WELCOME HOME

Savanna
LAKES

A GUIDE THROUGH
YOUR NEW COMMUNITY



HAPPILY MANAGED BY:

ICON MANAGEMENT

A NOTE FROM MANAGEMENT

Dear Homeowner:

We wish to extend a warm welcome to you as a new resident of Savanna Lakes North. It is my sincere wish that your membership in this beautiful community will bring you immense enjoyment through great experiences. In this brand new community, we work hard to maintain an attractive quality of life within the community, as well as, protect the value of your home.

ICON Management is responsible for accounts payable, and accounts receivable, maintaining the financial records, supervising vendors, assisting in the enforcement of the Rules and Regulations, and general administration.

ICON Management has the experience, knowledge, and training necessary to operate and maintain your community to the highest standards. Our personnel are here to help make your experience in your new community as enjoyable as possible while preserving and protecting your investment.

The information in this packet is provided to make you feel at home and informed from day one. Included is an “Important Information” sheet to help make the adjustment to your new home a seamless transition.

Again, welcome to Savanna Lakes North. We hope you and your family will enjoy yourselves for many years to come.

If you have any questions or comments, please feel free to contact your Community Association Manager, Alfanelys Romero, at 239-369-8200.

Kindest Regards,
Alfanelys Romero, LCAM
Community Association Manager
ICON Management Services Florida, LLC
aromero@theiconteam.com

IMPORTANT RESIDENT INFORMATION

COMMUNITY MANAGEMENT

ICON Management Services Florida, LLC
5540 State Road 64 East, Suite 220
Bradenton, FL 34208
941-747-7261

COMMUNITY ASSOCIATION MANAGER

Alfanelys Romero, LCAM
Direct: 239-369-8200
Email: aromero@theiconteam.com

CLUB MANAGER

TJ Greco, Club Manager
Direct: 239-369-8200
Email: tgreco@theiconteam.com

LENNAR

Customer Care
800-698-1929
https://mylennar.lennar.com/contact/customercarewarranty

UTILITIES

Water:	FGUA	239-887-3501
Sewer:	FGUA	239-887-3501
Trash:	Waste Pro	239-422-5660
Electric:	LCEC	800-599-2356
Internet:	Hotwire	239-217-3262

POST OFFICE

239-369-9154

NON-EMERGENCY POLICE

239-477-1000

FIRE DEPARTMENT

239-303-5300

LANDSCAPING

Mainscape
1-800-481-0096
For Landscaping Requests please go to: https://www.mainscape.com/customercare/

NEW RESIDENT INFORMATION & COMMUNICATION AUTHORIZATION

Name: _____

Co-Owner's Name: _____

Adults/Children under 55 living with you: _____

Closing Date: _____

Savanna Lakes Address: _____

Phone #1: _____ Phone #2: _____

E-Mail Address: _____

Do you live at Savanna Lakes full-time? ☐ Yes ☐ No

If no, enter an alternate mailing address:

_____

_____

Where do you want your mail to be sent to? ☐ Savanna Lakes Address ☐ Email

☐ Alternate Address _____

I/We would like to receive Email Communication from the Association? ☐ Yes ☐ No

I/We would like to be included in a future Homeowner Directory? ☐ Yes ☐ No

Emergency Contact: _____

Relationship: _____ Phone: _____

Signature: _____ Date: _____

Please email the completed New Resident Form to:

aromero@theiconteam.com

HOA Website

Dear Savanna Lakes Family,

As a continued effort to provide Iconic service to all of our residents and guests, we hope you find Savanna Lakes website to be easy to navigate, user-friendly, informative, and a useful tool to provide you with all the information you need to make your residency in the community the best in all of Florida.

The new website address is: https://icon.cincwebaxis.com/savanna
New owners can register 30-days after their closing date

Some of the information you will find on the site includes:

- Upcoming Events – As you know, there's always something happening at Savanna Lakes. Get information on events, event registration, important announcements, and more.
- Important Contact Information – All of your important Savanna Lakes contacts from emergency to general questions.
- Association Information – A complete list of whom to contact for which neighborhood.
- HOA Documents and Request Forms - Download and view all important documents pertinent to residence at Savanna Lakes.

