



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Update (9/7/18)

Dear Shadow Wood Resident:

To date over 83% (1,236) of the residents in Shadow Wood have had their Hotwire services installed and are enjoying their increased Internet speed and video picture quality. You are receiving this email because you are one of the 245 residents who have not yet had your Hotwire service installed at your residence. As of today, the status of these residents is:

Current Status	Number of Homes	Percent (%)
Need an in-home consultation	42	3
In-home consultation complete, but need an install date	100	7
Installation scheduled, but pending	67	5
Residents who have refused service	36	2
Total	245	17

As noted in an email that was recently sent to all Shadow Wood residents, the System Activation Date was established as 6/30/18. While this started the 10-year contract period with Hotwire, it also served to start the clock on the five months of free service for each resident as stipulated in our contract with Hotwire. For those of you that have not had your service installed/activated, that would mean that you have already lost two months (July & August) of the five months of free service. However, SWCA has asked Hotwire, and they have agreed, to extend the five months of free service to all homeowners who **have their service installed no later than 12/31/18.** That leaves you four months to get your service installed and receive your five free months of service. ***IF YOU DO NOT HAVE YOUR SERVICE INSTALLED BY DECEMBER 31ST, YOU WILL NOT RECEIVE THE FIVE MONTHS FREE SERVICE.***

You are strongly urged to make arrangements to have your service installed ASAP—preferably before November 1st. The reason is that any home having service installed after June 30th will have to have their 2019 SWCA Assessment individually updated to reflect any of your free months that carry into 2019. Since the assessments are generated and mailed during November, the credit for any installations completed during November or December will not be made until the 2020 Assessments are issued. Please [Click Here](#) to see an illustration of how the various charges and credits will be reflected in your 2019 and 2020 SWCA Assessments.

You are strongly encouraged to contact the Hotwire Launch Team as soon as possible to arrange for a Services Consultation (if you still need one) and to schedule your installation date. You can contact them by calling 239/217-3262 or by sending an email to Shadowwoodqa@hotmail.com. Additionally, we will have Hotwire representative here on site in Shadow Wood later in the fall to answer questions and arrange installation appointments. The dates for those on-site opportunities will be communicated at a later date.

The TIP Committee