

Professional Services & Installation Rates

Video Service Installation Fee Video service(s) professionally installed by a Hotwire Communications technician <i>Note: Applies to retail and or upgraded services. Installation at communities in Launch Phase for the first time are exempt.</i>	\$29.99
Internet Service Installation Fee Internet service professionally installed by a Hotwire Communications technician <i>Note: Applies to retail and or upgraded services. Installation at communities in Launch Phase for the first time are exempt.</i>	\$29.99
Voice Service Installation Fee Voice service professionally installed by a Hotwire Communications technician <i>Note: Applies to retail and or upgraded services. Installation at communities in Launch Phase for the first time are exempt.</i>	\$19.99
Additional Outlet To hardwire a new outlet when requested for hardwired computer, game consoles, TV's, printers, fax machines, etc. during the installation appointment.	\$100.00 per outlet
Relocate Hotwire Equipment Wiring required to move the equipment location for a single outlet for a Cable box, eero, router or the access point for a wireless box, etc. AFTER the initial installation appointment.	\$125.00 per outlet
Whole Home Reinstall After your home is installed, if you request that we re-install or relocate your services. This may be due to a home remodel project.	\$250.00 per request
Connect Unlimited Devices We will set-up and/or configure unlimited wireless devices to the internet at the time of installation. <i>Note: The first five devices will be connected as part of the installation.</i> IF the WiFi network name (SSID) remains the same, Hotwire will connect to that network and all devices should work. Customer must provide the WiFi password and Network Name (SSID) to the technician. If customer does not know their existing WiFi user/password, we will change the network and this fee will apply	\$55.00 per request
Additional Equipment & Materials Covers the cords required to connect your equipment during a custom wiring or location change appointment - fee is per device connected for the additional equipment. (Ex: power strips, longer HDMI or component cables etc.)	\$30.00 per device
NID Relocation If a customer requests to have a NID relocated at the time of, or before an installation is completed, or after an installation is completed due to a cosmetic reason or due to a refusal of the NID at the time of Launch.	\$350.00 per request
Fiber Replacement Charge This service is required when a Fiber must be re-pulled from the Vault/ Ped to the customer NID. Ex: Home Rebuilds or remodels.	\$1,500.00
Policy Exception The fee for a second ONT is waived when this second ONT is needed to support Fision TV Boxes in the home.	No Charge
ONT Replacement To be charged when an existing site ONT is missing, lost, unavailable for provisioning or damaged in the home.	\$179.00