



February 23, 2017

Dear Shadow Wood Resident,

To date, the Technology Infrastructure Project (TIP) has issued three Newsletters aimed at keeping you informed of activities and plans related to the TIP project. These Newsletters have attempted to clarify the rationale and potential benefits behind revisiting a new fiber optic based approach to delivering Internet and video services to our community. One question that continues to be asked is: **Why are we doing this now? I am satisfied with my current provider.** This letter is meant to answer that question.

First and foremost, Shadow Wood residents should view this project as an opportunity, not a necessity. Second, additional options for infrastructure improvement are now available which did not exist last year. More recently, new and larger providers, which offer greater financial and technical resources, have expressed an interest in providing service to Shadow Wood. Third, significant year-over-year price escalation continues from all current Internet and video providers.

The Board has been asked many times if we are going to revisit this project; we have a duty to be good stewards of the community's assets. Our focus is to ensure that Shadow Wood remains in the forefront of similar communities by recognizing that **the time to upgrade infrastructure is before the end of its life, not after it has failed.** It is a fact that our copper-based wiring is approaching 20 years old. One can argue about whether it will last another year or another 10 years, but all research indicates that now is the time to explore replacement with a more reliable and modern delivery system. Many surrounding communities have already made the upgrade to fiber.

Our community is well positioned to evaluate these new opportunities because of the substantial base of volunteer expertise developed from the work done over the past many years; this includes residents who have significant industry experience at the highest technical and executive levels. Additionally, we have engaged a consulting firm (CSI) to help assist our internal team. CSI has a significant base of experience on projects like ours and has successfully completed similar projects in 46 states across the country--with more than 40,000 homes here in SWFL.

This is a project that will not move forward without the support of our residents. It is anticipated that if we find the right option, you will be asked to vote in late April. This date was selected to allow adequate time to conduct Town Hall Meetings (targeted for April 17th) and properly communicate the details to you with our Newsletters and website so that you are properly informed in time to exercise your vote. The Town Hall Meetings will be videotaped if you are unable to attend on April 17th.

A significant number of your neighbors are volunteering their time and energy to shape this project to be the best fit for our community. **We would hope everyone would not form judgements until a recommendation is approved by your Board and all details are presented to you in advance of voting.**

All the information that the TIP project team has, and will be assembling, is contained on a new, dedicated area of the SWCA website (swcaonline.com) under the "Technology Infrastructure" tab. We encourage you to visit this site often to keep abreast of the new information constantly being added.

Thank you for your attention, patience and interest in the TIP project.

Your SWCA Board of Directors