

# Powering the Future Together

Hotwire<sup>®</sup>  
COMMUNICATIONS





# Who We Are

- We are a telecommunications company founded in 2000.
- We deliver customized fiber optic solutions to communities, businesses, student housing, and hotels across the nation.
- We own and operate a dedicated independent fiber optic backbone in all of our core markets through Fiber-to-the-Home technology.
- We provide Gigabit speeds with no data caps - possible through an end-to-end fiber optic infrastructure.
- We are the largest, privately held provider of communications services in Florida.

# Ownership



**KRISTIN JOHNSON KARP**  
Co-founder & CEO



**MICHAEL KARP**  
Co-founder & Chairman



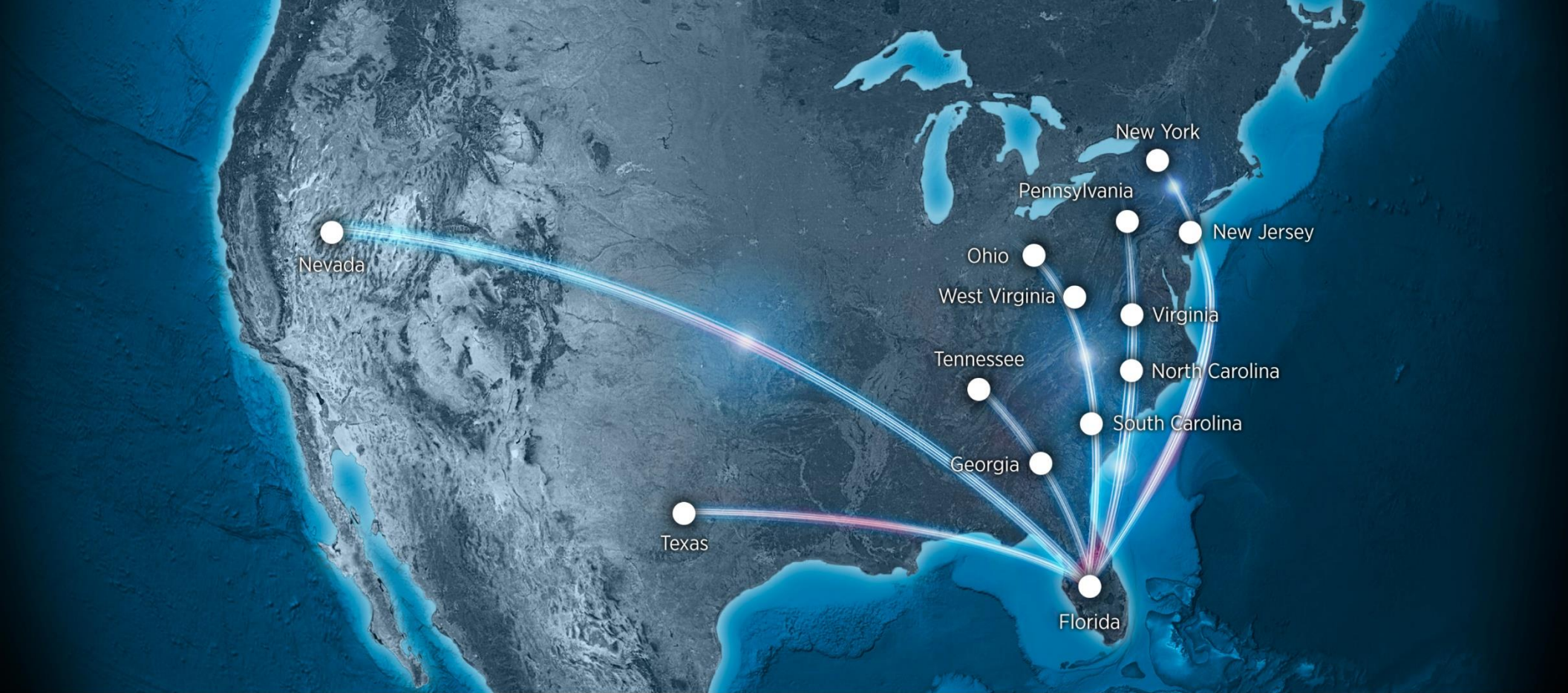
# Technology Leadership & Innovation

## Tecnology

- Multi-Terabit, redundant backbone
- 100% Fiber Optic network
- GPON architecture scaling to 10Gig
- In-home Ethernet upgrades
- Lowest Video compression rates
- Internet Protocol Television (IPTV)
- Fewest households per PON
- Two fibers to every home

