Technology Infrastructure Program (TIP)—Update (9/6/18)

Dear Shadow Wood Residents:

Where has the summer gone? It seems that many of our seasonal residents just left for the summer, but by looking at the calendar, it will only be a few weeks before the influx of residents starts for another winter season here in Shadow Wood. The **TIP Committee** would like to give you a quick update on the status of the Technology Infrastructure Project and provide some insight on future activities and actions.

As of today, Hotwire has installed service to 1236 (83%) of our Shadow Wood homes. That leaves 245 residents who still need to have their installation completed. If you are one of those 245, you will be receiving a separate email telling you what you need to do to complete your installation.

To date, the service(s) provided by Hotwire have been performing just as expected. While there have been some glitches (many the result of technical shortcomings of resident's equipment), these have been quickly resolved by Hotwire. We still have Ms. Roxana Montilva serving as our launch account manager but we expect that we will be transitioned to "active" status sometime in the near future. You will be notified when this occurs and be provided updated contact information. Until that time, you should continue to direct any questions or problems to the launch phone number (239/217-3262) or by email to Shadowwoodqa@hotwiremail.com.

Hotwire and the **TIP Committee** mutually established the System Activation Date as 6/30/18. This is a date defined in our contract that starts the 10-year contract commitment between SWCA and Hotwire. Additionally, this officially starts the five free months service that is provided for in our contract with Hotwire. That means the five free months will be July, August, September, October and November. Any months prior to 6/30 were simply "bonus" months. <u>For those of you that did not have your service installed by 6/30, Hotwire, continuing as a good business partner, has agreed to provide you with the full five free months— provided your service is installed by 12/31/18. If you have not already scheduled your installation so that it is completed by 12/31/18, please do so to receive your five free months of Hotwire service.</u>

We continue to receive questions about the Voice Activated Remote (VR) Control. Thirteen residents in Shadow Wood have been beta testing the Amazon Alexa-based voice remote for the last few months with favorable results. Hotwire is continuing to work with Amazon to get their VR application certified as a "skill" on the Echo (Alexa) platform. That timeline is controlled by Amazon and it is hoped that certification will be completed this fall. Because of this delay, Hotwire missed the contractual commitment to have the VR available by the System Activation Date. Consequently, SWCA notified Hotwire to this affect and requested that the stipulated penalty payment be made. It was ultimately agreed by SWCA that we would accept December as an additional one month of free service in lieu of the $100K penalty payment. We felt this was a better resolution for all our residents.

With free service now running through the end of 2018, the entire $304 that you paid with your 2018 Assessment at the beginning of the year will be credited toward your 2019 Assessment which will be mailed in late November or early December. For those of you that had your service installed after 6/30, you will receive additional credit (depending on when your service was installed) to provide for your full five months of free service. This will be done on an individual basis when the 2019 Assessments are prepared. You can *Click Here* to see an illustration of how the various charges and credits will be reflected in your 2019 and 2020 SWCA Assessments.

In case you are a bit rusty on the operation of your Hotwire equipment/services, we have arranged for Hotwire to provide on-site technical staff to provide you individual assistance should you need it. They will also be able to help those of you that still need to arrange for a consultation date, if needed, and an installation date. The dates for this on-site support will be announced in the future.

The TIP project was a complex construction and installation project with many moving parts. The committee feels that the number of issues that arose were limited and, in most cases, mitigated effectively through communications to you, our residents, and by active program management controls implemented by SWCA. The **TIP Committee** would like to thank all our residents for the patience and understanding exhibited by everyone as we worked through the project. We think the effort was definitely worth it and hope that you enjoy your new upgraded and expanded technology infrastructure network.

The TIP Committee