



## **Hotwire Representative On Site**

**At Shadow Wood**

**November 6<sup>th</sup> and 7<sup>th</sup>**

### **To All Shadow Wood Residents:**

Welcome back to Shadow Wood for the 2018-19 season. Hopefully everyone had a safe and enjoyable summer. For our seasonal residents who have already returned, we hope you enjoyed the fact that upon your arrival, all your Internet and TV services were here waiting for you with no need to interact with a service provider to “restore” service.

The purpose of this short note is to alert you that our Launch Account Manager—and newly promoted Account Manager, Roxana (Roxy) Montilva, will be here at the SWCA Administration Building (just to the right of the Coconut Road entrance gate) on November 6<sup>th</sup> and 7<sup>th</sup> to assist you with anything related to your Hotwire services/account. This would include things such as:

- Adding/removing services outside those contained in the bulk contract
- Arranging for a QC audit of your overall home installation (highly recommended)
- Arranging for an installation date for those of you who have still not had your service installed
- Answering general questions about your Hotwire bill
- Answering questions about how to use various functions of your Hotwire service

Roxy will be in the small conference room at the Admin Building from 9:00 to 4:00. Please feel free to stop in any time if you would like to meet with her. We will not be scheduling appointment times, so it will be a “first come, first served” situation and you might have to wait a few minutes to get your questions answered.

For the seasonal residents who have not yet returned, we will have another similar opportunity some time after the first of the year; those dates will be announced later.

If you are unable to stop by on these dates, you can always reach Roxy by:

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

Other sources of information about our Hotwire services can be found at:

- The Shadow Wood Community Channel on your TV (press the “Menu” button on your Hotwire remote)
- The Shadow Wood TIP webpage: [www.swcaonline.com](http://www.swcaonline.com)
- Questions for the SWCA TIP Committee: [TIPquestions@swcahome.com](mailto:TIPquestions@swcahome.com)

### **The TIP Committee**