



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #10 (9/29/17)

The TIP Communications Committee hopes that you and your family came through hurricane Irma safely with limited damage to your property. The storm delayed this issue of the Newsletter by almost three weeks.

Project Update:

Listed here are a few of the highlights from the TIP project since our last Newsletter:

1. The overall network design has been completed by Hotwire. Our Project Manager and members of the Technical Sub-committee have reviewed the design and have resolved their comments (minor) with Hotwire. The SWCA Board approved the final design (a contract requirement) at its meeting on September 26th. Finalization of the overall design has not impacted the preliminary project planning or the installation of fiber drops to the individual homes.
2. Hotwire has applied for all required regulatory permits and they are either in hand or in process. These are not holding up any project activities.
3. Hotwire began installing fiber drops to individual homes on August 22nd. Work is progressing ahead of schedule in many neighborhoods throughout Shadow Wood. Work will progress to additional neighborhoods over the coming weeks. The SWCA office will alert you through your Neighborhood Representative as new neighborhoods are scheduled. [Click here](#) for a few pictures of this work in process.
4. The TIP Committee and SWCA Administration have held four project review meetings with Hotwire to review progress and plan future activities.

New Frequently Asked Questions (FAQ) Section of TIP Website Released

Now that construction has been initiated, many of our residents have asked various questions regarding the project. To address these questions, and those that will come in the future, the TIP Communications Committee has re-worked the FAQ section on the TIP portion of the SWCA website. Hopefully this will address many of the questions you might have! We urge you to check back frequently as more questions and answers will be added over time. ***If a question you have has not already been answered there, you can get it answered by submitting it via email to TIPquestions@swcahome.com.*** If you experience difficulties accessing this site you might wish to seek help from your Neighborhood Representative who can assist you. This mailbox is monitored on an on-going basis by Shadow Wood residents involved with the Technology Infrastructure Project. If your question is unique to your personal situation, the answer will be sent to you only. However, if the answer is general in nature and

it is felt would be of interest to all Shadow Wood residents, it will additionally be added to the FAQ section of the SWCA website. Your name or contact information will not be included with your question.

We ask that you please use the TIPquestion email to submit your questions rather than calling the SWCA offices or a member of the TIP team. **This will insure that all questions get funneled to one location, that the appropriate person prepares an accurate response for you and that questions of common interest get published for access by all Shadow Wood residents.** The TIP Committee greatly appreciates your cooperation in this approach to getting your questions asked and answered.

([Click here](#) to be transferred to the new FAQ page on the SWCA website)

Hotwire Website Dedicated to Shadow Wood Residents:

As mentioned previously, Hotwire has developed a website devoted solely to Shadow Wood residents. You are encouraged to visit this site, which provides current and useful information on the project as it progresses, to learn more about the services and equipment that Hotwire is providing to our community. You can access this information at: <https://gethotwired.com/shadowwood>

Until individual accounts are established, please enter the code 7381 in the access code box under the "Welcome" column on the right hand side of the screen--then click enter.

Project Schedule Released by Hotwire:

Hotwire has released the overall schedule for the Shadow Wood project. This schedule will be used to monitor the day-to-day activities, identify areas of concern and develop corrective action plans to insure that the project stays on schedule. You may access this schedule at the TIP section of the SWCA website. ([Click here](#) to be transferred to the project schedule document)

Hotwire Performance During Hurricane Irma:

Hotwire Communications exhibited outstanding performance and customer service before, during and after hurricane Irma passed through SWFL. Hotwire maintained current and accurate communications with their customers via their website throughout the storm period. Based on feedback from other current Hotwire communities, Hotwire never lost service and both TV programming and Internet access were ready and available once power was restored to run the devices needing the fiber connection. Here in Shadow Wood, Hotwire's crews were back on the job installing fiber drops to the homes on Tuesday after the storm passed through on Sunday.

Other Items:

We anticipate providing you with further updates via our Newsletters on a 3-4 week interval or sooner if the need arises. The FAQ section of the SWCA website will quite possibly be updated on a more frequent basis so you are encouraged to check back there periodically.