

Empress Hotwire Bulk Internet/TV Contract

Frequently Asked Questions

1. Who is Hotwire?

Hotwire/Fision is a fiberoptic Internet/TV provider whose home office is in Fort Lauderdale, Florida. They have numerous installations in condominiums on South Hutchinson Island, e.g., Islandia next door.

2. Hotwire Local Service Area?

Their service personnel are stationed in Ft. Pierce, Florida and the service center is in Ft. Lauderdale; they do not outsource overseas. The call center answers 24/7/365 and is located in Ft. Lauderdale.

3. I have Xfinity phone service; can I keep it?

Here's an excerpt from that FAQ page, update in May 2024: *"If you're on our latest price plan and move to a new address that doesn't qualify for Xfinity Internet, Xfinity TV, or if you cancel these services for any reason, you'll see a \$25 per month standalone mobile fee per account on future Xfinity mobile bills. If you're not on our latest plan, you'll see a \$25 per month standalone mobile fee per line on future Xfinity mobile bills."* To be certain, a trip to the local Comcast/Xfinity store would be prudent.

4. What services is Hotwire providing?

Hotwire will provide both Internet and TV services. **Hotwire** is the name of the Internet portion of the service and **Fision TV** is the name of the TV portion of the service. (Much like Xfinity/Comcast.)

5. What speeds will they provide for the internet?

Speeds will be symmetrical at 500 Mbps (Mega-bits per second) both upload and download. After three (3) years and every three (3) years after, the speeds will increase 100 Mbps.

6. What about the Social areas?

The Pool Area, Patio Area, Office, Lobby, Conference Room, Social Room, Card Room, Billiards Room, Ping Pong Room and Exercise Room will have 100 Mbps service for residents/renters and 5 Mbps for guests. Accessibility credentials TBD.

7. What equipment will I receive?

Each unit will be provided with an interface box attached to the wall, and a short wire to a wireless router that provides Internet and TV for the rest of the unit. Also provided will be three (3) TV set top boxes that are connected wirelessly to the router for TV receipt, aka, IPTV, or Internet Protocol TV, aka streaming TV.

8. Is phone service available?

Yes. It is connected via the router and sort of acts like the old landlines. The cost is free for the first year and \$14.99 per month thereafter. You can keep your old telephone number.

9. Are there data caps?

No.

10. When will installation occur?

Infrastructure installation will be occurring during the summer of 2025. We expect the fiber optic cables will be run to the units during September and October 2025.

11. When will the service start?

It will start October 31, 2025.

12. Will Smartphones still work with Hotwire?

If your phone supports WiFi phoning and that feature is also supported by your carrier, then yes.

13. Will any of the current in-unit wiring be used?

No, everything is wireless.

14. Is there a YouTube video demonstrating Hotwire/Fision TV?

Yes: <https://www.youtube.com/watch?v=chuYtN3MICK>. Other YouTube videos TBD.

15. What is the TV Channel Lineup?

Refer to page 5 of this document.

16. Will there be any "training" sessions provided by Hotwire?

Yes, there will be fifteen (15) sessions. Residents will be advised by email and bulletin board announcements.

17. What do we do with our old Comcast equipment?

At this moment we don't know. We will advise when Comcast acknowledges our termination of their contract.

18. What are the savings with this Hotwire/Fision bulk contract?

Compared to continuing with Comcast/Xfinity the cost savings is about \$1,266 per month. Furthermore, we get additional "coverage" as noted.

19. Where is the nearest service center?

Ft. Pierce.

20. Has reliability been an issue with current customers of Hotwire/Fision?

Curiously, a fiber cable of Hotwire was cut by a construction crew a few months back. We inquired of Hotwire the implementation of our contract requirement of "redundancy," meaning access to the mainland via a north and south direction. They said such network connections would be implemented by May of this year.

21. Will the provided three (3) remote controls be voice operated?

Yes.

22. Will a smart TV still connect to the Internet with a Set Top Box (STB)?

Yes.

23. Will I be able to get Hotwire/Fision programming on my cell phone and tablet?

Hotwire/Fision provide an iOS app also called Fision TV+ for Apple products. These in turn can be mirrored on your TV.

24. Can I take the service up north?

Hotwire/Fision claim that the "TV Everywhere" website can do that on your Smart TV given you have the correct account credentials. We have not yet tested that capability.

25. What if I don't let Hotwire install their fiber and equipment later this summer?

Hotwire will charge a fee to install at a later date. Contract does not call out a dollar amount so it is safe to assume it will be cost of materials and labor.

26. What if I remodel and disconnect or damage equipment of the fiber service for any reason?

Hotwire will charge a \$1,000 reconnection/repair fee.

27. Who do I call with a service complaint?

The Empress will be assigned one (1) telephone number and an agent that is assigned to work on our behalf. We will advise as soon as we get that information.

28. How quickly will service orders be answered?

To quote the contract: *"Hotwire will contact a Resident to schedule a Service Order appointment within 24 hours after receipt of a Service Order, and will complete all work associated with a Service Order install or change within 48 hours after the date and time the Resident was contacted to schedule an appointment time (the "Service Order Commitment Date",) unless the Resident request a date beyond the applicable deadlines. The deadlines set forth above exclude Weekends and Holidays."*

29. What amount of recording time do we get?

Fifty (50) hours of DVR time is provided. A 72-hour playback is provided for all live channels.

30. Can I expand my channel selections?

Yes, there are a host of retail packages that can be purchased directly from Hotwire/Fision.

31. If a room in my unit has weak reception, how will Hotwire handle that?

They have promised that weak signal (pixilating, etc.) will be handled by the addition of Mesh Network equipment installed in the unit. It is basically a booster.

