

Professional Installation Fee Program Updates

Hotwire Communications is introducing a new, flat-rate \$100 installation fee program, designed to standardize billing for new Hotwire Communications customers. This will ensure consistency across all Hotwire communities, and provide transparent pricing for customers.

The installation fee applies when:

- New service installation is requested
- Hotwire Communications service has been installed at the address in the past
- A technician is required to complete installation and certification of the service(s)

The installation fee does NOT apply when:

- Hotwire Communications service has not previously been installed at the address

Key Points for Community Teams and Residents

For community managers:

Please share this information with new residents during move-in or when service is set up to ensure clear expectations.

For new residents:

If your home has been previously installed with Hotwire service, the Professional Installation Fee will be applied to your account during initial activation of your new service.

Questions?

If you have any questions about this program or how it applies, please do not hesitate to request more information from the Hotwire Communications representative working with you to set up your installation order.