



## PROPOSAL INFORMATION

**Date:** May 16, 2018

### ***Bordeaux Club, Inc.***

2900 Gulf Shore Boulevard North  
Naples, Florida 34103  
64 Units

### SUBMITTED BY

**Name:** Joanne Willoughby  
**Title:** Business Development Executive  
**Email:** joanne.willoughby@hotmail.com  
**Phone:** (754) 260-7157



# HOTWIRE PROPOSAL COVER LETTER

SHARPER. FASTER. SMARTER WITH FIBER OPTICS

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May 16, 2018

Bordeaux Club, Inc.  
2900 Gulf Shore Boulevard North  
Naples, Florida 34103

Dear Board Members,

Thank you for giving Hotwire Communications the opportunity to submit a bid for the **Bordeaux Club, Inc.** project. In this service proposal we have enclosed information about Hotwire and included a bulk service option for your review and consideration.

Hotwire specializes in providing advanced video solutions, high speed internet, telephone service and home security via Fiber-to-the-Home (FTTH) technology under our Fision® brand.

With more than fifteen years' experience designing, building and operating fiber optic networks specifically for communities like **Bordeaux Club, Inc.**, Hotwire has established a reputation for service excellence in the residential space. This is the result of deploying FTTH architecture – with fiber all the way into each living unit – first and foremost. But there is so much more that contributes to the high level of service quality and reliability that Hotwire consistently delivers, including:

- On-site or local head-end with bandwidth dedicated to **Bordeaux Club, Inc.**
- Engineering standards at the property that optimize signal strength and clarity
- Dedicated bandwidth to each household – meaning no service degradation at peak periods

The result for your residents is more bandwidth, more features and better quality!



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# HOTWIRE PROPOSAL COVER LETTER

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We understand that this is an important decision for **Bordeaux Club, Inc.**, and while the benefits of working with Hotwire are many, following are just a few highlights of Hotwire's FTTH technology and Fision® Service for your consideration:

- A state of art Fiber-to-the-Home System engineered to optimize service performance.
- Guaranteed Internet download speeds starting at 100 Mbps for **Bordeaux Club, Inc.** with upgrade options up to a Gigabit, that's 1,000 Mbps (with 10Gbps coming soon)!
- IPTV Video Platform – superior to traditional RF cable TV, with enhanced digital picture quality and more programming possibilities and user functionality.
- Advanced television features like "Replay TV" – this allows you to rewind select networks for up to 48 hours to watch programming you may have missed – and skip through the commercials!
- Dedicated project management and launch personnel to facilitate a seamless network build-out and service installations.
- Dedicated on-site Management – Hotwire not only uses dedicated technicians at all of our properties but we have an "Account Manager" assigned to each property to support the management office.
- Complimentary Internet Service for management office and other common areas as requested.

In the following pages you will find more information about Fision® and the benefits of Fiber-to-the-Home technology along with our proposed service option for your consideration. If you have any additional questions or would like to discuss in more detail feel free to contact me directly.

Thank you for allowing Hotwire to participate in this process and we look forward to your response.

Sincerely,

*Joanne Willoughby*

Joanne Willoughby  
Business Development Executive

***Make Bordeaux Club, Inc.  
a Gigabit Community!***



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# BULK SERVICE & PRIMARY DEAL TERMS

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## Bordeaux Club, Inc. Bulk Service Option:

*Hotwire will provide the following service in bulk to every home in the community. If you would like any adjustments to this service option please contact me directly and we can discuss alternative options in more detail.*

### Bulk Video Service:

#### Video - Fision TV:

##### Plug and Play:

- **Expanded Basic Cable on Unlimited Televisions in the Home:** Hotwire provides expanded basic cable channels with local channels in HD. These channels will be available to all of the televisions in your home without the need to rent any additional equipment. If you have an older television in your home, it will receive the analog service and newer televisions will receive our digital service with the enhanced picture quality that digital service provides. Televisions must be MPEG compatible to receive the basic cable lineup.
  - **Sports Highlight:** Expanded Basic Cable includes the following premium sports lineup – BigTen, SEC, ESPN, ESPN2, Tennis, Golf, NBA, NFL, NHL, Fox Sports One, Fox Sports Florida and more! To get the majority of these channels with the incumbent provider, users must pay an upgrade fee for their digital sports tier AND these channels are only available with a digital receiver (set-top box) lease.

