

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. You have built and own an amazing fiber optic network and we are thrilled to take it to the next level with 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!

Your business deserves the best and we intend to deliver:

- Reliability & Quality
- Advanced Technology
- Superior Customer Service

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

YOUR NEW HOTWIRE BUSINESS ACCOUNT

Your business now has 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.

NOTE: if you were previously enrolled in auto-pay, you must re-enroll and sign-up again with us. 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 should be exactly the same on your 1st Hotwire bill. Please note, there could be a fluctuation in taxes.

TECHNICAL SUPPORT & CUSTOMER SERVICE

We offer technical support 24 hours a day, 7 days a week, 365 days a year and we offer customer care for billing, upgrade request and questions Monday to Friday, 8:00 AM – 5:00 PM. We have one number to call for all of your needs: **844-888-6644**. 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 business. 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 features and much more! When we are ready to launch Fision you will be contacted again and we will provide more information about our new products.

On the back of this letter we have included detailed FAQs to help you with your new account and other questions you might have about your current services. We will also be making a courtesy call in the upcoming days to say hello and answer any questions.

Welcome to the Hotwire Family, we look forward to serving you!

Warm Regards,

Kristin J. Karp
President/CEO Hotwire Communications

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.

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(s) change?

A. No, you will keep your same telephone number(s) and if you have special call routing, voicemail or other advanced features active on your account these will not change.

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 service is available for your business. To get new Fision service you will need to speak to a representative and select your new packages.

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?

CUSTOMER CARE: Monday – Friday 8:00 AM – 5:00 PM
TECHNICAL SUPPORT: 24 hours a day, 7 days a week



CALL 844-888-6644