-watching experience with advanced features like intelligent search, customized apps, and more! Some of our popular features include:

One Pass

Gathers every episode across TV, DVR, and streaming apps and adds selected shows directly to your My Shows list for instant viewing.

Voice Control

Use the Google Assistant on the remote to search Live TV, jump to a show, open an app, or get live recommendations.

Replay TV

Go back in time (up to 72 hours) on dozens of popular channels.

Cloud DVR

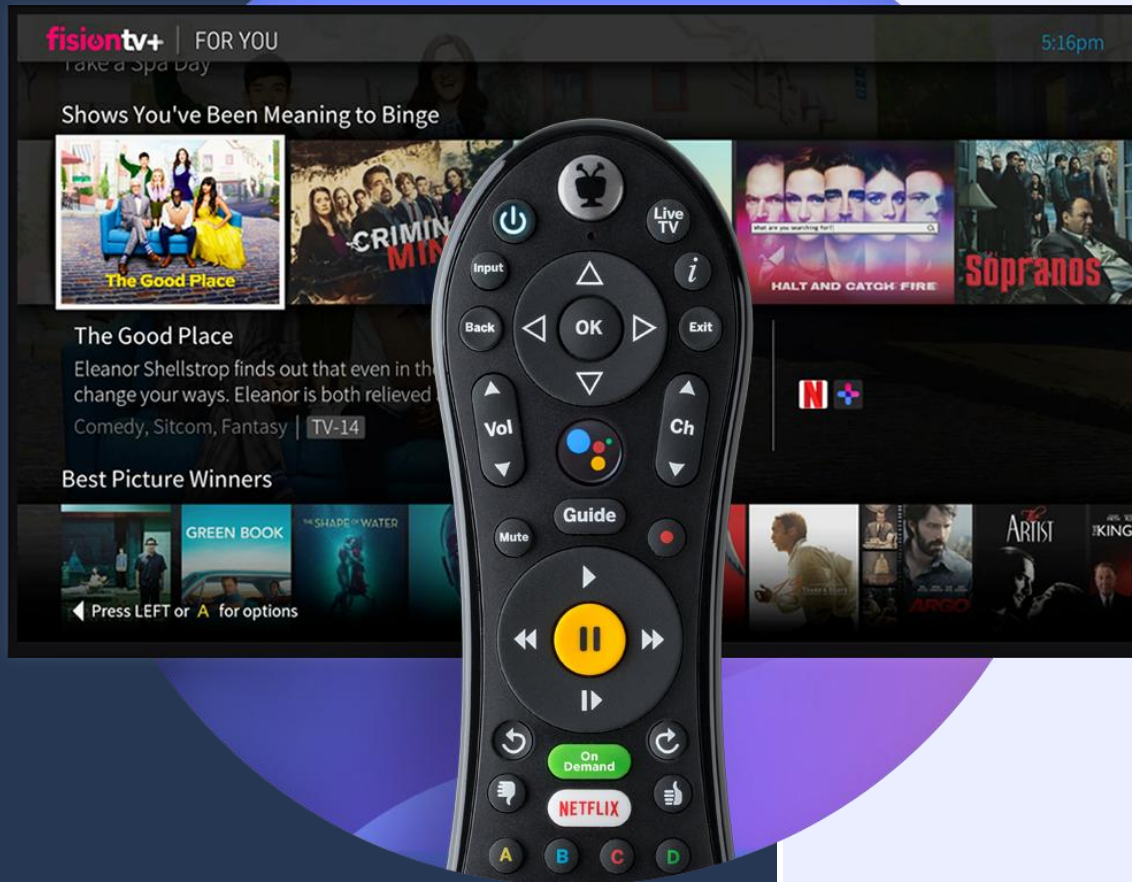
Set Individual recordings and series recordings to play back at a later date.

Video On-Demand

Thousands of movies and network television shows are ready to watch whenever you want.

My Community

Access your community portal to view property-specific information.



What's the difference?

Below is a brief comparison highlighting some key differences between Mediaroom& Fision TV+

Mediaroom TV

TV Interface/Onscreen Guide

Features more of a **traditional TV experience** with an onscreen guide with search options.

Voice Control

Simple voice commands for easy channel navigation, playback controls, and search functions.

DVR

Traditional DVR Box with Multi-room. Record up to four unique HD streams simultaneously.