**Digital Access Package:** Hotwire will include its Digital Access package with every receiver. This package includes local networks, sports, news, popular channels, PLUS additional channels like TLC, NFL Network, USA, HGTV and Bravo!

- **HD Programming:** Receive HD programming in your Digital Access tier.
- Residents will additionally receive all HD Programming in any upgraded retail channel package at no additional charge.
- Access to features like “Replay TV” and On-Demand, both free and paid content.
- **One (1) Fision HD Box**

### Bulk Internet Service:

#### High Speed Internet:

- 100 Mbps download and 25 Mbps upload High Speed Internet.
- No Modem Required!
- One (1) Wireless Access Point. One dual-band wireless access point for each unit which supports 802.11abgn/ac. The access point is managed, maintained and supported by Hotwire. It supports legacy devices in the 2.4Ghz spectrum and next-generation devices in the 5.0Ghz spectrum. The wireless access point may be built into the ONT, or deployed as a stand-alone device, at Hotwire’s sole discretion. Wireless speeds are not guaranteed.



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# BULK SERVICE & PRIMARY DEAL TERMS

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## Bordeaux Club, Inc. Bulk Service Option Continued:

### Consideration to Association:

- Hotwire will provide one (1) community channel to Bordeaux Club, Inc., which will be accessible via our digital interactive application when a television is connected to a set top box.

**Hotwire Bulk Service Rate:** \$72.99 per unit/per month\*

**Annual Increase:** 4%

**Term:** 10 years

### Retail Bonus Offers:

#### Telephone

- Residential Phone Service:** Hotwire will provide phone service (one line) **FREE** for the first year!\*\* Phone service includes unlimited local and long distance calling to anywhere in the contiguous USA & Canada. This is a \$300 value! Beginning in year two of the agreement, residential phone service will be offered to residents for \$14.99/month. Starting in year 3, \$24.99/month thereafter. *Phone lines with unlimited calling are for residential use only. Taxes/fees not included and apply during promotional period.*

#### Internet

- 250/50 Mbps Residential Internet Service:** Special Offer: Free for 12 months. \$9.99/month thereafter.
  - 2- Year Term Required
- 500/100 Mbps Residential Internet Service:** Special Offer: \$9.99/month for 12 months. \$19.99/month thereafter.
  - 2- Year Term Required
  - 2<sup>nd</sup> ONT Required: \$99.00 one-time charge
- 1 Gig/200 Mbps Residential Internet Service:** Special Offer: \$19.99/month for 12 months. \$29.99/month thereafter.
  - 2-Year Term Required
  - 2<sup>nd</sup> ONT Required: \$99.00 one-time charge

\* Monthly fee does not include taxes, fees, surcharges, government impositions or \$3.99 monthly video content surcharge

\*\*Taxes/Fees/Surcharges apply during promotional period and throughout the term of the agreement.



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# TECHNOLOGY SOLUTION

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*The technology solution  
of the future,  
delivered today by Hotwire.*

## Comprehensive Technology Solution

- Hotwire offers a complete end-to-end Fiber Optic Solution.
- Advanced feature-rich Video Platform powered by **Mediaroom TV**
- Gigabit Internet (10Gbps coming soon)
- Complete voice solution including digital home phone service
- Dedicated on-site customer service during the launch period.
- Dedicated **Account Manager** for the term of the agreement.



