



Frequently Asked Questions (FAQ)

Voice FAQ

What features are included with Voice service?

Voice service includes unlimited nationwide calling within the United States, plus features such as:

- Automatic Busy Redial
- Three-Way Calling
- Caller ID and additional calling features

Security FAQ

What is the difference between Basic vs. Connected Home Security Monitoring?

The \$5 bulk security option provides HTC Basic Security system monitoring, which requires a landline connection to operate. HTC Connected Home is an upgraded security platform that utilizes cellular and internet connections rather than a traditional home phone line and requires updated security equipment within the home.

What is the cost of Connected Home Equipment Upgrades?

Equipment upgrade costs vary based on your home's existing equipment and the devices needed for your Connected Home system. Most homes qualify for a standard Connected Home package that includes:

- One (1) Connected Home panel
- Three (3) door/window sensors
- One (1) motion sensor

The standard equipment package is \$525.

Current Promotion: Receive \$375 off the equipment package when financed over 36 months. With this promotion, the remaining \$150 is financed at just \$4.17 per month for 36 months, plus the applicable Connected Home monitoring upgrade rate.

Technology Enhancements FAQ

With your new agreement, every home in Barefoot Resort will have access to the latest Smart Wi-Fi technology, including Wi-Fi 7. Many homes have already been upgraded, and HTC has identified the remaining residences that will benefit from newer equipment. Residents will receive details on how to schedule their upgrade and take advantage of improved Wi-Fi coverage, performance, and reliability throughout the home.

Will Barefoot Resort transition to a streaming-only TV solution?

This agreement is designed to ensure residents have access to the latest technology and entertainment options, including a transition to streaming video service within the agreement term. Many Barefoot residents have already made this switch. Video platforms are rapidly evolving, and HTC is committed to delivering the latest video streaming technology in a platform with a familiar look and feel.