As a resident of Savanna Lakes, you will have access to the documents relevant to the community in which you live. You will be given an opportunity to log into the site and create your user profile so that you may access these sections of the site from wherever you are in the world.

We are very proud to manage this Iconic community and we strive to provide Iconic services to you. Please spend some time getting to know your new website. It's your website, designed to help you enjoy your community to its fullest!

Thank you for calling Savanna Lakes home!

ARC REVIEW PROCESS

STEP 1: Contact Alfanelys Romero, your Community Association Manager to see which application you will need. Submit the ARC Application, along with all required supporting documentation listed below. ARC Applications may be emailed to Alfanelys Romero at: aromero@theiconteam.com. Every application must include the following:

- Lot survey marking the location of the modification or improvement
- The proposal from the vendor doing the work, including specifications for materials, dimensions, colors, etc. You may white out the price if you wish to do so
- Color photo of the area you are proposing to modify

STEP 2: ICON Management will present the completed application to the Board on your behalf. The Board reviews applications twice per month on the 2nd and 4th Wednesdays of each month. Please allow some time for your paperwork to be reviewed.

STEP 3: Once approved by the Board, your ARC application package will then be submitted to Savanna Lakes on your behalf. Approval can take up to 30 days, but is typically less, depending on the number of applications they have in process at any given time.

STEP 4: Savanna Lakes will issue a determination to you via email. Once approval has been obtained, you may proceed with your project.

Please note that there will be different applications depending on what you have done so please communicate with your Community Association Manager, Alfanelys Romero, before filling out anything. The homeowner is responsible for providing all necessary documents required for each ARC request application.

Projects started without approval may require removal or further modification if they do not meet the community design standards, which can cost you additional money, so please be sure to follow this process to avoid costly mistakes.

Please make sure you review the ARC design standards manual before completing an ARC request application. The ARC design standards manual states everything that is allowed and also what colors and materials can be used.

It is also important to note that ARC applications cannot be processed until you've closed on your home. You can submit the paperwork to ICON Management prior to closing, however, it will not be reviewed until after closing has occurred.

If you have any questions, please contact your Community Association Manager, Alfanelys Romero at 239-369-8200 or email aromero@theiconteam.com.

Savanna
LAKES

CONSENT TO ELECTRONIC VOTING AND/OR CONSENT TO RECEIVE ELECTRONIC NOTICE OF MEETINGS

The undersigned, being an Owner or the Voting Member for Address _____ in SAVANNA LAKES NORTH HOMEOWNERS ASSOCIATION, INC., pursuant to Florida Statutes, hereby consent(s) in writing to:

(Please place a check mark or x in the box or boxes below for which you are giving consent. You may consent to electric voting, receiving electronic notice or both).

1. _____ **ELECTRONIC VOTING.** By signing this consent form (or consenting to electronic voting by e-mail sent to the Foundation), I/we consent to voting electronically at meetings and elections for Savanna Lakes North Homeowners Association, Inc. to the fullest extent permitted by law, pursuant to the provisions of the Board's Resolution authorizing electronic voting ("Resolution"). I/we designate the following email address for electronic voting purposes:

Email Address: _____

I/We further understand and agree that, in order to use a different e-mail address for casting votes electronically, I/we must notify the Foundation in writing of the change of e-mail address prior to the meeting or election in which the Owner wishes to vote by electronic means.

2. ___ **ELECTRONIC NOTICE.** I/we consent to receiving notice by electronic transmission for meetings of the Board of Directors, Committees, and Annual and Special Meetings of Savanna Lakes North Homeowners Association, Inc.. I/we designate the following email address for electronic voting purposes *(you may write "same as above" or provide a different address for electronic notice purposes):*

Email Address: _____

The undersigned understands that mailed/paper notice may not be provided to the Owners unless the Owners have rescinded their consent to receive electronic notice of meetings. Please be aware that if you consent to receive electronic notice of meetings, your e-mail address designated for that purpose will be an official record of the Foundation.

All Owners of the Lot or eligible voter please print name, affix date and sign below.