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# FREE COMMUNITY AMENITIES

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## COMMON AREA COMMUNITY AMENITY PACKAGE

### Community Amenity Package Included at no charge with the Bulk Agreement

Hotwire Communications will provide a community amenity package that will include FREE service as mutually agreed to with Bordeaux Club, Inc. to such locations as:

- On-site management office
- Lobby
- Clubhouse
- Fitness Center
- Pool Deck
- other areas as agreed upon



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# VIDEO SERVICE

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## Signal Quality

Our end to end fiber optic network and IPTV service delivery platform means we can deliver a higher quality full resolution HD picture with minimal compression or compromise. Ultra HD 4k ready TODAY!

## The most advanced viewing experience delivered today

- Instant Channel Change – channels change at the blink of an eye
- Replay TV – Rewind LIVE TV that was broadcast up to 48 hours before on select networks then skip the commercials and watch without the need for a DVR

## Multi-Room DVR Service

- Record and watch TV from any TV with an HD receiver
- Record up to 4 shows in HD while watching a 5th show with our advanced Digital Video Recorder

## TV Anywhere, Anytime

Streaming of TV content on the web, tablet or mobile device. Control of your home viewing experience via web interface easily accessed from anywhere at anytime



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# Current Features Overview

## Fast Channel Change

Blazing fast instant channel change.


## Onscreen Guide

Shows which programs are currently playing and up to 12 days of future content. Choose from three guide options: Grid Guide, Channel Lineup and OnNow Guide.

## Onscreen Language Options

Fision TV offers a variety of onscreen display languages to choose from such as English, Spanish, French, Italian, Portuguese and Russian.

## Replay TV

Restart a program that aired up to 48 hours ago (Available on select channels). Replay TV channels are marked by the  icon on the guide.

## Customize Channels in Guide

Remove unwatched channels from appearing in the Guide. Change the channel order so that you control how channels are listed on the guide.

## Picture in Picture

See what's on now, next and just missed in small video thumbnails while staying tuned to the channel you are currently watching.

## Pause Live TV

Pause Live TV from any box for up to 90 minutes.

## Trickplay

Trickplay buttons enable you to Play, Pause, Rewind, Fast Forward, Skip back 7 seconds, and Forward skip 30 seconds. This can be used on Pause Live TV, Replay TV, Video On Demand, and your DVR recordings.

## Search

Search for any TV show or movie by title, by name of actor, or director with an onscreen Search keyboard.

## Favorites

Create multiple Favorite lists of channels and display in Guide view.

## VOD

Search for, rent and watch free and premium On Demand content. View similar recommendations and add purchases to My Videos (your personal vault).

## Record Four

Record up to 4 unique HD and 1SD streams at once. Schedule future recordings and manage your recording settings easily.

## Parental Controls

Block specific channels, programs by type or rating from your children.

## Caller ID

View details of incoming calls on your TV, caller ID displays the name and phone number of the person calling.\*

*\*You must subscribe to Hotwire phone service.*

## Remote DVR

Allows you to manage and schedule DVR recordings remotely from any web enabled device.

## Mosaics

Watch up to four linear channels at once. These are pre-configured to show the most popular channels for each category: Movies, News, Kids and Sports.

## News & Weather Apps

Access to various news feeds along with current and future weather.

## Messaging Alerts

View messages such as emergency alerts, hot program updates and more.

## Community Features

- View community announcements
- Community channel

## Future Features

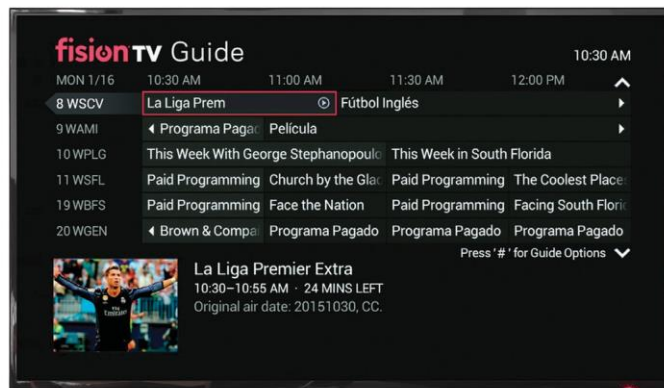
- VOD Streaming via Mobile App
- 4K Live TV\*\*
- Voice Command Control\*\*
- Cloud DVR\*\*