Replay TV

Rewind up to 48 hours on select channels.

Streaming

Streaming services are not available through the Fision TV box. An additional device is required to access streaming services.

Fision TV+

TV Interface/Onscreen Guide

An intuitive design rich in high-quality imagery, advanced search options, plus access to many apps and other popular features.

Voice Control

Advanced Voice commands using Google Assistant to find a show, open an app, or get recommendations.

DVR

Advanced Cloud DVR. A certain amount of DVR storage hours are included in your amenities package.

Replay TV

Rewind up to 72 hours on select channels.

Streaming

Access streaming services through a seamless, intuitive interface. No additional device is required.

Website & Mobile App

Stay informed with our community-specific website or the Fision Mobile app, which will showcase your Fision installation timeline and provide a direct link to your account manager for any queries. After installation, the site becomes your hub for account management including billing, channel lineups, and 24/7 customer support access.

Personalized customer dashboard

- Quickly view your billing information
- Schedule or cancel upcoming appointments
- Contact your dedicated Account Manager
- Check out what's going on in your community



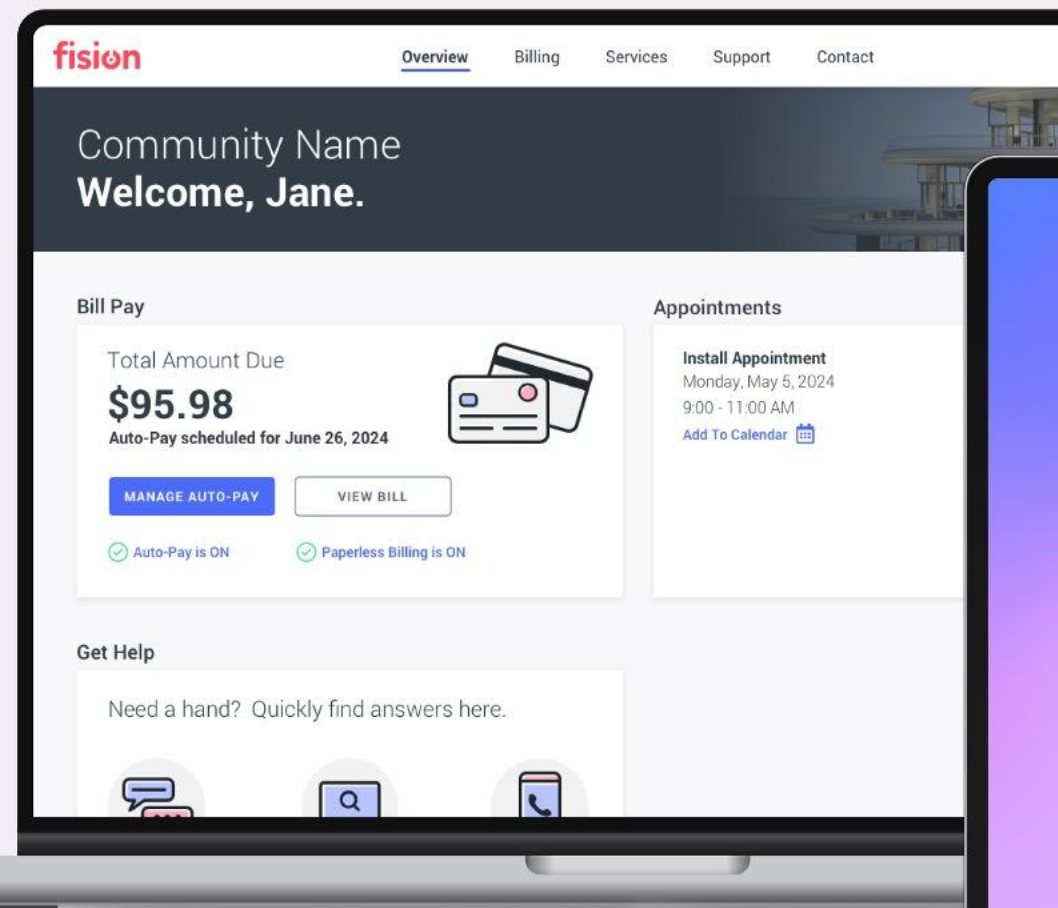
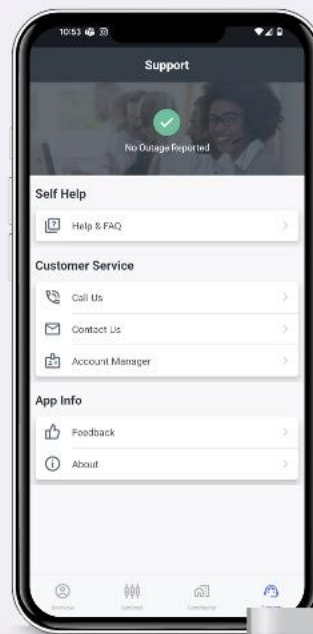
**Get The Fision TV+ App To
Stream Live TV**



