



Your community's telecommunications partner and included internet provider

Providing future-proof products and services
by Hotwire Communications

INTERNAL USE ONLY

**SALES & CARE TEAM
WELCOME GUIDE 2024**

fision 
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Lennar & Fision^x partnership

In 2022, Lennar implemented a policy committed to ensuring that our homebuyers have access to the best internet. Lennar Connectivity Services (LCS) was created to support the policy and deliver internet services with:



Lowest Cost



Fastest Speeds



**Unparalleled
Customer Service**

By deploying the best broadband products, Lennar Connectivity Solutions will provide new homebuyers with the best combination of speed and service to deliver long-term value to Lennar. **Sales team selling benefit.** Lennar is a significant partner in a joint venture with Hotwire Communications (Fision^x Division), an industry-leading broadband provider, to facilitate the deployment of advanced fiber networks and deliver better, faster Internet speeds and ensure that new Lennar homes have active internet service on closing day.

Who is Fision^x by Hotwire Communications?

Hotwire Communications is a pioneering leader in fiber-optic technology and has been providing cutting-edge fiber-based telecommunication services since 2002.

Fision^x is a division of Hotwire Communications, bringing included internet services as part of your homeowners' association dues to communities in partnership with Lennar.

Headquartered in Fort Lauderdale, Florida, Hotwire Communications' network footprint reaches across Florida, Georgia, Texas, Nevada, Arizona, South Carolina, North Carolina, Pennsylvania, and California. Hotwire has been at the forefront of the Gigabit Internet revolution, delivering Gigabit speeds to Fision^x communities, providing up to 10-Gigabit speeds.

We offer a full suite of services such as multi-gigabit internet, crystalclear voice, HD and 4K capable IPTV, home security, and automation products custom-tailored to a wide variety of customers. Fision is our product branding name.



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Internet speed upgrades available upon request. These Internet speed upgrades may require additional equipment and are subject to additional service, equipment, and installation fees.

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What is Fision^x by Hotwire providing?

Fision^x by Hotwire is thrilled to be your community's telecommunications and home entertainment provider! We offer a full suite of fiber-optic services including high-speed internet, HD TV and access to your favorite streaming platforms, and digital home phone services.



Before the homebuyer closes on their new home, Fision^x will connect their home with 100% fiber-optic technology and will have Fision Internet service connected and ready!



The fastest, industry leading speeds - Fision Fiber Internet service 1200Mbps/ 1200Mbps (1.2 Gigs)



Same download and upload speeds (Symmetrical)



Unlimited usage - no data caps



One advanced Wi-Fi router

Note: To start using your Wi-Fi instantly, you will need to call us to activate your Wi-Fi . See page 4 for more info.

Why is this different with Lennar homes?

- Homebuyers don't have to search for a provider
- Their internet service is already wired and connected
- They receive Gig speeds at a huge discount

What are the homebuyer benefits?

- Much lower monthly pricing – **more than 50% off retail and included in the community's HOA fees**
- Future-proof connectivity with regular, ongoing technology updates
- Local, dedicated Hotwire support teams
- Media panel installed with CAT6 wiring for services

Other products and services

Additional products and services are available for upgrade and will be directly billed to the homebuyer:

- Services available for subscription: Fision MaxFi, Multi-Gigabit internet options*, Fision TV+, Fision Voice, popular channel packages: sports package, en Espanol package, international channels, and more.

Promotional offers available include**:

- First 6 months free of Fision MaxFi
- First 12 months free digital voice home phone service
- Plus, other TV and Internet bundle offers



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*Fision MaxFi+ 2 Year Term applies. Installation Fees may apply, speak to a representative for more detail. This product is designed to provide coverage in the weatherproof and habitable portions of the home. Other restrictions may apply, speak to a representative for complete details.

**Fision MaxFi promotional offer is free for first 6 months, \$9.99/ mo. for 6 months, \$14.99/ mo. for 12 months, and \$19.99/ mo. thereafter. Fision Voice promotional offer is free for first 12 mo., \$14.99/mo. for next 12 months., \$19.99/mo. thereafter. Other terms may apply.

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What is the process?

