

CONSTRUCTION ACTIVITIES OUTSIDE THE HOME

In this section, you will find many of the questions you might have which relate to the “outside” construction process. Questions related to activities outside the home—construction of the main fiber loop, installation of “network” equipment (head-end, distribution pedestals, etc.) equipment and fiber drops to the individual homes.

The following questions were added on 9/6/17:

- 1) Q: Right of way issues: Where the fiber cable has to run through a homeowner's property it seems that special easements will need to be granted. Who will be responsible for getting this aspect resolved?

A: Hotwire has provided a detailed overall network design. This plan must be approved by the SWCA Board before any of the major construction activities will begin. The SWCA covenants and by-laws give SWCA the authority to grant permission for this kind of community-wide infrastructure project. Individual homeowner consent is not required. However, the SWCA will try and notify homeowners in advance of any construction activity anticipated in their neighborhood. If the network design indicates that work will encroach on SWCC or CDD property then the appropriate approvals will be obtained in advance of work commencing. Hotwire is responsible for obtaining all regulatory permits associated with bringing the fiber into Shadow Wood and any construction permitting required within Shadow Wood proper.

- 2) Q: How are the preserve areas being handled with regard to right of way?"

A: Hotwire will be required to stay within the common areas and avoid areas such as nature preserves.

- 3) Q: Will the fiber be installed in NEC approved conduit and when the cable comes up the wall of the home will it be in NEC approved conduit?

A: Yes, Hotwire is required to use NEC / UL approved products, they are also contractually obligated to do so.

- 4) Q: When will they install my neighborhood?

A: This information will be provided by your Neighborhood Representative in advance of actual work commencing in accordance with the Hotwire project schedule. The broad timetable will be provided in one of the TIP Newsletter's in the coming weeks and is also available on the SWCA website ([Click here to go to that webpage](#))

- 5) Q: How far below ground will the fiber be laid close to the home?

A: The fiber line between the homes will be buried in conduit approximately 12 inches deep: Prior to any construction or trenching, Hotwire will have all the utilities lines marked. This will

prevent any major damage short of an accident. Unfortunately, there is no way to mark or accurately determine where landscape lighting or irrigation pipes run underground in a yard. See the following questions for additional information.

- 6) Q: While there are fewer utilities in the rear of the home (there are however irrigation lines and new plantings that have been installed over the years as well as drainage and landscape lighting lines), will Hotwire be responsible for any damaged caused to these items from their installation?

A: This is a construction project and Hotwire will occasionally unintentionally cut a landscape lighting wire or irrigation line. This is unfortunate but cannot be 100% avoided. That said, Hotwire has considerable experience when installing fiber (over 40 communities in SWFL alone with more than 30,000 homes) and after receiving very positive feedback from many of these communities, we are very confident in their abilities to avoid major issues and to quickly and completely repair any accidental mishaps that might occur. The SWCA has retained a full-time project manager to oversee the entire process and one of his many responsibilities is to insure a smooth installation process for all residents of Shadow Wood.

- 7) Q: Will the residents who are in the neighborhoods that have installation completed in the earlier stages of the project be able to use their Hotwire service before other residents?

A: Yes, assuming you are available to meet with Hotwire to select the services you desire and give them access to complete the interior wiring and activation work that is required. See next question also.

- 8) Q: If that is the case, does that mean that they will have more than 5 months of free TV/Internet service?

A: Yes. Some residents will receive more than 5 months free TV/Internet, this will depend on the neighborhood sequencing arranged by Hotwire and the homeowners availability to finalize activation.

- 9) Q: If there are any breaks in the fiber cable, will Hotwire be responsible, or will the Association, landscaper, irrigation contractor or home owner be responsible for any needed repairs to the fiber?

A: Initially Hotwire will rectify any inadvertent accidents that might occur during the installation process. However, if the fiber cable is subsequently cut or damaged by a contractor, then that will have to be examined on a case by case basis. This process of determining who is responsible is not dissimilar to what residents do currently with any other existing provider. The fact that all of the buried fiber cable is in conduit should minimize the potential for this kind of occurrence.