Signature: _____ **Signature:** _____

Print Name: _____ Print Name: _____

Date: _____ Date: _____

LANDSCAPING REQUESTS

Mainscape is the contracted landscaper for Savanna Lakes North. They service the community on Thursday. Their services include:

- Mowing, edging, & blowing of your yards and the common grounds
- Fertilization & pest treatment of lawns
- Irrigation maintenance & repair

Things to keep in mind:

Homeowners are responsible for treating and removing weeds from their plant beds; trimming & fertilizing their bushes, palm trees, and hardwoods; replacing their sod, bushes, and trees as needed. If you have a dog, please make sure to bring them inside when Mainscape arrives so they can mow your lawn. If you leave your dog outside, they will skip your lawn. Also, please make sure to pick up all dog poop in your yard or else Mainscape will not mow.

Lennar is responsible for replacing landscaping if it is under warranty. To find out if your sod, trees, or bushes are under warranty, please contact Lennar's customer service. 1-800-698-1929

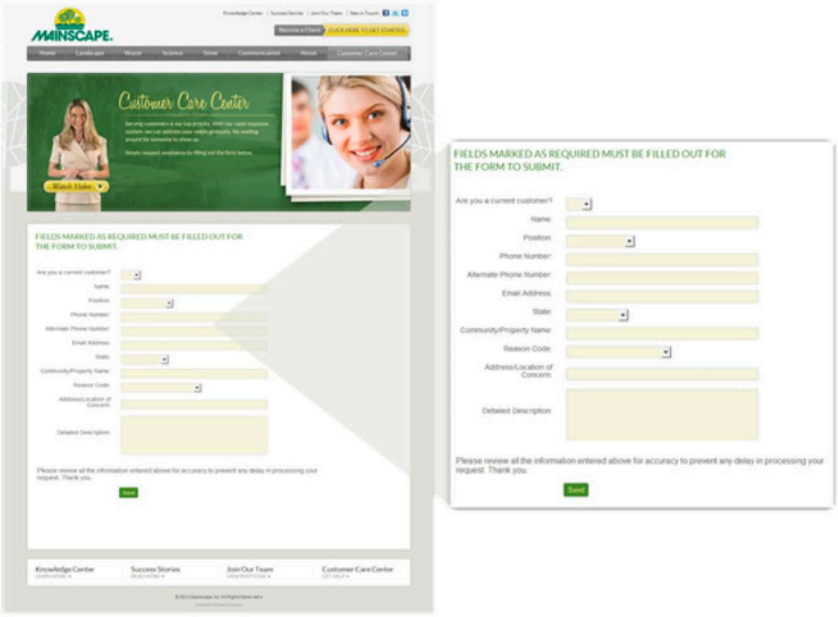
For Landscaping Requests regarding general maintenance please go to: https://www.mainscape.com/customercare/

Please contact your Community Association Manager, Alfanelys Romero if you have any questions regarding this.

Alfanelys Romero, Community Association Manager
239-369-8200
aromero@theiconteam.com

Customer Service

Mainscape values the customer's time with prompt and reliable service. Keeping the customer informed during the service process helps set Mainscape apart from the competition. The communication process may include e-mails, phone calls, property inspection reports, site meetings, and photo documentation.



Mainscape's efficient customer service process provides industry-leading service:

- Mainscape's customer service staff is available during regular business hours to process all service requests. Whether it's an online request or a phone call, a Customer Service Request is entered into the system to begin the process.
- Within a few minutes of the Customer Service Request being entered, an alert is sent to the appropriate Mainscape representative.
- The Mainscape representative then resolves the issue within 3-5 business days.

Tracking System:

- For current and future reference, all service records are stored electronically. This allows for accurate tracking and documentation of all service requests. Providing the customer with the most up-to-date information about the status of the property is paramount.
- Through this system, we have the ability to create reports detailing the customer requests for your contract. This can be done on a weekly, monthly, & yearly basis.

