



2019 Resident Survey Feedback

Hotwire Services – Survey Response #1 (April 8, 2019)

This is the first of a series of responses that will be forthcoming to address the comments that were provided as part of the recent 2019 SWCA Residents' Survey.

Many of the comments that were received indicated that there were many instances where residents did not understand the full scope, content or capabilities of the services provided under the existing bulk agreement with Hotwire. As has been communicated many times over the last several months, residents are directed to either the "Technology Infrastructure" portion of the SWCA website (<u>click here</u>) or the Hotwire Shadow Wood webpage (<u>click here</u>) for detailed information about our current services. These sites include very informative FAQ sections that address common customer questions. If residents cannot find answers to their questions on these websites, then they are encouraged to contact Hotwire Customer Service at 800/355-5668.

Additionally, HW offers two very useful resources to address customer concerns: 1) An in-home Quality Audit to check all of the equipment and associated connections and wiring to make sure everything is working correctly and 2) In-home assistance by a HW "educator" to help explain the services available (both in the bulk agreement as well as individual add-on options) and operation of the various system functions and capabilities. *Residents are strongly encouraged to take advantage of these two free services.*

There were many responses that inquired about specific TV channels that residents were interested in receiving. We have summarized a list of all those channels in the table below. Some are already available within our bulk agreement while others are available by upgrading to the Digital Premium Package from Hotwire.

Still others are available via various streaming devices (i.e., Smart TV, Roku, Apple TV, Amazon Fire TV, Google Chromecast, etc.) by subscribing to streaming services (i.e., PBS On Demand and CBS On Demand) at a nominal monthly charge of \$4.99 or \$5.99. These service charges are paid month-tomonth and may be discontinued when you are not resident here in Shadow Wood. A big advantage of using these services is that you have access to the full catalog of shows from these networks versus a potentially more limited selection within the Hotwire On Demand library.

Unfortunately, some channels are not currently available. Hotwire is in negotiations with providers to add some of these channels, but it is not known when/if those negotiations will be successful.

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Requests	Standard Defintion Channel	High Definition Channel												
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3	Not Availab	le with Hotv	vire											
1	84	479												
1	Available w	, ith Digital Pi	remium Pa	kage on C	hannel 256									
1	208	458												
2	Not Availab	le with Hotw	vire											
12	Not Available with Hotwire													
1	Not Availab	le with Hotv	vire											
3	Online Stre	aming with a	app and Ho	twire Crec	lentials									
2														
1		20												
2	Not Availab	le with Hoty	vire											
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