



Hotwire Services – Survey Response #2 (May 17, 2019)

This is the second in a series of responses that will be forthcoming to address the comments that were provided as part of the recent 2019 SWCA Residents' Survey. This response covers three concerns:

- Internet speed
- TV freezes (or pixilation)
- loss of service

The Internet speed included in our bulk service agreement is 150 Mbps upload and download for the first four years of our contract. This will increase to 200 Mbps download/150 Mbps upload in the 5th year and 250 Mbps download/150 Mbps upload in the 8th year. Another important feature in our contract is no data caps for Internet usage. This will become more and more important as the amount of data we consume increases substantially over the term of our contract with Hotwire. Hotwire also offers higher Internet speeds at an additional cost if your needs are special.

Some comments/concerns indicated that the Internet speed is not consistent or is slow. If that's your concern, you should contact Hotwire. A great first step is to request a free Quality Control survey, just email shadowwoodqa@hotmail.com to request an appointment. If you want to check your Internet speed, **Speedtest** by Ookla is an excellent tool that is available as an app for your phone/tablet or on their website on your computer. You can expect to reach full speed using test apps or web sites if you have a hard-wired device that is relatively new within the last 4 -5 years. If you are using a wireless device, your Internet speed can vary widely. It's a function of a variety of factors, including the distance from your router, any obstructions between your device(s) and router (i.e. walls, windows) and the age of your wireless chipset that receives the signal from the router. Another important variable is the Wi-Fi band selected, 2.4GHz or 5GHz, (5GHz is faster). For example, with a newer iPhone or iPad, most of us enjoy almost full speed within 10 – 20 feet of the router. The QC survey can help determine the best placement for your router and check your devices for effectiveness. The standard issue Hotwire router should be sufficient for most condos and homes up to approximately 2,500 sq/ft if the router is centrally located. Larger homes may need an additional router/extender or preferably one of the newer Wi-Fi mesh networks (Eero, Velop, Orbi, etc.).

Another concern that was expressed is ongoing pixilation of the TV picture and/or freezing of the picture. In either case, this is not normal and should be corrected. Please contact Hotwire via email for a QC survey or contact tech support at 800-355-5668 to have this issue addressed.

The final concern is intermittent service. Again, this is not normal, you should contact Hotwire for corrective action.

From the number of comments regarding these three items, only a very small percentage of our residents are affected. If you're one of them, please contact Hotwire so you can fully enjoy our outstanding video and Internet package.