How To Utilize Customer Service

The Customer Service Department is available Monday through Friday from 8:00am to 5:00pm.
*with the exception of holidays and special circumstances

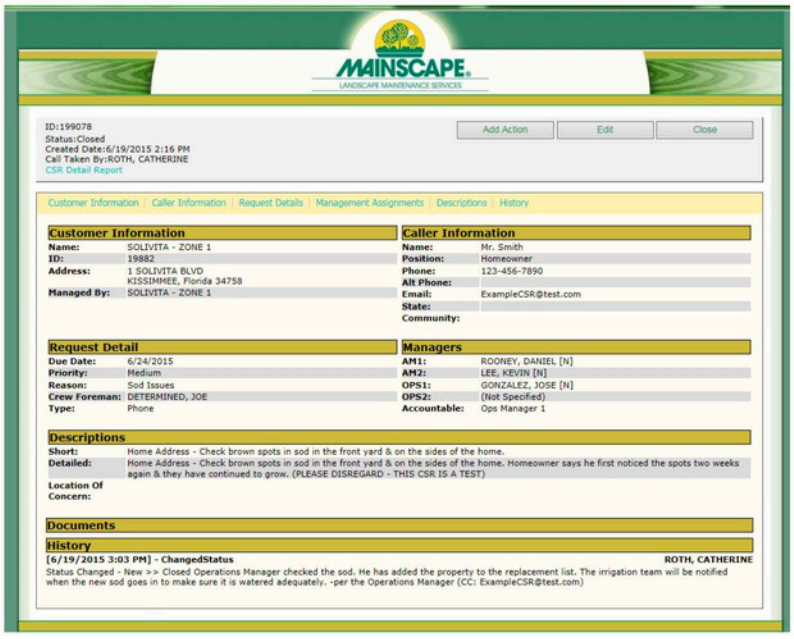
Choose a channel to direct your request to a customer service representative:

- **Website**: http://www.mainscape.com/customer-care-center.html
- **Email**: CustomerService@Mainscape.com
- **Phone**: (800) 481-0096

The information needed to input a request:

√ First & Last Name
√ Address/Location of the problem
√ Property/Community Name
√ Phone Number
√ All details about the reported issue
√ Email Address*

*Optional: only if the person would like to receive a copy of the request sent to our operations team



If you would like to submit a request outside of normal business hours, you may do so by email or through our website at any time. They will be attended to on the next business day.

In case of an irrigation emergency*, there is an option on the mainline voicemail to be directed to an on-call representative. This line is available 24/7 for emergencies only.

*What does Mainscape consider an irrigation emergency? Water running for over two hours.

LENNAR CUSTOMER CARE



PLEASE VISIT:

HTTPS://MYLENNAR.LENNAR.COM/CONTACT/CUSTOMERCAREWARRANTY

OR CALL: 800-698-1929

HOW TO PAY YOUR HOA DUES

Your HOA dues are due quarterly on January 1st, April 1st, July 1st, and October 1st. Depending on when you closed, your HOA dues will be prorated within the quarter you closed on your home. You will receive your coupon book via USPS from Truist Bank soon.
There are several ways that you can pay in the future:

Online
You can pay online with this link: https://www.truist.com/payments
You will need the bill pay, serial account and unit numbers to do. All of that info is on your coupon book.

You can also enroll in ACH with Truist Bank by mail or electronically.

Use Your Bank

You can also do bill-pay with your own bank. You will need the bill-pay number and the mailing address is:

Savanna Lakes North HOA
PO Box 628207
Orlando, FL 32862-8207
1-888-722-6669

Mail a Check
Make check payable to: Savanna Lakes North HOA with the coupon or the account number written in the memo line and mail to the corporate office. Make envelope out to:

Savanna Lakes North HOA
C/O ICON Management Services Florida, LLC
4654 E State Road 64 #503
Bradenton, FL 34208

Please see attached forms; ACH enrollment form, step by step online payment guide.

Making your association payment

When paying by check

- Mail your check with an Association Services payment coupon.
- Postdated checks will be processed the day they are received.
- Write "U.S. Funds" on checks drawn on a Canadian bank account.

Mail – Three easy steps

Do not include nonpayment correspondence when mailing your payment.