## Innovation

- First FL company to offer FTTH
- First FL company to offer IPTV
- First FL company to offer 1Gig internet
- First FL company to offer 10Gig internet
- Ability to support 4K video today
- Continuous development of Mediaroom platform
- Continuous investment in complementary technologies (e.g., DAS)



# Fiber Footprint

Over...

- 1,100 Residential and Commercial Properties
- Over 100 Hotel Properties
- Thousands of Fiber Miles of Redundancy
- Over 1,200 On-Net Buildings
- Hotwire Communications owns and operates a Gigabit fiber optic network.
- Hotwire Communications designs, builds, and provides a full suite of bundled telecommunications services.
- Competitive Local Exchange Carrier (CLEC)
- Franchised Cable Operator for construction in Public Rights-of-Way.



# Service, Quality, & Reliability

## Technology Highlights

- We bring two (2) fibers into each house.
- GPON (Gigabit Passive Optical Network) architecture
- Ring architecture
- IPTV vs. Broadcast TV or RFoG technology
- Supports 4K OTT content today
- Fewest number of HHs served per PON port/node/split
- Lowest video compression ratios
- Common area Internet coverage via commercial-grade access devices
- Dual band 802.11ac wireless connectivity
- No Internet data caps

## What does this mean?

- Future Proof
- Unmatched Capability
- Most Reliable
- Scalability
- Highest Quality of Service
- Interactivity
- Application-centric
- User-defined
- Sophisticated Platform

\*Independent studies show FTTH is becoming a top priority for potential home buyers.



# Local U.S. Based Call Centers

- SLA with every single order
- Dedicated Local Account Manager
- Installed and maintained by in-house technicians
- Call centers operating in FL, GA, and PA
- 24/7/365 with 100% U.S. employees
- Less than 60 seconds to answer calls



fisionTV<sup>SM</sup>

# Current Fision TV Features

- Fast Channel Change
- Onscreen Guide
- Replay TV 48 Hrs
- Customize Channels in Guide
- Picture in Picture
- Pause Live TV
- Trickplay
- Search
- Favorites
- VOD
- Record four shows at a time
- Parental Controls
- Caller ID/Visual Voicemail
- Remote DVR
- Any Room DVR capable



Gigabit Internet



HOTWIRE COMMUNICATIONS

**Gigabit**  
COMMUNITY

**WIRED**

Speeds up to 1 Gigabit

**WIRELESS**

Commercial grade, community-wide WiFi

- Select from service levels from:
  - 100Mbps/25Mbps
  - To
  - 1000/200Mbps
- Wireless Connectivity
- No Data Caps
- Anti Virus protection



The icon consists of a white circle containing a stylized mobile phone handset and a speech bubble with a grid pattern inside, representing voice communication.

# Voice

- Includes call waiting, caller ID, 3-way calling and many more standard features!
- Digital telephone service with unlimited local and domestic long distance calling to the contiguous U.S. and Canada.



# Security



- Home Security
- Home Automation
- Smart Home Technology
- Wellness Monitoring

... and enhanced perimeter security in the community via fiber feeds to all cameras.



# White Glove Customer Service

- On-site commitment to customer experience- Dedicated project and launch mgmt.
- Resident communications via letters, e-mails, Town Hall meetings, launch events, welcome kits, customized web site, coordinated messaging via Association, and more.
- High-touch for residents throughout, by Hotwire employees
  - One-on-One Consultations
  - Installs
  - Quality Assurance
  - On-site education
- Dedicated Account Manager
- Sr. Executives local and engaged
- Support from across the organization
  - 60 second average speed of answer over most recent 8-months
  - 80%+ same day issue resolution