West Palm Beach - Ft. Pierce

Digital Channel Lineup Effective September 7, 2023



HD Service is included in your television package and channels are provided in HD when available.

LOCAL CHANNELS

| | | | | | | | | | |
|----|-------------------|----|------------------|----|--------------------|-----|----------------------|-----|-------------------|
| 2 | ABC 25 WPBF | 11 | PBS 42 WXEL | 44 | MeTV WPBF | 93 | Palm Beach County | 625 | Telemundo 51 WSCV |
| 4 | CBS 12 WPEC | 16 | Bounce WAMI | 62 | Charge! WPEC | | TV | 626 | Univision 23 WLTV |
| 5 | NBC 5 WPTV | 20 | Comet WPEC | 75 | Create TV WPBT | 94 | Riviera Beach TV | 627 | UniMas 69 WAMI |
| 6 | FOX 29 WFLX | 22 | ION Mystery WLTV | 79 | The Health Channel | 95 | Wellington TV | 628 | Azteca America |
| 7 | CW 34 WTVX | 24 | CTN 61 WFGC | | WPBT | 125 | Bally Sports Florida | | WWHB |
| 8 | MyNetwork TV WTCN | 34 | getTV WAMI | 90 | BaconTV WBEC | 126 | Bally Sports Florida | 629 | America TeVe WJAN |
| 9 | PBS 2 WPBT | 36 | Grit TV WAMI | 91 | Boca TV | | Extra | 633 | TeleXitos WSCV |
| 10 | PBS WLRN | 40 | ION 67 WPXP | 92 | Martin County TV | 127 | Bally Sports Sun | | |

DIGITAL ACCESS

| | | | | | | | | | |
|-----|----------------------|-----|---------------------|-----|-----------------------|------|-----------------------|------|----------------------|
| 100 | The Weather Channel | 230 | Comedy Central | 380 | TLC | 606 | Shop LC | 9949 | Christian Pop & Rock |
| 103 | CNBC | 232 | E! | 381 | WE tv | 608 | ShopHQ Health | 9950 | Gospel |
| 105 | CNN | 233 | FX | 404 | Motor Trend | 728 | Galavision | 9951 | Soul Storm |
| 107 | C-SPAN | 234 | FX | 425 | FX Movie Channel | 9925 | Hit List | 9952 | Hip-Hop/R&B |
| 110 | FOX News | 236 | getTV | 427 | HDNET Movies | 9926 | Pop Adult | 9953 | Classic R'n'B & Soul |
| 111 | FOX Business Network | 241 | MTV | 428 | Lifetime Movie | 9927 | Swinging Standards | 9954 | Hip Hop |
| 112 | HLN | 242 | Syfy | | Network | 9928 | Jukebox Oldies | 9955 | Jazz Masters |
| 113 | MSNBC | 243 | TBS | 430 | Paramount Network | 9929 | Flashback 70's | 9956 | Jazz Now |
| 114 | Newsmax TV | 244 | TNT | 433 | Turner Classic Movies | 9930 | Everything 80's | 9957 | Smooth Jazz |
| 115 | NewsNation | 245 | Toku | 450 | BBC America | 9931 | Nothin' but 90's | 9958 | The Chill Lounge |
| 116 | One America News | 246 | TruTV | 475 | AXS TV | 9932 | Maximum Party | 9959 | The Spa |
| 128 | SEC Network | 247 | TV Land | 483 | MTV Live | 9933 | Groove (Disco & Funk) | 9960 | Easy Listening |
| 130 | ACC Network | 248 | USA Network | 575 | Jewish Broadcasting | | | 9961 | Popular Classical |
| 135 | ESPN | 249 | VH1 | | Service (JBS) | 9934 | Dance Clubbin' | 9962 | Classic Masters |
| 136 | ESPN2 | 326 | Animal Planet | 576 | Jewish Life TV (JLTV) | 9935 | Holiday Hits | 9963 | Chamber Music |
| 140 | FOX Sports 1 | 328 | Discovery Channel | 577 | EWTV | 9936 | Classic Rock | 9964 | Broadway |
| 141 | FOX Sports 2 | 331 | Freeform | 578 | INSP | 9937 | Alternative | 9965 | Eclectic Electronic |
| 143 | Golf Channel | 333 | History | 579 | Living Faith Network | 9938 | Rock | 9966 | Y2K |
| 147 | NFL Network | 334 | Investigation | 580 | Positiv TV | 9939 | Heavy Metal | 9967 | TikTok Radio |
| 149 | NHL Network | | Discovery | 581 | Shalom World | 9940 | Alt Rock Classics | 9968 | Éxitos Tropicales |
| 150 | Tennis Channel | 336 | Nat Geo Wild | 582 | SonLife | 9941 | The Blues | 9969 | Éxitos del Momento |
| 202 | Food Network | 337 | National Geographic | 583 | TBN | 9942 | Adult Alternative | 9970 | Retro Latino |
| 203 | HGTV | 351 | Cartoon Network | 600 | Alive TV | 9943 | Folk Roots | 9971 | Ritmos Latinos |
| 204 | Travel Channel | 352 | Disney Channel | 601 | Enrich 2 | 9944 | Alt Country/Americana | 9972 | Rock en Español |
| 225 | A&E | 356 | Nickelodeon | 602 | Enrich | 9945 | Hot Country | 9973 | Romance Latino |
| 227 | AWE | 375 | Bravo | 603 | HSN | 9946 | No Fences | 9974 | Kid's Stuff |
| 228 | BET | 376 | Lifetime | 604 | Infotainment | 9947 | Country Classics | | |
| 229 | CMT | 379 | Oxygen | 605 | QVC | 9948 | Bluegrass | | |

UPDATED: 4/17/2025