- Make your check payable to the legal name of the association.
- Remove the coupon from your book or statement.
- Affix a mailing label or use one of the envelopes provided, and mail payment and coupon to: Truist, P.O. Box 628207, Orlando, FL 32862.

In-person branch payment

- Payments can be made with an Association Services payment coupon at any of our branches. BB&T and SunTrust have joined to become Truist. Soon, you will see Truist signage at all of our BB&T and SunTrust branches. Until that time, in-person payments can only be accepted at branches with BB&T signage.
- Payments will post the following business day.

Pay online

If your association is enrolled in the Online Payment System, you can:

- Pay by Credit/Debit Card – Visa,® Mastercard,® American Express® or Discover.®[1] All debit cards issued by a U.S. financial institution will incur a flat $4.95 convenience fee. All credit cards will incur a convenience fee of 2.95% of the payment transaction amount. The convenience fee incurred on debit cards issued by a non-U.S. financial institution varies. Your exact convenience fee on all credit and debit card transactions will be displayed to you before you submit your payment.
- Pay by eCheck – A one-time electronic funds transfer by ACH debit from a checking or savings account at any U.S. financial institution. No convenience fee applies when payments are made online by eCheck.
- Enroll in Association Pay (ACH) online. No fee to enroll online.
- Simply go to Truist.com/payments and select "Pay Now."
- The maximum payment amount is $10,000 for a single credit/debit card payment transaction and $20,000 for a single eCheck payment transaction. Multiple separate online payments can be submitted toward the same obligation; however, each separate payment transaction will incur a convenience fee if applicable.

Online bill pay provider

If you use an online bill pay provider, make your payment well in advance of the due date and use the bill pay account number listed on the payment coupon. This number, unique to each property address and payment obligation, is required to post bill pay payments.

Association Pay (ACH)

Have payments automatically debited from any U.S. financial institution.

- Payments are deducted on the third of each month. If the third is on a weekend or holiday, the account will be debited on the next business day.
- Enroll each obligation separately.
- To enroll online, go to Truist.com/payments and click the "Pay Now" link. Enroll online through the 25th of the month to be effective for the next debit month. (Association must be set up for online enrollment.)
- To enroll by paper, complete the Association Pay enrollment form in your coupon book or with your statement, and mail to: Truist Association Services, P.O. Box 2914, Largo, FL 33779. Paper enrollments must be received by the 20th of the month to be effective for the next debit month. Some exceptions apply; see an Association Pay calendar for details.

[1] Visa, Mastercard, American Express, and Discover are not affiliated with Truist and are trademarks of their affiliated companies.

These services do not apply to coupons that are not associated with Truist Association Services department.

Truist Bank, Member FDIC and an Equal Housing Lender. © 2021, Truist. All rights reserved.

TASDM87 S/B 10/21

TRUIST

Truist Association Services
727-549-1202 / toll-free 888-722-6669

Truist Association Pay (ACH) Authorization

Truist Association Services Phone: 727-549-1202 or Toll Free Phone: 888-722-6669
Toll Free Fax: 866-297-8932 Email Address: ASDAutopay@Truist.com

Sign up to automatically pay your association payment from your checking or savings account at any U.S. financial institution. We are unable to accept authorizations for accounts located outside of the United States.

Enroll online through the 25th of the month to be effective for the next debit month by visiting Truist.com/Payments. If your association is not set up for online enrollment, complete the authorization form below. Complete a separate authorization form for each payment obligation.

To enroll by U.S. mail - Complete the authorization form below and attach a voided check. Mail form to **Truist Association Services, P.O. Box 2914 Largo, FL 33779-2914.** Continue to make your payments until you are notified by the bank when your automatic payment will start.

Association Pay Terms and Conditions:

- You are enrolling in Association Pay to authorize recurring payments through electronic funds transfers by ACH debit entries.
- **When your payment is due, your account is debited automatically on the 3rd of the month. If the 3rd is on a weekend or holiday, your account is debited the next business day.**
- Payments will appear as **your full or abbreviated Association Name** on your bank statement.

