



February 6, 2018

Important Information From The TIP Committee

We urge you to read the following, and **if you have not done so already, please schedule your Hotwire “Services Consultation”** — Thank You.

Dear Shadow Wood Homeowner,

As outlined in several previous communications, as part of the transition to our new Technology Infrastructure services (TV, high-speed internet and optional phone and home security) with Hotwire Communications, **each homeowner is required to complete a new services consultation.** During your consultation, a Hotwire representative will review your new amenities package, ask you about your current services and help you select the appropriate set of products and services to meet your needs. While many of our residents have already completed, or scheduled, their services consultation, as of today, we still have over 350 Shadow Wood residents who have not done so. **It is essential that you complete your services consultation, or you will not be able to be connected to the new service.**

To help those residents who have not yet scheduled your consultation, Hotwire is now offering three (3) different ways for you to complete your new services consultation; including: 1) by phone, 2) in-person with an on-site Hotwire representative stationed in a temporary office trailer near the SWCA administration building, or 3) meet with you in your home. Please be advised that the next availability for an in-home consultation appointment is several weeks out, while consultations over the phone or at the on-site trailer can be scheduled within days. For most residents the phone or on-site consultation options should be more than sufficient.

To provide an orderly process to schedule your new services consultation appointment, please contact Hotwire in one of two ways.

- Submit an email request (including your address & telephone number) to schedule your consultation utilizing any of the three options listed above to ShadowWoodQA@hotwirecommunication.com. Hotwire will then follow up with you within 24 hours to establish a fixed date and time for your consultation. **(HIGHLY RECOMMENDED)**
- Alternately, you can schedule an in-home consultation by calling Hotwire’s launch department at 239-217-3262. Please note that hold times for this number may be slightly longer than normal due to currently high call volumes.

Please do not come to the Hotwire trailer without a prearranged appointment as the representatives there will be busy helping other residents.

If you do not complete your services consultation, then your actual installation and activation will be delayed significantly.

Thank you for your cooperation.

The TIP Committee