# Future of fision®

An overview of exciting new products that are on our roadmap for Fision customers:



- **New user interface and color scheme**
- **My Property** / our new community channel tool provides an easier way to manage time sensitive content.
  - Replaces the traditional community channel
  - Up to 3 channels per property at no charge
  - Easy user interface for management
    - An assortment of templates
    - Ability to control start/end dates for each community page
  - Optional Service: Administration of Community Channel by Hotwire Technical Team. \$500 per month includes 10 hours per month of support, additional support billed at \$100 per hour.
- **Enhanced Replay TV** / from 7 hours to 48 hours
- **Mosaics** / The ability to view 4 channels at one time. Our Q4 release will include: news, kids, sports
- **Live TV Filters** / sort programming by genre
- **Multiple Favorites Lists** / up to 4 and each can be customized and renamed.
- **Expansion of Picture in Picture** / Allows you to view what was Just Missed, What's on Next, Recent Channels, Recently viewed from DVR with live Picture in Picture.
- **Messages from Hotwire** / Messages can be sent globally, property-wide, by DMA, by division, to groups or by subscriber level. Messages can be High Priority (popup that needs to be dismissed in case of an emergency) or low priority (appears as bottom bar notification). Low priority does not interrupt what is on TV for the resident. Messages can be recalled if sent in error, resent easily and can have set expiration dates.
- **Multiple Language Options** / English, Spanish, French, Italian, Portuguese, Russian
- **Apps** / news app (filters by categories like Business, World, Tech, Sports, Money) and weather app
- **Terabyte HD/DVR Box** / this box will relaunch and be available at all Fision TV properties.



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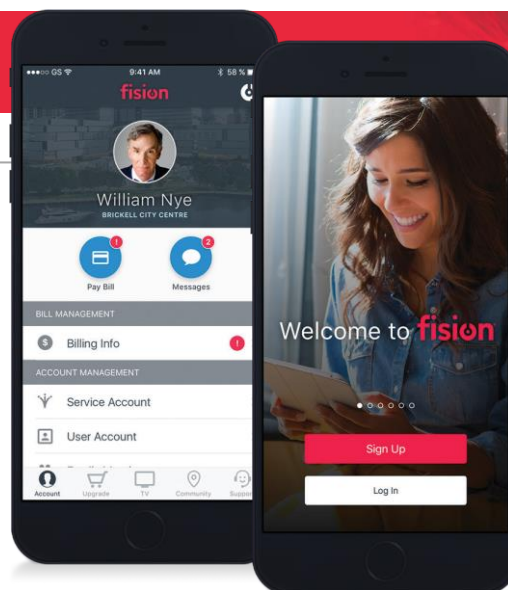
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## Hotwire Fision App

*Our first release of the app will offer features like:*

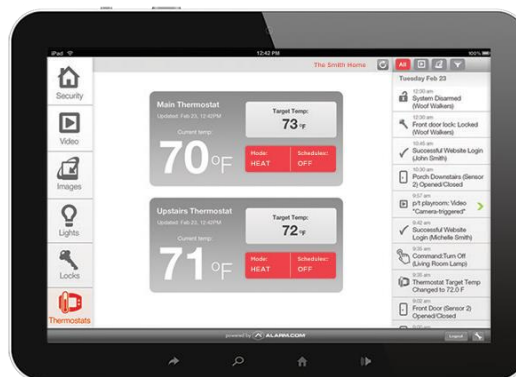
- **Enhanced account management** / view user account information, available in English or Spanish (additional languages will be available in phase 2)
- View and pay bill
- View community content in mobile app on smart phone or tablet
- Schedule and manage your Fision DVR remotely
- TV Everywhere access
- Improved customer service interface



