



HOTWIRE TRANSITION

The Resident Experience Explained

In this document we will walk you through the four phases of the Launch Process to help set expectations of what will happen and when. You can see the time frames for each phase on the chart below.

Launch Process

OVERVIEW



1. Groundbreaking + Construction

Building our community's future-ready network
March 2026 - August 2026



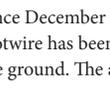
2. Service Consultations

We'll assess each resident's needs and home coverage
May 2026 - December 2026



3. In-Home Installations

Coordination of in-home installation of your new services
September 2026 - December 2026



4. Fision Education

Virtual or in-person, class-style product education.
September 2026

Phase One

CONSTRUCTION

Since December we have been conducting pre-construction meetings and Hotwire has been doing their planning for laying the Fiber Optic cables in the ground. The actual work on site will begin in the March Timeframe. More communication will come out related to construction and the work will be done in phases since we have a larger community. For a quick overview you can look at the chart below. The main theme here is that they utilize hand dug trenches that are ~8" wide and 18"-24" deep. This minimizes potential damage to irrigation lines and utilities. They will also call the 811 line so all the utilities will be marked before they begin. These trenches will be covered every night to ensure the safety of our residents. To keep it simple, they peel over the sod, dig the trench, lay the fiber, and put the sod back in place. It will take a few weeks for the sod to bounce back but in short order you'll never know they were there. If something does not come back correctly or any damage is done while digging, they are contractually obligated to bring in back to the way it was. The chart below just gives you a view into what the process looks like.

HOW WE BUILD

Our construction team works with precision and care. We promise to restore your community to its original state after construction

- Conduct full community walk through with HOA
- Use standardized design systems
- Survey select homes for wiring options
- Secure all required permits
- Build Main Distribution Facility (MDF)
- Install home conduit/drop
- Test and certify connections
- Safety & Schedule: No open trenches overnight; work Mon-Sat, 8AM-5PM; no work on Sundays

Hand Dug Trenches



- 18" to 24" deep
- 8" wide
- Covered each evening

Phase Two

SERVICE CONSULTATIONS

While construction continues until the August timeframe, the Service Consultations phase will begin in about May. This is a critical one-on-one conversation with Hotwire about what you currently have, and any additions you'll need when the service is switched to hotwire. Add ons include things like a land line phone, premium channel packages, alarm services, faster internet speeds, and more DVR storage space. This should be done in person but can be done over the phone. This consultation must be completed before installation can be scheduled. The chart below outlines what is included in our Bulk Service Agreement and what add ons are possible. Basically, the equipment included is what we have today. TV hooks ups for 3 TV's, 3 voice activated remotes, a basic channel lineup and a DVR. New to this package is up to 2 additional Wi-Fi routers for larger homes, to ensure proper Wi-Fi coverage. Most homes won't need these because of the faster internet speeds, and the state of the art equipment throws the signal farther.

Bulk Services

Included in the community agreement

- FTV+ Digital Features
- 1 Fision TV + Box
- 2 Fision TV + Media sticks
- 200 Hours - Cloud DVR
- 3 Voice Remotes
- 2 Wi-Fi Routers

Retail Add-Ons

Residents may customize their experience with additional products & packages. Billed directly to the resident, not the HOA.

- Faster internet speeds
- Expanded TV Channel Packages
- Premium Cloud DVR storage
- Advanced Wi-Fi solutions (eero Plus)

Phase Three

IN-HOME INSTALLATIONS

In the September timeframe, the In Home Installations will begin. Prioritizing installations will be based on two main factors. The phases that were completed first by Hotwire and homeowner availability due to people leaving to head to their second home or vacations. The timing of the contract ending (end of December) and Installations (September - December) is not optimal due to the fact that many people leave the community for periods of the fall and winter, but Hotwire are experts at this and scheduling and prioritization will be key. They also backload their resource planning knowing that many installations will happen at the back end of the window because people don't typically come back until the mid to late fall. During your consultation in phase 2, you should do the best you can to outline when you are gone so the install can be done at a time when you are available. The install can be done without you, but that is certainly a worst case scenario. You could have a proxy (house sitter, family member, neighbor, property manager, etc) sit in for you, but its always best to be home to ensure everything is set up to your liking and equipment placing is where you want it to be.

Below you can see a graphic that shows samples of, and the size of the equipment. It also shows the new Fision Stick which will replace the 2 additional cable boxes we have today. The Fision stick plugs into the HDMI port of the TV and connects the TV wirelessly to the Fision TV+ HD Box. Because the Fision TV+ HD boxes are typically much smaller than the Comcast boxes because the DVR recordings are stored in the cloud vs on the box itself. Once the Fiber Optic cable comes into the house, it will connect to the ONT (see graphic below) which is the brains of the system. The TV & HD box connects to the ONT, and the other TVs are connected to the system wirelessly with Fision sticks.

The other benefit of the Fision stick is that it is portable. If you want to put it in a different TV because you have visitors, or you want to take it on vacation or two your second home, you simply unplug it and take it with you. When you plug it into your TV wherever you are, you will enjoy the same service as you had in your Grand & Oak Harbor home (Some limitations exist).



