



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #11 (10/27/17)

Project Update:

We are very pleased to report that 52% of the conduit drops have now been installed, and 30 units in Cypress Hammock have received fiber drops pulled inside the condo's, with more scheduled this week. With over half the conduits in place, the number of incidents where wires, irrigation pipes, etc. were accidentally cut (such as Comcast Cables, Invisible Perimeter Fence, etc.) has amounted to **just five**--a reassuringly low proportion of issues thus far! In all instances, Hotwire quickly made the required repairs!

Approval of the building permit for the new "Head End" building is imminent and construction will be initiated in early December.

Additional questions from our residents that have been submitted to the TIPquestions email address have been answered and added to the FAQ section of the SWCA TIP webpage. These questions can also be found later in this Newsletter.

A special meeting of the five condo associations was held recently to coordinate the additional early installation activities that are unique to the condos and their construction.

Overall Installation and Activation Schedule:

In Newsletter #10 we provided a link to the overall TIP project schedule ([click here](#)). That schedule shows most of the installation and activation activity for the individual homes continuing over several months (December through June). Hotwire has divided Shadow Wood into eight (8) geographical zones, or project phases, for installation and activation ([click here](#) to see a map of the eight phases).

- As the project progresses, Hotwire will need to go into your yard once and into your home twice. Multifamily condo units will require a second and third visit to complete the installation of the fiber.
- If you are unavailable for your individual installation when Hotwire is working in your "phase", they will reschedule your work at a later date that is acceptable for you.
- **It is very important for residents to check their emails, look for signs and read the TIP Newsletters.** These will inform you of when Hotwire will be working in your neighborhood.
- You may have already seen in some of the neighborhoods a truck with a large reel of conduit. The crew will pull the conduit and place it between the sides of the house to the back yard. The back yard is where the main fiber will eventually be located.

- Initially the side of the house will have conduit protruding from the ground. The finished product will be attached to the side of the house with a box called a network interface unit (NNU). The trench to the back will be finished in a small “vault” located in the ground. The trench is barely visible after the conduit is buried except for the visible conduit sticking up on the side of the house and in the back of the property.
- Please note that should the conduit be positioned on the side of your home or condo away from the area where you currently have your incoming Comcast cable and/or modem, any external wiring that runs up the outside wall to the attic will be extremely small and hardly noticeable. However, whenever possible, Hotwire will consider alternative solutions to minimize the use of external wire/fiber.
- Hotwire has provided assurances that they will discuss with each home/condo owner, **in advance of any installation inside the home, where the most suitable place to locate the equipment could be in order to minimally impact your home.** This will ensure that it will be located where it is the least likely to be seen. Any internal wiring that cannot be run within the walls can be concealed by using a very small (3mm) in-vision fiber; samples can be seen by contacting Erez Michaeli.

Mediaroom 3.0 and Voice Activated Remote Control:

Hotwire’s current network operating system is based on Erickson’s Mediaroom 2.0 with a conventional remote control, but Mediaroom 3.0 is expected to be released by year end. **The very few residents** that might have an early December installation with 2.0 will be quickly upgraded to 3.0. This requires a simple software upgrade over your Internet connection; no physical visit or hardware changes are required. Version 3.0 will provide enhanced options and capabilities; any guidance on any changes to the operating system can be easily and quickly explained if required.

The contract with Hotwire, calls for the provision of an advanced voice activated remote control at “system activation” (when 85% of our homes are installed and activated). The voice activated remote requires Mediaroom 3.0 to function correctly. The voice activated remote will be available the first quarter of 2018. Any early resident installations will initially receive a conventional remote which will be exchanged as soon as the new remote becomes available.

What’s Next? Town Hall Meetings Starting Soon:

Hotwire is planning on holding a series of large (150+ people) Town Hall meetings to help explain the actual installation and activation of service to individual homes. These meetings will be held at the Hyatt Regency and Spa Hotel (at the West end of Coconut Road).

At these meetings Hotwire will:

- Describe the services and equipment to be installed as part of the overall Shadow Wood bulk agreement.
- Describe services and equipment that can be purchased on an individual basis that are above and beyond those provided by the bulk agreement.
- Answer general questions from Shadow Wood residents.

- Provide breakout tables with technical representatives to answer more detailed individual questions—including those related to telephone and security options.
- Provide the opportunity to schedule your in-home survey to make a final decision on services and equipment you want and to schedule your installation appointment. You can always make these final decisions at a later date if you wish.

