



# GHCA

## GRAND HARBOR COMMUNITY ASSOCIATION

*Resident controlled since December, 2020*

*Transition from Comcast to Hotwire - Frequently Asked Questions*  
*Photo courtesy of Bob Joy*

## Decision Process/Benefits/Timing

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### Why are we switching providers?

Our 5 year contract with Comcast expires in December 2026, so GHCA proactively chartered the Cable Committee to follow GHCA's large contract acquisition guidelines by inviting Comcast to submit its renewal proposal and pursued qualified competition after conducting due diligence. As a competitive contract award, GHCA selected the best value & performance rated contract, which was subsequently ratified by a GHCA quorum vote.

### When the Cable Committee was formed to evaluate potential bidders, the following requirements were established based on GH resident feedback.

- Ensure the same or higher cable/internet quality of service(s)
- Ensure our costs go down or at least stay steady.
- Look to upgrade the aging infrastructure with Fiber Optics.
- Ensure the highest level of quality service is available.
- Minimize resident disruption or confusion if there is a transition.
- Ensure that GHCA contracted Security Services have free high speed connections to enable their systems and processes.

### What was the decision making process?

The GHCA Board assigned a committee to handle the cable contract renewal. That team:

- Determined the guiding principles and set out to interview all the relevant providers.
- Hired a technical consultant who:
  - Established governance, scope, objectives, evaluation criteria, and decision authority with the committee.

- Assessed current services being used, infrastructure, resident needs, and future technology requirements.
  - Conducted market and pricing analysis and developed a comprehensive RFP, defining service requirements, pricing formats, SLA's, transition expectations, and contractual terms.
  - They identified and pre-qualified qualified providers, issued the RFP and managed vendor communications and Q&A.
  - Received and evaluated proposals using structured quantitative and qualitative scoring against pre-defined criteria.
  - Selected top contenders, conducted interviews, reference checks and technical and financial due diligence.
  - Supported legal counsel in drafting and negotiating final contract terms, pricing, service guarantees and risk provisions.
  - Presented final recommendation and assist in the transition and implementation planning.
- Hired an HOA Lawyer to help ensure favorable contract Terms & Conditions.
  - After significant due diligence and careful analysis of multiple proposals based on GHCA's requirements, the Cable Committee recommended a final vendor (Hot Wire) to the GHCA Board for contract ratification.

### **Who made the decision and were residents included as part of the process?**

Ultimately, the Cable Committee made a recommendation to the GHCA Board, then the GHCA Board had to approve the contract. Updates on the bidding process were presented at each monthly GHCA Board meeting and communicated in the monthly newsletter. The committee actively solicited resident feedback and considered all the input received. The committee also conducted a survey of all Grand Harbor and Oak Harbor residents to determine needs and their current satisfaction with Comcast.

### **Who is Hot Wire?**

Hot Wire is a major US-based Internet Service Provider (ISP) specializing in Fiber-to-the-Home (FTTH) services, providing high-speed internet, streaming TV (IPTV), and phone to multi-family communities (HOAs, apartments) and businesses, known for gigabit speeds, customer-focused models, and expanding from Florida across multiple states. They focus on bulk contracts for communities, offering residents faster, more affordable fiber connections with concierge-level support. Florida Community Association Journal 's readers have presented numerous Reader's Choice Awards for their Gigabit-speed Internet services, crystal-clear IPTV, ultra-secure home automation, and innovative approach to concierge-style, white glove customer service.

### **What are the benefits identified with the Hotwire contract?**

- Modernizing Grand Harbor's infrastructure for the future with state-of-the-art Fiber Optics.
- Doubling Internet speeds from 500 mbps to over 1,000 mbps.
- Reducing monthly cable/Internet bill from \$80.43 to \$69.99 – Offering \$4.7 million in cost savings over the life of the contract.
- Enabling best-in-class customer service with US Based Customer Service — day or night. Proactive outage notifications with quick response to service calls from dedicated local technicians.
- Reducing the annual price escalator from 4% to 3%
- Adding ~30 new channels to the cable lineup.

- Upgraded equipment in residents' homes/condominiums which also enables residents to take the service with them on the road, to a second home, etc.
- Adding "common area" Wi-Fi to all the community pools and the River Village clubhouse.
- Providing our contracted Security team with dedicated IP addresses for safe and secure Internet access for all gates and remote security equipment management.
- Commitment to donate \$195k to a charity of our choice (Cable & Internet Committee will make the recommendations) over the term of the contract.
- On site and in-home resident consultation support to enable a smooth resident transition for at least a year.

