Technology Infrastructure Program (TIP)—Newsletter #16 (11/8/18)

Once again, "hello" from the TIP team for the Hot Wire Project. This newsletter #16 is likely to be the last one the TIP team will be issuing. If there are any key points to communicate in the future, these will be emailed on an "ad-hoc" basis. The installation process has now reached an advanced stage, but the TIP team will continue to meet with the Hotwire managers until all aspects of the project have been successfully completed.

Installation Status:

As of October 31st, 1304 homes in Shadow Wood [88%] have been successfully installed. Another 61 are scheduled between the end of October and the end of the year which means at least 92% will have been installed by year-end. However, that leaves another 116 homes yet to be installed to hit our total home count of 1481. Those 116 have received a reminder explaining that they will need to have their installation completed before the end of the year in order to receive their 5 free months service from Hotwire. Unfortunately, this cannot be held over into 2019 and those 5 free months (valued at $380) will be forfeited.

Who to Contact at Hotwire:

Roxana Montilva (Roxy) did such an outstanding job as the Hotwire Launch Manager for Shadow Wood that she has been promoted to be our on-going Account Manager and will continue to be the main point of contact for our residents.

You can reach Roxy by:

> ➢ Launch Department Telephone: 239/217-3262
> ➢ Email: *roxana.montilva@hotwirecommunication.com* **or** *Shadowwoodqa@hotwiremail.com*
> ➢ Hotwire Shadow Wood community page: *www.gethotwired.com/shadowwood*--sign in to your individual account, or if one has not been established, use ***ACCESS CODE 7381***

NOTE: We do want to alert you that many seasonal residents across all of SWFL have arrived within the last few weeks and some are still coming in, so the launch center may get a bit busy at peak hours, but they will get to you as rapidly as possible and we hope all will understand the crush caused by an overload of calls.

Perimeter Monitoring:

In recent months the SWCA Board and management have been examining the need to enhance perimeter monitoring within Shadow Wood. The gatehouses on Three Oaks and Coconut Road have outdated analog cameras which need to be replaced, while considerations for enhancing other parts of Shadow Wood have also been on the agenda.

As you may recall, when Hotwire Communications was selected to install the fiber optic network in our community, the TIP team negotiated a $100,000 allowance (which needs to be funded by July 2019) from Hotwire to help enhance our perimeter monitoring. A special sub-committee was established to assess how best to allocate this sum, while also examining the additional costs for establishing a complete perimeter monitoring system.

The committee recommended, and the Board has approved, a plan to replace all of the analog cameras plus adding several other digital cameras and the associated operating system at the Coconut Road and Three Oaks Gatehouses. The cost of this upgrade is $37,000.

Based on historical information and assessments made by the committee, a few "vulnerable areas" around our perimeter have been identified. Three of these have been selected as part of this first phase. This will bring the total cost to $100,000. As indicated, there will be no SWCA funds used for this Phase of the work.

Further details about what other options could be considered going forward will be provided shortly. Homeowners will be asked in a short survey what, if any, additional expenditure to enhance Shadow Wood's Perimeter Monitoring they would wish to have the committee consider.

How to Eliminate ROBO Calls:

The **Nomorobo** capability is now available for HW telephone subscribers at Shadow Wood. Information for this "No More RoBo Calls" and instructions are available by going to ***http://www.gethotwired.com/nomorobo***.

Quality Control Check on your Installed Hotwire Equipment:

Residents can call and schedule a complete QC check of their installation if you would like. QC checks became part of the installation process a few months ago but was not in place for many of the earlier installations. It is suggested that residents request a QC check for their "peace of mind". Again, call Roxy if you want to schedule a QC review of your installation.

Additionally, you can call and request a tutorial on the operation of your Hotwire equipment if you need a "refresher" following your original orientation.

Voice Remote:

The pilot test on the Alexa voice remote was completed last month by 14 of our Shadow Wood residents. The overall assessment was that it effectively performed the more commonly used functions. We have also been told by Hotwire that they have been working in parallel on a more conventional voice-activated hand held remote.   Hotwire has stated that it is their intent to offer either the Alexa or hand-held version to our residents. The rollout of both options has been initiated at other Hotwire communities. We do not have an exact date for when this rollout will be initiated here in Shadow Wood, but we are hopeful that it will be before year-end.

Other News:

The TIP team met with Hotwire managers on 10/25 [we meet with them monthly and will continue to do so] to review a list of items that need more attention and resources to resolve. Hotwire has been very responsive to issues that have been brought to their attention and we expect that to continue.

The TIP team would like to thank all our residents for your past and continuing willingness to play an active role in the Hotwire project through your votes, your flexibility to accommodate the installation process and your continuing support in the future. We hope you agree that it was and is worth the effort.

The TIP Committee