## Fision Home Automation

*Smarter homes that uses the best connected home solution as well as the most reliable, secure communications and advanced tamper-resistant technology.*

- Dedicated and secure cellular communication provides safe, reliable uninterrupted protection.
- Stay connected to your home when you are away by turning on lights, changing the temperature or arming your system – all using the top rated Alarm.com mobile app.
- Control entry points into your home with integrated door locks.
- Save money with energy management, as our solution learns your activity patterns and adjusts your smart thermostat accordingly.



AVAILABLE Q2 2018

## fisionTV

- **Voice Command Remote** / will provide the ability for viewers to use voice commands to search for networks, shows and movies, set DVR recordings, navigate On Demand and more.
- **Enhanced Video On Demand (VOD) Library** / Additional HD VOD content from television networks and the expanded libraries for our premium channels to offer a more robust selection of VOD options.

## fisionGO

- A new app that will provide an improved customer experience to watch television on the go. Our Fision Go app will allow streaming of Live TV, on select channels, and access to Video On Demand on the go. There will be two products: Basic & Premium. The Premium product will include Replay TV and cloud DVR options.



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# Residential Executive Voice Services

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Our executive PBX voice service will provide the ultimate selection of features and flexibility. Plus, enhanced services like the convenience of having an auto-attendant will allow you to have customized voicemail boxes for each person in your home. The technology to provide all of the amazing features is cloud based so there is no clunky hardware to install at your home. *This service will also include our new Polycom handset with an optional camera for video conferencing.*

## Hotwire Fision App

*Additional features will include:*

- iOS Touch ID recognition
- Enhanced payment option to scan your credit or debit card
- Messaging options for convenient communications
- Convenience of setting up new service or adding services
- Use your smart phone as a remote control for your Fision TV service

AVAILABLE Q2 2018

## fisionTV™

- **Premium My Property Features** / features will include the full suite of customized community features including: Community Information, Calendars, Bulletin Board, Marketplace, Reservations into booking systems and ad space. *This will be a paid feature, pricing and details will not be released until after January 2018.*
- **Additional television features** / Live streaming of community channels, sidebar search, additional “How To” tutorial videos and user generated content channel.
- **4K TV** / 4K channels and equipment will be available as a special 4K product.

## Hotwire Fision App

*Additional features will include:*

- Tech Tracker to provide updates and accurate information regarding your technician arrival
- Schedule a home visit service appointment
- Enhanced customer care options like “Call Me Now” and the ability to schedule a call
- Ability to create multiple accounts so each family member can have separate access capabilities
- Manage parental control features
- Easy to use troubleshooting aids

If your community has selected our premium community channel option, community information will be available

Please  
Note

*Certain products will be priced as upgrades and final pricing is to be determined.*



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# GIGABIT INTERNET SERVICE

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HIGH-SPEED GIGABIT  
**INTERNET**

## Gigabit Internet

- Florida's 1st residential Gigabit Provider offering Gigabit service in over 20 cities
- Dedicated Fiber Connection per home – Available 24x7x365
- Capable of delivering HD and 4K online streaming content without causing any pixilation or delay during any time of the day. Our internet does not slow down during evenings or weekends

## Wired and Wireless Connectivity in each home

- Dedicated Ethernet for hard wired connectivity
- Wireless 802.11ac connectivity in each home

## No Caps Guarantee

- Hotwire guarantees that it will not cap or limit bandwidth downloads during the term of its bulk contract with the community
- Other providers may have excessive use policies in place which allow them to charge customers for consumption over 150 Gb for month (a limit of under four Ultra HD 4k movie downloads per month)

## Net Neutrality Delivered Today!

- Hotwire has direct peering relationships with over 100 internet partners including Netflix, Google, and others to deliver content directly to consumers without shaping, throttling or time of day restrictions