Paper authorizations must be received by the 20th of the month to be effective for the next debit month. If the 20th falls on a weekend or holiday, the deadline is the last business day prior to the 20th. This Authorization will remain in effect until Truist receives written notice from you or your association or its management company to cancel or change it. You hereby authorize Truist to accept changes in amounts or account information or cancellation of this Authorization from the association or its management company. Notice from you must be in writing and sent to the address referenced below or faxed to Truist Toll Free Fax: 866-297-8932. Notice must be received by Truist on or before the 27th of the month to be effective for the next debit date. When the 27th of the month falls on a weekend or holiday, the deadline is the last business day prior to the 27th. Some exceptions apply; visit Truist.com/Payments to view the Association Pay deadline calendar. You may print a Cancel or Change Request for Association Pay from the Truist Online Payment System or online at Truist.com/Payments. All payments initiated for debit are subject to acceptance by the designated financial institution. All ACH transactions authorized herein must comply with applicable U.S. law. Your completion of this authorization form indicates your agreement to be bound by the NACHA Operating Rules. For questions, contact Truist Association Services Toll Free at 888-722-6669. Doc ID# 109

Truist Bank, Member FDIC.

Keep top section for your records

Mail enrollments, cancels or changes to Association Pay: Truist Association Services – P.O. Box 2914, Largo, FL 33779-2914

Attach voided check when applicable **Association Pay (ACH) Authorization** **Return bottom section**

Association or Community Name: _____ **Unit No.** _____

Bank Account Owner Name_____ Phone _____

Mailing Address _____ City _____ State _____ Zip_____

Property Address _____ City _____ State _____ Zip_____

Bank Name_____ Bank Routing No._____

Checking ☐ Savings☐ Account No._____ Check box if account to debit is a business account. ☐

By signing this authorization, you agree to the following: 1) I have read and agree to the Terms and Conditions provided and 2) I am authorized to initiate transactions on the account provided. I authorize a) the above named association to debit/credit the account to process my association payments b) Truist to initiate electronic funds transfers by ACH debit/credit entries to the account for the purpose of processing those payments and c) the financial institution to withdraw and/or credit payments from/to my account. Doc ID# 109

SIGNED _____ **DATE** _____

Email_____ Effective Month for ACH to start_____

BILL PAY ACC#:	SERIAL #:	Unit #:	FREQ:	GROUP #:

Revision 10/2021

TRASH COLLECTION SCHEDULE

Lee County
Southwest Florida

Waste Pro: 239-422-5660 www.leegov.com

Collection Schedule

Tuesday – Waste, Recycling, Yard Debris, and Bulk
Once you close on you home, contact Waste Pro to order your garbage cans.

2024 Holiday Trash Collection Schedule

There is no trash, recycling, yard waste, or bulk collection on the following holidays, unless otherwise noted:

- New Year's Day (Jan 1st)
- Memorial Day (May 27th)
- Independence Day (July 4th)
- Labor Day (Sept 2nd)
- Thanksgiving Day (Nov 28th)
- Christmas Day (Dec 25th)

Holiday Week Collection Delays

If the holiday happens to fall on Saturday or Sunday, your collection schedule will not be affected. If the holiday falls on a weekday, the collection schedule will be delayed one day from the day of the holiday for the remainder of the week. For instance, if the holiday falls on a Wednesday, then Monday and Tuesday collections would be performed as regularly scheduled, Wednesday's collection would occur on Thursday, Thursday's collection would occur on Friday and Friday's collection would occur on Saturday.

What Can I Recycle in the Blue Cart?

Recyclables need to be empty and dry.
Go bagless, place items loose in the cart.

