

Important Notice Regarding Your Current Fibrant Account



On behalf of **Hotwire Communications**, it is my pleasure to take this opportunity to say "Welcome". We are honored to be chosen as the City of Salisbury's new telecommunications partner. We are excited to serve each of you and the entire town of Salisbury.

Our promise to you is simple:

Reliability & Quality + Advanced Technology + Superior Customer Service = YOUR Excellent Customer Experience

Our team is eager to offer new and exciting services like 10 Gig Internet service, enhanced video offerings including 4K TV, virtual reality and more! Many say the future is bright, we say it is FAST!

Please take a moment to read these important details regarding your new Hotwire Communications account:

YOUR NEW HOTWIRE ACCOUNT

You now have a new account with **Hotwire Communications**. Starting with your October 2018 invoice your existing Fibrant services will no longer be billed by the City of Salisbury. You will now receive a separate bill from Hotwire in the mail. Your next statement will be mailed on 9/21/18. Please keep an eye out for this invoice. It will have our logo on the envelope.

IMPORTANT NOTE: if you were previously enrolled in auto-pay, you must re-enroll and sign-up again with us. We encourage everyone to take advantage of the convenience of auto-pay and e-billing. Directions on how to do this can be found on the back side of this letter.

YOUR MONTHLY SERVICE RATES

The rates you currently pay for each of your services will be exactly the same on your first bill from Hotwire Communications. Your current services did not change. Please note, there could be a fluctuation in taxes.

CUSTOMER SERVICE

We offer extended customer support (previously 9-5), our Customer Care team is available 24 hours a day, 7 days a week, 365 days a year. We have one number to call for all of your needs: **800-355-5668**. One of our experienced friendly representatives will be happy to assist you.

WILL HOTWIRE OFFER NEW SERVICES?

YES! We are in the final stages of testing our new equipment to deliver our Fision service to your home. This will give you more reliable service with new equipment designed to handle the growing increase in demand for bandwidth happening every day. Our new fision service will be competitively priced, offer new TV features, a larger ON Demand library, TV Everywhere options and much more! When we are ready to upgrade your home to new Fision service we will contact you again and provide exciting details.

WHERE CAN I GO TO LEARN MORE?

Visit salisbury.fision.com for more information about the products and services we will offer.

On the back of this letter we have included detailed FAQs to help you with your new account. Welcome to the Hotwire Family, we look forward to serving you!

Warm Regards,

Kristin J. Karp
President/CEO Hotwire Communications

P.S. If you have comments or suggestions you would like to share with me, please drop me an email. I'd like to hear your feedback and I will share it with my team. Email: Kristin.Salisbury@hotwiremail.com

Frequently Asked Questions – FAQs

Q. How do I set-up my Hotwire account online?

A. To set-up your online account, visit: www.gethotwired.com/my-account and login. To register, you will need your statement code from your Hotwire bill. Your statement code is the series of numbers following your customer number and dash (-). After you register or log on, you can view and pay your bill, set up auto payment and more.

Q. How do I enroll in Auto-Pay?

A. It's easy! Just access your My Hotwire account using the instructions above, then complete the online enrollment page. For automatic payment using a checking account, please download our Direct Debit Authorization Form and follow the instructions listed. If you need assistance, give us a call: 800-355-5668 and a representative will be happy to assist you.

Q. Has my billing period changed?

A. No, you will remain in the same billing cycle which means the date your bill is due will not change.

Q. If I have Fibrant telephone service, will my phone number change?

A. No, you will keep your same telephone number.

Q. Do I need to have an installation appointment with Hotwire Communications?

A. Right now, NO – your existing Fibrant services will remain active. We will contact you again when new Fision TV service is available in your neighborhood. To get new Fision TV service you will need to schedule a technician appointment. We will bring new equipment to your home. If you currently have a DVR box we suggest you watch all of your recordings now because unfortunately you cannot keep them when you switch to our new service.

Q. Will Hotwire put a cap/limit on my Internet service/data package?

A. No, we do not have caps on any of our packages. Surf, stream and shop – you have unlimited usage included in your monthly package.

More questions?

Our goal is to make this transition as simple and seamless as possible. Our customer service team is always available to answer any questions:



CALL
800-355-5668



VISIT
Salisbury.Fision.com