10G ONT
1.4 x 5.6 x 8.2 Inches



Fision TV+ HD Box
5.25 x 5.25 x 1.25 Inches



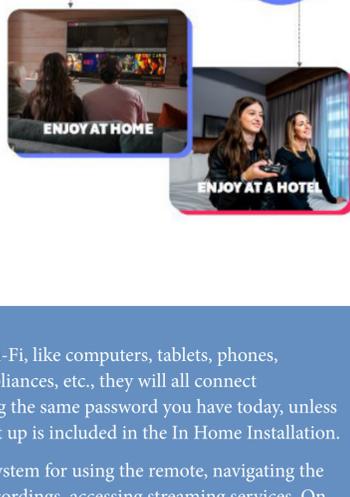
Eero Pro 7
7.1 x 5.77 x 3.09 Inches

FISION TV+ STICK

Bring your entertainment with you on the go.

With the same interactive and enhanced viewing experience as the Fision TV+ box, the Fision TV+ Stick can travel with you to your 2nd home or on vacation. No need for another video provider!

- Access to thousands of apps available for download through the Google Play Store
- Eco-Friendly: uses low power consumption in standby mode
- Amazing picture quality
- Integrated Wi-Fi 5 ensures fast and reliable connectivity (2x2 802.11 b/g/n/ac)



For any other devices connected to Wi-Fi, like computers, tablets, phones, thermostats, alarms, garage doors, appliances, etc., they will all connect automatically to the Wi-Fi router using the same password you have today, unless you choose to change it. This Wi-Fi set up is included in the In Home Installation.

You will also be educated on the TV system for using the remote, navigating the TV Guide, recording shows, access recordings, accessing streaming services, On Demand and use of the DVR. All included in the home installation visit. We will also have a Hotwire person on site for 1 year after the switchover to be available for additional help. That can be in your home or done remotely.

The graphic below gives a quick overview of the In Home Installation process.

IN-HOME INSTALLATIONS

Our experienced technicians will handle the custom installation of all the Fision services residents have requested, ensuring a seamless experience

- 2 Technicians
- Resident or individual 18 years older must be home
- 3 attempts made to contact you for installation
- Quick Start Guide- Tutorials, FAQs, troubleshooting
- Even if you are out of town, it is essential that you reach out to us to make future arrangements
- Channel lineup
- Help setting-up your Hotwire account.

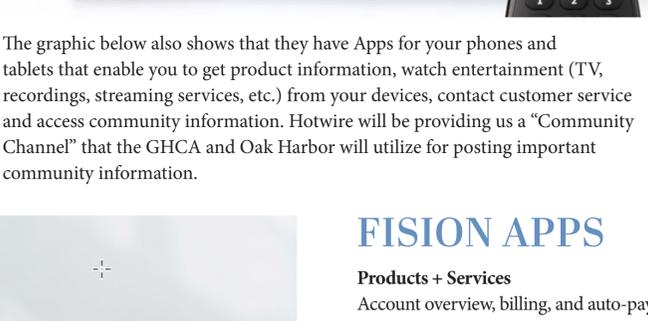
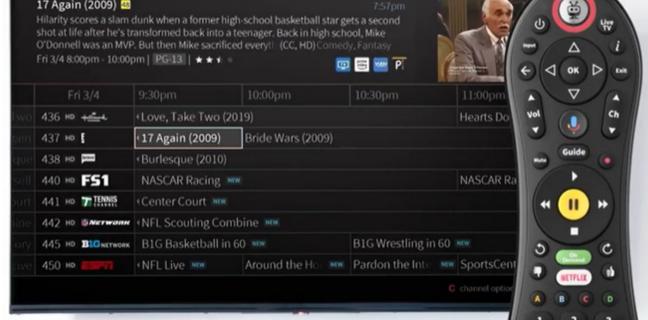
Phase Four

FISION EDUCATION

During your In Home Installation, network connection(s) and resident education will be offered to operate all of HotWire's programming services. After install education will remain available, as needed, by Zoom meeting or with HotWire account service educators during the first year.

For customer service in general, they are US Based in South Florida and are available 7 days, 24 hours a day and 365 days a year. If you need a service call, they will have techs in the area that can get to you the same day, or the next day in a worst case scenario. Holidays make not go as fast.

For TV viewing you will see many of the same features we enjoy today, with similar menus and access methods. Below is a snapshot of the new voice activated remote and main TV menu that enables quick access to watching TV, saved recordings, the TV Guide, streaming Apps, the community page and On Demand. And you'll see the main TV Guide is very similar to what we all use today.



The graphic below also shows that they have Apps for your phones and tablets that enable you to get product information, watch entertainment (TV, recordings, streaming services, etc.) from your devices, contact customer service and access community information. Hotwire will be providing us a "Community Channel" that the GHCA and Oak Harbor will utilize for posting important community information.



FISION APPS

Products + Services

Account overview, billing, and auto-pay. Easily upgrade products and services by account.

Entertainment:

Easy access to thousands of streaming and integrated apps. Watch TV on the go with TV Everywhere viewing. View channel line ups and much more.

Customer Care

Contact your dedicated Account Manager, schedule service calls, view support, and troubleshooting videos

Community Information

Learn about upcoming events, community news, and important announcements