Yes, Toss These In:


Clean Plastic Bottles and Containers (caps on)


Dry Paper, Newspaper, and Junk Mail


Clean Milk and Juice Cartons


Clean Aluminum Cans


Dry Flattened Cardboard


Clean Steel and Tin Metal Containers


Clean Glass Bottles and Jars


Dry Paperboard Boxes

When in Doubt - Leave it Out


NO Plastic Bags or Film


NO Polystyrene Foam or Styrofoam™


NO Soiled Paper Items


NO Garden Hoses, Cords, Ropes, or Wires


NO Clothing, Shoes, or Textiles


NO Electronics
(recycle at a Community Collection Center)

For more recycling information:

Lee County

Leegov.com/solid waste/recycling
Waste Pro – 239-422-5660



Your Community's Telecommunication's Partner and Included Internet Provider

Providing Future-Proof Products and Services by Hotwire Communications

New Homebuyer Welcome Guide 2023

fision
Powered by Hotwire

Lennar & Fision[x] Background

Lennar Homes is committed to ensuring that Homeowners have access to the best internet with:

The Lowest Cost

Fastest Speeds

Unparalleled Customer Service

Lennar and Fision[x] by Hotwire Communications have teamed up to bring an exciting advantage of buying a Lennar home by including your Internet service as part of your Homeowners Association Dues.

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 with Fision[X] communities, having up to 10 Gigabit speeds.

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

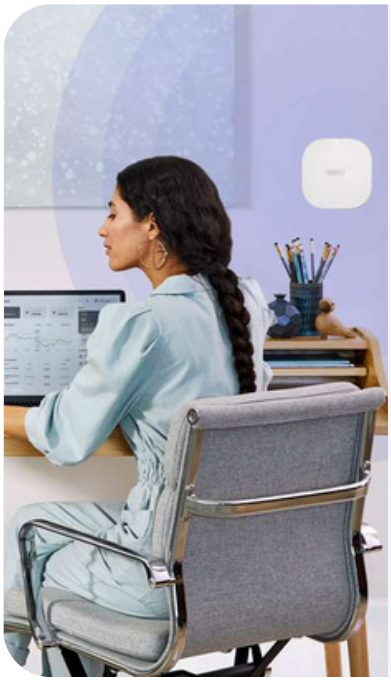


Internet speed upgrades available upon request. These Internet speed upgrades may require additional equipment and are subject to additional service, equipment, and installation fees.

fision
Powered by Hotwire

What is Fision[x] by Hotwire Providing?

Fision[x] by Hotwire is excited to be your Community's provider for your home entertainment and telecommunication needs for High-Speed Internet, TV/ Streaming, and Digital Voice Home Phone services.



Before closing on your new home, Fision[x] will connect your home with 100% fiber optic technology and will have Fision Internet service connected and ready!

- The fastest, industry leading speeds - Fision[x] Fiber Internet service 1200Mbps/ 1200Mbps (1.2 Gigs!)
- Same download and upload speeds (symmetrical)
- Unlimited Usage - no data caps!
- One advanced WiFi router

Note: To start using your WiFi instantly, you will need to call us to connect to your included WiFi. See page 4 for more info.

Why is this different with Lennar Homes?

- You don't have to go searching for a provider
- Your internet service is already wired **and connected**
- You are getting Gig speeds at a huge discount

What are the Benefits?

- Much lower monthly pricing – **over 50% off retail ($43.99) and billed through the Community HOA**
- Future proofed connectivity options with consistent technology updates
- Dedicated Community Fision[x] Team
- Dedicated local support and installation
- Media panel installed with CAT6 wiring for services

Other Products & Services

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

- Services available for subscription: Fision MaxFi, Fision Voice, Fision TV+, popular channel packages: Sports Pack, En Español pack, International Channels and more!
- Promotional offers available include*:
  - First 6 months free of Fision MaxFi
  - First year free Digital Voice home phone service
  - Plus, other TV and Internet bundle offers



*Fision MaxFi promotional offer is free for 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.

fision[x]
Powered by Hotwire

What is the Process?

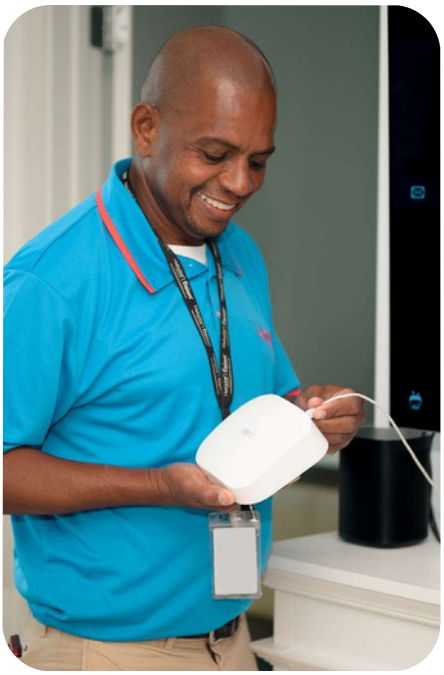
Your dedicated Fision[x] Team will work closely with the Lennar construction teams and oversee the Hotwire build out process.