### **What is the overall timeline for the project?**

- *November 2025* – The Hotwire Agreement was signed.
- *December 2025 – January 2026* - Preconstruction meetings.
- *March 2026 – August 2026* - Construction with fiber install to each home.
- *May 2026 – December 2026* - One on one consultations with residents.
- *September 2026 – December 2026* - In unit installation.
- *October 2026 – December 2026* - Common area (pools and clubs) services to be deployed.
- *December 2026* - Launch to be complete.

## **Contract & Financial Questions**

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### **What is the total cost of the bulk contract per unit?**

Hot Wire's per unit cost is \$70/month, which is less than Xfinity's \$80/month rate.

### **Are there annual increases, and are they capped?**

Hot Wire's annual increase is capped at 3%, which compares to Comcast's 4% escalation. This will save residents \$4.7M over the term of the agreement.

### **Is there an early termination fee if we leave Xfinity before the current contract expires?**

We will not be leaving Comcast early.

### **What is the length of the Hotwire contract?**

10 Years.

### **Are there any upfront costs for installing the new Fiber Optic cables?**

We will only pay \$70 per unit/per month. Hotwire pays for all the fiber optic cable installation, and they retain ownership over the infrastructure.

### **Does Hotwire offer credits or penalties if service is down?**

Yes, our contract does have language regarding outage credits.

## Installation & Infrastructure Questions

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**Will every unit receive true fiber-to-the-home (FTTH), or is it fiber-to-the-building (FTTB)?**

Yes, true fiber-to-the-home for each resident.

**Is Hotwire using our existing conduits, or will they need to install new wiring?**

They will use existing conduits when and where possible.

**Will there be any drilling, wall openings, or attic access required in units?**

We expect for most residents that they will come through the same conduit as Comcast, but the final determination will be made on a case by case basis.

**How long will installation take, and what disruptions should owners expect?**

Hot Wire anticipates approximately 3 hours for the installation and resident orientation/training.

**Who repairs any damage to landscaping, walls, or common areas from installation?**

Hotwire

**How will Hotwire coordinate access to residents' homes?**

Hotwires Consultation and Installation team will proactively contact each resident and condominium association to schedule access.

## Service & Equipment Questions

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**What internet speed is included in the bulk contract?**

1,000mbps to start, going up to 2,000mbps. We have ~500mbps today.

**Can residents upgrade their speed individually, and at what cost?**

Yes, see the attached rate chart for details.

**What equipment is provided?**

You get 3 cable access points for TV and modem or Wi-Fi. Two of the three cable access points are Hot Wire "Fision" sticks (similar to Amazon's fire stick or Roku's Stick) you put in the TV, no more bulky boxes.

**Does Hotwire offer a landline phone option?**

Yes, but it's not included in the monthly fee, nor was it included with Comcast. However, phone service is available to owners who wish to utilize it at no charge (except for taxes) for the first year, \$14.99 for the second year, and \$24.99 thereafter (for the term of the GHCA's Agreement).

**Are TV channels and premiums comparable to our Xfinity package?**

Yes, plus about 30 additional channels. See attached channel guide for details.

**Are DVR, whole-home Wi-Fi, and streaming apps supported?**

Yes.

## Resident Choice Questions

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### **Can owners keep Comcast/Xfinity services if they want?**

Yes, but you'd be billed for both. Landline phones are separate.

### **Will existing Comcast landline phone service continue to work?**

Yes, if you have contracted separately for this service.

### **Will the community allow both providers to operate side-by-side?**

Yes.

## Support & Service Level Questions

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### **Will Hotwire provide an on-site technician or a dedicated account manager?**

Yes, location is currently being considered within Grand/Oak Harbor.

### **What is their typical response time for service calls?**

Real-time customer/technical support is available 7x24, however, on-site technical support responds when tasked either same or next day, with exceptions on weekends and holidays.

### **Is support available on weekends and evenings?**

Yes, 24/7/365

### **How do they handle outages, and what communication methods do they use?**

Outages are usually detected by their Network Operations Center and dispatched immediately. Once an outage is confirmed, communication can happen via outbound text messages, automated messages when calling Hot Wire's service center and via a Hot Wire customer App.

### **Do they provide community-wide training or orientation for residents?**

Yes, (see response below).

## Long-Term Reliability Questions

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### **What is the average uptime of Hotwires fiber network?**

99.99%

### **Does Hotwire use battery backups or generators for their network hubs?**

Yes.

### **What redundancy (backup pathways) exists in case a fiber line is cut?**

We will have Redundancy and Fiber Diversity. With redundancy we will have the benefit that if a piece of equipment fails, we have back-ups to fall over to. This means that Hotwire gets an alarm that the main router (as an example) failed and the community is working on the back-up (redundant) router. This way we don't have an

outage, and they go out to repair or replace the main piece that failed. Having Fiber Diversity means that Hotwire brings the main fiber from outside our community into our community at two different spots. The benefit here is that if there is construction outside the community (as an example) and a contractor severs the fiber line, we would still be up on the other fiber path coming into our community. Many providers just bring one fiber path to a community.