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# DIGITAL PHONE SERVICE

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DIGITAL  
**PHONE**

## RESIDENTIAL DIGITAL VOICE

### Unlimited Calling Phone Service:

- Phone service includes unlimited local and long distance calling to anywhere in the contiguous USA & Canada
- Phone lines with unlimited calling are for residential use only
- Taxes/fees still apply during promotional periods

### Full featured digital voice service available

- Over 70 advanced calling features such as find me follow me, call screening, and other advanced call management tools available with Advanced Feature package\*  
*\*Additional rates apply.*
- Online phone portal with access to voicemail and complete phone management
- Caller ID and Voice to Text translation integrated on your TV



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# HOME SECURITY/AUTOMATION SERVICES

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## INTERACTIVE SECURITY

- Web and mobile based monitoring and control of your smart home system
- Dedicated wireless and broadband communication for complete protection
- Live Video and image sensors allow you to view your home from anywhere, anytime.
- 24x7x365 monitoring with two way voice

## ADVANCED ENERGY MANAGEMENT

- Smart Thermostats adjust and optimize settings based on activity patterns to control energy cost.
- Remote Control allows you to access your thermostat from any web enabled device
- Location based automation allows you to control air condition and heating based on your GPS location
- Powerful data analytic tools integrated with power grid applications to help control your home environment and energy costs

## HOME AUTOMATION

- Intelligent and easily configured home automation rules to help simplify your environment
- Lutron Lighting control and customization
- Smart Locks can be controlled from any location with dedicated user access codes
- Remote garage door control.
- Complete interoperable with off the shelf sensors through API interface.

## SMART HOME HUB

- Current weather conditions with four day forecast
- Severe Weather Alerts integrated with National Weather Service alerts to emergency conditions



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# HOTWIRE CORPORATE OVERVIEW

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## Hotwire Corporate Overview:

Hotwire specializes in designing, building and operating Fiber to the Home (FTTH) solutions in multifamily and multi tenant environments. Hotwire owns and operates our independent 10 Gbps fiber network in each of the markets we serve. We are a certified local exchange carrier (CLEC) and Franchised Cable Operator.

Through our Fision **Home, Work and Stay** brands we provide customized services for residential, commercial and hospitality environments. Hotwire has installed over 400 residential projects and serves over 100,000 residential Internet customers. We provide services to over 15,000 hotel rooms and serve more than 50 million square feet of commercial office space.

Fision® Fiber Optic Services include IPTV powered by Ericsson Mediaroom, High Speed Internet, Digital Voice, and Home Security and automation solutions. In a residential application we bring a dedicated 1 Gbps fiber connection to each door (soon expanding to 10Gbps capacity to each living unit), over 500 channels of cable TV, premium channels, video on demand and HD content. For businesses we offer a full range of commercial products for retail, small business and enterprise level accounts including Metro Ethernet and commercial phone products including hosted PBX. Our hospitality product offers hotel guests the same high quality amenities they have come to expect at home and integrates with the hotel back office and billing systems.

Hotwire's founders been providing telecommunications services since 1985 and Hotwire has been providing fiber-based telecommunication services since 2005. We are a privately held company employing over 1,000 people, with operations in 13 states in the Eastern United States.



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# HOTWIRE OFFICE LOCATIONS

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## Hotwire Communications Regional Office Locations

### Naples

1467 Railhead Blvd.  
Naples, FL 34110

### Boynton

113 Commerce Road  
Boynton Beach, FL 33426

### Orlando

7022 TPC Drive Suite #650  
Orlando, FL 32828

### Jacksonville

8638 Phillips Highway  
Suite 10  
Jacksonville, FL 32216

### Raleigh

6003 Chapel Hill Road  
Raleigh, NC 27607

### Atlanta

1484 Brockett Rd  
Tucker, GA 30084



## Hotwire Communications Corporate Office

2100 W. Cypress Creek Road  
Fort Lauderdale, FL 33309



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