Ahead of your closing, your Internet service will be installed in the media panel of your home, and activated with a temporary WiFi network and password.

- **Upon closing of your new home, call us at 833.354.2289 to connect to your included WiFi.**
- Our customer service representative will guide you through accessing your personal WiFi network name and password.

To make sure you are getting the most of all your Fision services, we also recommend you schedule a follow-up consultation with your dedicated Fision[x] Team.

At this appointment, we will assess your wall-to-wall WiFi coverage needs, assist you with any additional product and service needs, and answer any questions that you may have.





We are honored to be part of your journey, and look forward to serving you!

Upon Closing, Call Us to Connect to Your Included WiFi

833.354.2289

fision[x]
Powered by Hotwire

Frequently Asked Questions

Who is Fision[X] Hotwire Communications?

Fision[X] is a division of Hotwire Communications, bringing included fiber optic internet services to your community in partnership with your Home Builder.

What is fiber optics?

Fision Fiber-Optic Internet offers a true Fiber-To-The-Home (FTTH) internet connection. With FTTH, fiber-optic cables are directly connected to each household, providing several advantages: Higher speeds reaching up to 10 Gbps; greater reliability; greater future-proofing capabilities, and a more consistent user experience.

What am I getting? When will it be ready?

Before closing on your new home, Fision[X] will wire your home with 100% fiber optic technology and will have Fision Internet service connected and ready! No data caps, one advanced WiFi router and much lower monthly pricing – over 50% off retail and billed through the Community HOA.

Do I already have a WiFi router? Where is it installed?

Yes, an advanced WiFi router gets installed in the media panel of your home and is activated with a temporary WiFi network and password, until you call us to connect to your WiFi.

How do I get access to my WiFi? Where do I get my WiFi username and password?

Just call us upon the closing of your home at 833.354.2289, to connect to your WiFi, set-up your Hotwire account, and complete the activation of your WiFi instantly. Our customer service representative will guide you through accessing your personal WiFi network name and password.

What is the benefit of an in-home consultation?

To make sure you're getting the most out of your service. We will help you assess your home for wall-to-wall coverage WiFi needs, install additional product and services you request, and answer any questions you have.

Who do I contact for help after I'm connected?

Our Fision[X] team is here for you 24 X 7. Just call us at 833.354.2289.

What should I do if I need my own smart devices connected or need additional connections (ports).

Call us at 833.354.2289 to schedule a consultation. Our Fision[X] team will come out, assess what is needed and assist you.

Where can I find more information on Products & Services?

Check out gethotwired.com. Make sure to set-up your account online to access it. Don't have an account set-up. Just click on "Sign Up" and it will walk you through the set-up.

ICON AFTER-HOURS SERVICE LINE

AFTER-HOURS SERVICE LINE

Step 1:
Call ICON's After-Hours Service Line at 941-747-7261, and follow instructions for non-medical, "Community/Club-Related Emergencies" (it will prompt you to Press 1).

Step 2:
Prompt will forward your call to an ICON Dispatcher who will take your name/phone number/community name/address and dispatch the emergency to the Community/Club Manager for him/her to call you back.

Step 3:
If the Manager is not available, the Service Line Operator will escalate your call to the Manager's assigned back-up or to the Community/Club Manager's Supervisor.

Step 4:
In addition to calling the Service Line, please feel free to email the Manager (all emails are forwarded to his/her cell phone).

**Calls for Non-Emergency situations will not be forwarded and will be delivered to the Manager on the next business day.

FOR MEDICAL EMERGENCIES: DIAL 911