Download Hotwire Fision App



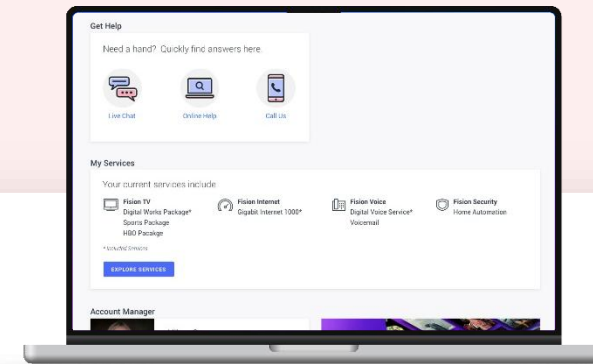
Visit www.gethotwired.com





Fision Education

If you selected to switch to Fision TV+ or just want a “refresher” on your existing service, you can schedule an in-person or virtual appointment with a Fision Educator to learn more about the features available with your Fision services!



Don't Forget!

Visit **gethotwired.com** and sign in to your account to access a library of product support documents, educational videos, FAQ's and more.

Launch Support

A dedicated Launch Account Manager will be available to answer questions, guide you through the process, share product features, and more!



Jon Walls

LAM Supervisor

Office Hours:

Monday-Friday: 9:00 AM –
5:00 PM

shoresatberkshirelakes
@hotwiremail.com

Account Support

Your dedicated Account Manager remain available to answer questions, continue the operational duties on the property, and continue to share updates.



Lyndsey Ford

Account Manager

Office Hours: Monday-
Friday: 9:00 AM – 5:00 PM
Shoresatberkshirelakes
@hotwiremail.com

What Happens Next?



No action is needed from the resident at this time.



Hotwire will review and update each account to make the necessary changes to reflect the new included services in the amenities package and go over additional options such as new advanced internet tiers so technicians can be prepared for your installation.



Hotwire will contact you when it is time to schedule your installation appointment.

Frequently Asked Questions

Q: Can I keep my existing Fision TV service?

A: No, you will need to complete at move to Fision TV+ service.

Q: Will I lose my Expanded Basic Service?

A: Yes, Expanded Basic Service is not available with Fision TV+. Basic Service will be decommissioned on 5/5/2025

Q: Will I lose my DVR recordings if I switch to Fision TV+?

A: Yes, your existing/saved DVR recordings cannot be transferred to the new equipment. Fision TV+ utilizes Cloud DVR Storage.

Q: Do I still have access to Replay TV?

A: Yes, you will be able to rewind up to 72 hours on select channels. The Replay TV channel selection on Fision TV+ may differ from Mediaroom.

Frequently Asked Questions

Q: What if I have a complex audio-visual system like Crestron installed in my home?

A: If you have an audio-visual system installed in your home, please inform Hotwire before scheduling your installation appointment so your audio-visual company can be present during the installation to program that system.

Q: What if I am currently paying for upgraded services that are now included in the amenities package?

A: Hotwire will review and update each account to remove retail/upgraded services now included in the amenities package. After your installation is completed, please allow 1-2 billing cycles to see the account adjustments.

Q: Do I need to call Hotwire to schedule my service appointment?

A: No, Hotwire will contact you when it is time to schedule your installation appointment.

Q: Will I still have Caller ID on my television screen?

A: No, it will be available on the telephone only.

Questions?

You may also contact us via email:
shoresatberkshirelakes@hotmail.com
Or by phone at 239-217-3262

For information on the rate sheet,
channel lineup, and more, please
visit our website for Shores at
Berkshire Lakes:

WWW.GETHOTWIRED.COM

Access Code: 2057

fision® by Hotwire
Communications

Internet • TV • Voice • Security