



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #12 (12/01/17)

Weekly Project Status Report Update Added To TIP Webpage:

In Newsletter #10 we provided a link to the overall TIP project schedule ([click here](#)). That schedule shows the installation and activation tasks for the individual homes continuing over several months (December through June). In Newsletter #11 we added a schematic showing how Hotwire has divided Shadow Wood into eight geographical zones, or project phases, for installation and activation ([click here](#) to see a map of the eight phases).

We have now added the weekly project status report that our Project Manager, Erez Michaeli, provides to the TIP Steering Committee. This report tracks eight key construction activities for each of the eight project phases and rolls this all up into a “Percent Complete” for the overall project. [Click here](#) to see the latest report. The most current report will be 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 Started:

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 was started on Nov. 28th. 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. This represents a key milestone in the overall fiber project.

First Town Hall Meeting Complete—More Scheduled:

The initial Town Hall meeting was held on November 27th to brief the Phase 1 residents about the products and services included in the Shadow Wood bulk agreement as well as additional products and services that they could select on an individual basis. A productive Q & A session answered many questions and Hotwire representatives were available for more detailed individual technical questions as well as information regarding Hotwire’s available telephone and security services.

Approximately 175 of our residents attended and the feedback received indicates that the meeting was well received and accomplished its intended purpose. Residents were provided the information needed to allow them to schedule their individual in-home surveys to answer any final questions they might have and to select the equipment and services they wish to have installed. Five additional meetings are

scheduled (we have attached the schedule that was included in Newsletter #11 for your reference) to cover the balance of our residents. There is no sign-up required. We will be holding additional “make-up” sessions at the SWCA Administration building after the last Hyatt session is completed on January 22nd. Those dates will be announced later.

Some Recently Asked Questions of Interest:

We have continued to receive 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 [click here](#).

- 1) Q: Does Hotwire provide cable cards to allow the use of a TiVo DVR? Also, I have some recordings on my TiVo that I would like to keep, is there a way they can be electronically transferred to the Hot Wire box?
- 2) Q: When we are not home, we have access, in many instances, to Comcast's free Wi-Fi Hotspots. While these are not secure, they do provide a Wi-Fi connection whereby we don't incur data usage charges. This was especially highlighted during Hurricane Irma, when many folks were without home power/Wi-Fi. Not all the Comcast Hotspots were up and running of course, but some were. Does Hotwire currently have, or plan to have, Wi-Fi Hotspots, similar to the Comcast model?
- 3) Q: We have Comcast Xfinity installed on our mobile devices (iPads). We can use our Xfinity app to record and watch recorded or live TV shows, wherever we are. This is our "TV" solution in the "off season" when we are away from Shadow Wood or traveling. Does Hotwire have this same mobile remote capability which may be accessed with an app?
- 4) Q: I have several questions about the Hotwire Set Top Boxes and remote control. Will the whole house set top box have an optical out port for me to connect my wireless headphones? Will the whole house set top box have HDMI out? Will Netflix and/or Amazon be available at the set top box (the way Netflix is now available from the Xfinity X-1 STB)? I realize that I can access Netflix and Amazon from my Smart TV, but I am wondering if they are also accessible from the STB. Will the remote be an RF remote that can operate the STB behind a closed cabinet door like the Xfinity X-1 remote? Will the remote be a learning remote that I can use to operate my sound bar like the Xfinity X-1 remote?
- 5) Q: I have heard that older TV's that work fine with Comcast might not work with Hotwire. 1) How can I determine whether a TV will work or not? 2) If I have to buy a new TV, what specification is needed?
- 6) Q: Why has SWCA included a \$304 charge for Hotwire services in our 2018 annual assessment?

Happy Holidays from the TIP Project Team:

From all of us working on the TIP project, we would like to wish you all the best for the holiday season. We hope your holidays allow you to share memories of the past and dreams for the future with your friends and family. May the holidays be filled with joy and happiness and may the new year continue to bring you much good health, happiness and prosperity!

IMPORTANT DATES

Tamarind Trace; Cedar Glen;

Laurel Meadow; Morningside

Date 11/27/17 @ 9:30am

COMPLETED

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

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

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.

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.