

Dear Shadow Wood Residents,

Over the past few weeks, the TIP Committee has received several emails from Shadow Wood residents with comments about their experiences with Hotwire's offering of their home security monitoring system agreement.

In reviewing these concerns, it should first be noted that the security agreement is a Hotwire retail offering and **has no relationship to the Bulk Services Agreement** that provides Shadow Wood residents with their TV and Internet service.

Secondly, the SWCA recommends that each of our residents employ a prudent process to evaluate the Hotwire security agreement, or any other retail agreement (from any other service provider), prior to signing. This process should include:

- **A careful evaluation of all terms and conditions of the agreement.**
- **Pay special attention to all termination liability clauses.**
- **Have a complete understanding of the price of the service and all options and equipment available to the buyer.**
- **Finally, it's always advisable to comparison shop among the other retail providers offering the same or similar services.**

Please note that the SWCA does not disparage, nor does it endorse, recommend, or approve any such third-party service agreements including the security monitoring agreement from Hotwire. The SWCA does recommend that each resident carefully evaluate every service agreement and make their own independent judgment as to the advisability of signing any such agreement.

THE TIP COMMITTEE