Some Recently Asked Questions of Interest:

Over the last couple of weeks, we have received what we considered to be some interesting questions from our residents. Some of those questions are shown below. To see the answers to these questions and a much broader full range of Frequently Asked Questions please go to ([click here](#)).

- 1) Q: In your discussion of moving your email address to a new provider you indicate that 3 of the 4 recommended options are free but the 4th (aol.com) is not free. I believe that they offer both free and paid options. I have used free aol.com for many years.
- 2) Q: Since I am only in the unit for 1 month a year, what kind of "vacation" pricing is available? I don't want to pay full price for the 11 months I am not using it.
- 3) Q: Will Hotwire be able to plug into my existing home security system without having to buy and install an entire home of new equipment?
- 4) Q: Does Hotwire support 4K quality picture? Comcast does not. I have "FiOS" up north and the picture quality on my 4K TV seems to be much better than the quality of my 4K TV using Comcast in Shadow Wood.
- 5) Q: I would like to install a new cable TV outlet in my dinette for "plug in play" 70 channel service. Will Hotwire install new wiring and a cable TV outlet in difficult to reach area of my home?

Hotwire Charges Included In 2018 SWCA Assessment:

Starting with the 2018 billing cycle, SWCA will include the charges for the Hotwire bulk services in your annual assessment. For 2018 this is a partial year charge of \$304—or four months of service. The billing is based on the assumption that 85% of our homes will be activated by March. The 85% determines when the five months free service called for in our contract with Hotwire begins. The free months would then be April, May, June, July and August. The \$304 in the SWCA assessment is for the remaining four months of 2018 (Sept.-Dec.).

Your savings for 2018 for Internet/TV could be significant. Assuming you are hooked up to Hotwire in March and assuming your old bill was nominally \$175, you would avoid eight months of Comcast charges (April – December) for a total of \$1,400 (if you are a full time resident). Your Hotwire bill will be \$304, so essentially \$1,100 savings in 2018. If you are a seasonal resident, your savings will be less.

Schematic of the Key Activities You Should Be Aware Of:

On the pages that follow is a schematic which depicts the various steps that lead from the selection of equipment and services, to installation and activation and post-activation training and quality audit. Hopefully this visual outline of the process is beneficial for your overall understanding of the steps that lie ahead for you.

Town Hall Meetings @ The Hyatt Regency Hotel and Spa

Tamarind Trace; Cedar Glen;

Laurel Meadow; Morningside

Date 11/27/17 @ 9:30am

Cypress Hammock; Chartwell; The Reserve;

Hawthorne; Oakbrook; Indigo Isle; Banyan Cove

Date 12/06/17 @ 2:30pm

Palmetto Ridge; Kenwood; Woodsedge; Woodmont;

Glen lakes; Northridge; Fairview; Plumbago Pointe

Longleaf.

Date 12/08/17 @ 9:30am

It is extremely important that you attend one of these meetings prior to the in-home install. You will be advised of your responsibilities, what you can do to assist in the installation process to ensure you can receive your TV and internet service in an optimal time frame, together with any additional services you might wish to select.

Baycrest; Summerfield; Oak Hammock; Mahogany Cove;

Sycamore Grove; Lake Forest; Willow Walk

Date 12/20/17 @ 2:30pm

Oak Strand; Orchid Ridge; Ginger Pt; Glenview;

Idlewilde; Magnolia Bend; Sweet Bay;

Date 01/18/18 @ 2:30pm

Open to all residents who could not attend earlier

Date 01/22/18 @ 2:30pm

Please Note: If you are unable to attend a Town Hall Meeting on the scheduled date for your neighborhood, you can attend one of the other dates in the schedule. However, we would like you to try to keep to the schedule as far as possible as this coincides with the planned installation of services in your neighborhood. Please also be aware that the dates of the Town Hall meetings may be subject to some slight changes – we will advise you if this becomes necessary.



Hotwire will schedule an in-home survey to review your specific needs and the location of your equipment and consider any special CAT 5 wiring requirements, etc.
(Your Availability is Required)
We expect these surveys to commence in November and be ongoing throughout the installation schedule.

NEXT



You will later be asked to agree on a date to complete the in-home installation.
(Your Availability is Required for the install)

NEXT



A “Quality Control Visit” will then be arranged shortly after your installation is completed.
(Access to your residence will be required – Ideally you should be available)

NEXT



A “Fision” educational appointment will be arranged with you to make sure you understand the operation & features of your Hotwire equipment.
(Your Availability is Required)