## Legal & Compliance Questions ---

### **Does the contract give Hotwire exclusive access to wiring inside buildings?**

Hotwire will have exclusive access to its wiring. However, other vendors (i.e., Comcast) that provide service to individual residents will maintain their access as well.

### **Does the agreement comply with FCC bulk service rules?**

Yes.

### **Is the community responsible for any future repairs to Hotwires equipment?**

No. (unless we damage it)

### **Did the contract require GHCA Board approval by vote or a vote of owners?**

Yes, the vote required a GHCA Board approval and the voting members (HOA Presidents) were also asked to ratify the bulk service agreement. The vote passed by a majority of the voting members.

## Communication, Rollout & Training Questions ---

### **What is the communication plan for residents before and during installation?**

Grand Harbor & Oak Harbor will have a dedicated launch team which will provide e-mail communications, phone line to the launch team, letters/handouts, one on one consultations, and Town Hall meetings.

### **Will Hotwire host town halls or Q&A sessions?**

Yes.

### **Will they provide printed and digital instructions for residents?**

Yes.

### **Is one-on-one resident training being offered to facilitate the transition?**

Hot Wire's one on one resident's training in home, at group training sessions, on-site support, and virtual sessions will be provided to all Grand Harbor and Oak Harbor residents.

## Transition Questions ---

### **Is there an overlap period where residents can use both Xfinity and Hotwire?**

Yes.

## **When will Xfinity bulk services officially end?**

December 21, 2026

## **What happens to existing Xfinity equipment?**

Each owner must return their equipment to Xfinity/Comcast drop off locations, as required by Xfinity.

## **What happens to recordings on my existing DVR?**

You will need to watch them and begin recording with the new equipment. Once our Comcast agreement ends, we will no longer have access to DVR recordings on the old equipment.

## **Will I lose my Comcast email address?**

No, you can continue to use your Comcast address, but Comcast will deactivate it if inactive for 90 days.

## **Technical Questions**

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### **Who owns the Fiber?**

Hotwire will own the Fiber Optic cables they install within the community.

### **Are internet speeds symmetrical?**

Yes, both upload and download speeds will be 1,000 mbps. Speeds will increase incrementally each year and will eventually be 2,000 mbps. We currently have ~500 mbps with Comcast.

### **Will the new cable box have an ethernet port?**

Yes, this port allows the set-top box to be hardwired if needed or preferred.

### **Will this really be Fiber to the home or do they use existing wires for part of the process?**

This will be true Fiber to the home. Fiber Optic cable will connect to the new Cable TV box and enable Internet modem/router either wirelessly or hard-wired throughout the residence. No additional in residence wiring will be required to create a wireless network.

### **Will a DVR be included?**

Yes, we will have 200 hours of cloud DVR recording space available with the new service.

### **For wireless service in the home, is this a Mesh service and will extenders be supplied for the larger homes?**

Yes, this is a MESH system, and a maximum of 2 wireless access points will be supplied for the larger homes or as needed. Additional access points can be rented on a monthly basis if requested.

### **Will there be an App for remote access and Control?**

Yes.

### **Why is Fiber Optic cable better than Coaxial Cable?**

Fiber optic cables offer superior speed, reliability, and bandwidth compared to traditional copper cables, making them the preferred choice for modern telecommunications. Key Advantages of Fiber Optic Cables are:

- *Speed:* Fiber optic cables transmit data using light signals, allowing for incredibly high speeds. They can achieve

download and upload speeds of up to 10 Gbps, significantly faster than traditional cable internet, which typically ranges from 10 to 500 Mbps.

- *Reliability*: Fiber optic connections are more stable and less prone to interference than copper cables. They have five times fewer faults and are resistant to environmental factors such as rain and flooding, which can affect traditional cables. This reliability ensures consistent performance, even during peak usage times.
- *Bandwidth Capacity*: Fiber optics can handle a much larger amount of data simultaneously, making them ideal for households or businesses with multiple users and devices. This means that multiple users can stream, game, and work online without experiencing slowdowns.
- *Long-Distance Transmission*: Fiber optic cables can transmit data over long distances without significant signal loss, making them suitable for global telecommunications networks. Unlike copper cables, which degrade over distance, fiber optics maintain signal quality over hundreds of miles.
- *Future-Proof Technology*: As internet demands continue to grow, fiber optic technology is designed to accommodate future advancements. Its high capacity and speed make it a long-term solution for increasing data needs, ensuring that it remains relevant as technology evolves.
- *Lower Latency*: Fiber optic connections typically have lower latency compared to copper cables, which means data is transmitted more quickly and efficiently.