



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #9 (8/16/17)

Best Wishes from the TIP Communications Committee; we hope you are having an enjoyable summer no matter what you have been up to!

Project Update:

We trust you will be interested and pleased with the developments that have taken place over the last few months regarding the planning and implementation phases of the TIP project. Here is the current status of the project:

1. Our Project Manager, Erez Michaeli, has been actively engaged with Hotwire to facilitate the final design of the overall fiber network, to insure that all contract requirements are being implemented and the scheduling of all activities in preparation for the initiation of construction.
2. The "off-property" construction, which is concerned with bringing the fiber across Rt. 41 and into our community, should begin in a few weeks and be completed in the month of October.
3. The Hotwire website for Shadow Wood (<https://gethotwired.com/shadowwood> -see sign on information below) is now online and will provide current and useful information on the project as it progresses.
4. The "on-property" construction, which consists of laying all the fiber and building the headend electronics in Shadow Wood, will start in the month of September and extend for approximately five months.
5. Next week Hotwire will begin fiber drops in individual neighborhoods in preparation for the arrival of the main fiber cable in September.
 - Those residents living on the streets where this activity is taking place will be given advance notice by their Neighborhood Representative.
 - This process will continue until all the individual houses and condos have been addressed.
6. It is anticipated that "in-home" installations will commence in November. Residents will be contacted by Hotwire in preparation for the in-house installs starting in October.
 - **Note: No action on the part of Shadow Wood residents is required at this time.**
7. It is expected that everyone will receive service by late spring depending on availability of residents to accommodate the installation process.

Rate Schedule for Hotwire Services:

Although you saw the rate schedule for all of Hotwire's services during the Town Hall meetings and via our earlier communications, if you are interested, you can access this information on the HW/Shadow Wood link which is:

<https://gethotwired.com/shadowwood/ratesheet>

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.

As explained in previous newsletters and at the Town Hall presentations, the fees for the basic (included) services from Hotwire will be included in your annual assessment from SWCA. For your 2018 assessment, which will be mailed in late November, this is projected to include charges for only 3 or 4 months which will account for the five months of free service for everyone following activation of 85% of our homes. Billing for the full 12 months of included services will then commence in 2019. Any charges associated with additional services (beyond the included services) selected by an individual resident will be billed directly to the resident.

A few words of caution:

1. Do not terminate services from your current provider until the in-house installation and activation of HW services are complete. You will then be given directions for terminating your current services. If you terminate prematurely, you will have interrupted service and most likely will lose your current home line telephone number (if you elect to switch to Hotwire's telephone service).
2. Residents should not enter into any new long-term agreements with any service provider. Doing so might expose you to on-going charges and/or termination charges from that provider when you are ready to convert to your Hotwire services.
3. There will be some digging taking place during the installation process and any disruption caused by that installation will be promptly and properly repaired. That's why we have a project manager, as well as a forthcoming list of names and telephone numbers to which you can make contact.

Other Items:

There will be a mobile trailer placed in the SWCA administration building parking lot so that you can discuss any concerns or issues you have with the installation team there. Once individual hook-up and activation is initiated, the Hotwire "launch personnel" will also be located in this trailer to meet with homeowners to select desired services and to schedule hook-up appointments and any other required activities.

Our project manager has, and will continue to provide, weekly status reports to the TIP team and HW personnel so that everyone is alert to any issues that might arise as we move forward with the project. In addition, regular meetings are planned between the TIP team and HW so that everyone's "finger is on the pulse".

We anticipate providing you with further updates via our Newsletters on a 3-4 week interval or sooner if the need arises.