Your Fision^x Team will reach out to meet you and introduce themselves, provide an overview of the process, and any needed materials. They will work closely with the Lennar construction teams, oversee the property buildout process, provide updates as needed, and will routinely be on-site to reach out and check-in with you.

Prior to your homebuyer's closing, their Internet service will be installed and activated in the media panel of their new home with a temporary Wi-Fi network and password.

- A "Wi-Fi Call Now" flyer will be left in the home to guide the homebuyer to call us upon closing on their new home at 833.354.2289 to connect to their included Wi-Fi.
- Our customer service representative will guide them through setting up their personal Wi-Fi network and password.

To ensure the homebuyers are getting the most of all their Fision services, we will advise them to also schedule a follow-up consultation with their dedicated Fision^x Team.

- To assess their home for wall-to-wall coverage needs
- Install any additional product and services they may have selected
- Answer any questions they have



What do I need to do?

- Place customer-facing materials in your sales office and model home
- Email the Homebuyer Welcome Guide to the homebuyer
- Inform the homebuyer that they do not need to contact an internet service provider, as it is included
- Provide high-level details about what's included, and remind the homebuyer to activate their Wi-Fi upon closing of their new home

Remind your homebuyer to call us upon closing on their home to connect to their included Wi-Fi

833.354.2289

Homebuyer Journey

1

The Experience Begins

Buyer benefit! Internet service is included with your new home.

2

Home Readiness

State-of-the-art fiber technology buildout



3

Internet Ready

Equipment installed, internet service ready before closing

Wi-Fi access is just a phone call away



4

In-home Consultation

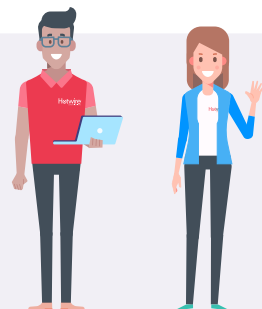
Service certification follow-up
Product education
Additional service installation



5

Concierge-Level Care Support

Local, dedicated agents available 24/7
Exceptional, concierge-level management



Frequently Asked Questions

Who is Fision^x by Hotwire Communications?

Fision^x is a division of Hotwire Communications, that delivers fiber-optic services that are included in your community's partnership with the home builder.

What is fiber optics?

Fision Fiber-Optic internet offers true Fiber-to-the-Home (FTTH) connections. With FTTH, fiber-optic cables are directly connected to each household, providing several advantages, like faster speeds reaching up to 10 Gbps; greater reliability; enhanced future-proofing capabilities; and a more consistent user experience. No comparison to 5G which uses radio waves and may depend upon the proximity to a cell tower or node and is not capable of symmetric speeds.

What services will the homebuyer receive, and when will they be ready to use?

Before the homebuyer closes on their home, Hotwire will equip the home with 100% fiber-optic technology – including one advanced Wi-Fi router – and will have Fision internet service connected and ready for activation. The unlimited internet service is billed through the community's HOA, at a significantly discounted rate compared to retail pricing.

Does the new home already have a Wi-Fi router, and where is it installed?

Yes, the advanced Wi-Fi router will be installed in the media panel of the home, and is activated with a temporary Wi-Fi network name and password. Once the homebuyer closes on the home, they will need to contact Hotwire to connect.

How does the homebuyer access their Wi-Fi?

At closing, the homebuyer will need to contact Hotwire at 833.354.2289, to connect to their Wi-Fi network, set up their online Hotwire account, and complete the activation of their Wi-Fi network. Our Customer Care teams will guide the homebuyer through accessing their network name and password.

What is the benefit of an in-home consultation?

To ensure the homebuyer is getting the most out of their service, we will assess their home for wall-to-wall coverage needs, install additional products or services, and answer any questions they may have, all in the comfort of their own home.

Who does the homebuyer contact for assistance after they are connected?

Our Fision^x team is here to assist 24x7, by calling 833.354.2289.

What should the homebuyer do if they need help connecting smart devices, or require additional connections/ports?

The homebuyer should call us at 833.354.2289 to schedule an in-home consultation. Our Fision^x team will go out to their home to assess what is needed and get them connected.

Where can the homebuyer find more information on Fision^x products and services?

Customers can visit www.gethotwired.com to explore their community's included services, and find additional optional services to fit their home's connectivity needs.