Technology Infrastructure Program (TIP)—Newsletter #13 (2/13/18)

Resident Installation and Activation Initiated:

The first Shadow Wood residents had their Hotwire services installed and activated on February 12th. This represents a major milestone for the TIP initiative. Installations will be continuing over the next several weeks. We are currently planning on installing a minimum of 200 in February, 400 in March and 400 in April with zeal to do better than that. Installation will be initiated by neighborhood as Hotwire completes the wiring and quality testing of the installed network. Hotwire will be contacting each homeowner to arrange for your installation and activation as your neighborhood is released. Remember—you must have completed a services consultation with Hotwire to select your services and equipment (even if you are only taking what is included in the bulk contract) in order to establish your account before you can schedule your installation.

Overall TIP Project Continues on Schedule:

The TIP weekly project status report tracks eight key construction activities for each of the eight project phases and 34 individual neighborhoods and rolls this all up into a "Percent Complete" for the overall project. The project goal is to have a high percentage of the homes connected before our seasonal residents leave for the summer. Installations will then continue for a few weeks to complete the balance of the remaining homes. The latest weekly project status report shows the project at 69 percent complete. Click here to see the latest report. The most current report is added to the website each week, so you can check back often to see how the project is progressing. We have also continued to add pictures of various construction activities and other project information to the webpage (click here to view that information).

Construction on Head End Building Completed:

Construction of the new "Head End" building that will serve as the central distribution point housing most of the equipment required to operate the new Hotwire network has been completed. The building is located just West of the SWCA and SWCC maintenance facilities on Oakwilde Blvd. across from the Country Club. It is visible as you drive down the street. Landscaping will be added to soften the view of the building from the street view on Oakwilde in the coming weeks.

Town Hall Meetings Completed:

All six Town Hall meetings have now been completed.

Approximately 1,000 of our residents attended these meetings and the feedback indicates that the meetings were well received and accomplished their intended purpose; 800 residents attending took the opportunity to schedule their individual in-home consultation to answer any final questions they might have and to make a final selection of the equipment and services they wish to have installed.

At this time, no additional "make-up" sessions are scheduled. However, if there becomes a need to do so, these will be held at the SWCA Administration building.

Readiness Letter and Resident Survey Issued:

In order to make sure that all residents were aware of what was needed in order to complete installation of Hotwire services in their homes, a "readiness" letter was emailed to each resident on 1/22/18 (click here to see a copy). That letter also included a link to a short survey to help Hotwire plan and coordinate their installation activities. The results of the survey can be seen by clicking here. Thank you to all who took the time to respond to the survey. Over 250 of our residents indicated that they would be willing to delay their installation in order for Hotwire to get the seasonal residents installed in a timely manner and help facilitate the most efficient approach to connecting all of our 1481 homes. A very special "Thank You" to those residents who volunteered to do this!

Additional Resources Added to Facilitate Installation and Activation:

To accelerate the completion of all the required individual service consultations prior to installation, Hotwire has added additional personnel and options for completing the consultations. That information was communicated to the residents who still needed to complete their consultation (click here to see a copy of that email). Additionally, Hotwire will be reviewing all the completed and scheduled consultations against the anticipated neighborhood release dates and will be contacting individual homeowners to pull up their consultation (if needed) to be in line with the expected release of their neighborhood. All these activities are aimed at completing all of the efforts required in advance of the actual in-home installation and to keep all of the available installation crews fully scheduled. All our homeowners need to do their part to help in this overall process. We greatly appreciate your cooperation, patience, and in some cases, flexibility, in completing the installation and activation of all 1481 homes.

Useful Contact Information:

SWCA TIP Project Manager (Erez Michaeli): Phone: 954/444-9037   Email: emichaeli@comcast.net

Hotwire Launch Team (Launch Manager: Roxana Montilva): 239/217-3262   Email: ShadowwoodQA@hotwiremail.com

Shadow Wood TIP webpage: www.swcaonline.com

Questions for the SWCA TIP Committee, Email to: TIPquestions@swcahome.com

Hotwire Shadow Wood community page: *www.gethotwired.com/shadowwood* use **ACCESS CODE 7381**

Some Recently Asked Questions of Interest:

The frequency of questions being submitted to the TIPquestions email address have dropped off significantly in recent weeks—hopefully an indication of the value of the information that has been provided over the past several months and the material presented during the recently held Town Hall meetings. One question that continues to come up however concerns retaining a current Comcast email address. This question has been answered in our FAQ document since it was first released but has been copied below for your reference.

Q: I don't want to lose my Comcast email; how can I keep it?

A: If you have an email address from Comcast, their current policy is to allow you to maintain the address even if you are no longer their customer. See their policy on the Comcast Web Site under their FAQs Note that Comcast has the right to change this policy at any time. Please visit https://www.xfinity.com/support/internet/using-email-only/ for additional guidance. It may be in your best interest to set up a second "back-up" email address to have both your old and new email addresses active at the same time. This will enable you to quickly move to the "back-up" should Comcast decide to make a policy change.

To see the answers to the full range of Frequently Asked Questions please click here.