



January 29, 2018

Important Information From The TIP Committee

We urge you to read the following, and if you haven't done so, please complete the short four question survey by clicking on the link at the end of the update— Thank You.

This is a short follow up to the note we sent out Monday, January 22nd. Thanks to the 75% of you that read that note and acted. In case you have not heard “through the grapevine”, after the release of our email, Hotwire notified the residents in Morningside and Cypress Hammock that they could now call to schedule their home installation starting on February 12th (but only after first having completed a services consultation with a Hotwire representative). More neighborhoods will be released as additional final fiber connections are completed and tested. You will be notified when your neighborhood is available for installation and how you can schedule that appointment.

As you might expect, the combination of these two announcements, which impact all 1481 of our homes, is creating a temporary bottleneck in Hotwire's launch system processes. Since there must be a services consultation completed before a residence can be scheduled for installation, Hotwire is working aggressively to remove this bottleneck.

To help smooth out the installation process, if you have not already done so, we again **STRONGLY** request that you complete a simple four question survey ([click here](#)). It will help a lot to make our installations as efficient as possible.

Thank you for your cooperation,

The TIP Committee