



## A New Initiative from the SWCA Board

### Technology Infrastructure Improvements for Our Community

#### ***Technology Infrastructure Program (TIP)—Newsletter #8 (6/30/17)***

It has been almost two months since the results of the resident vote regarding the Technology Infrastructure Project were announced. The absence of a TIP Newsletter during that time does not mean that there has not been a lot of activity taking place—and progress made. The TIP Contracts sub-committee and the SWCA Board, along with the General Manager, have been actively engaged with Hotwire working to move the project forward. We will summarize in this Newsletter some of the key activities and results.

#### **Contract with Hotwire has been finalized and signed:**

The Contracts sub-committee has spent many, many hours working out the details of the contract with Hotwire and completed their work last week. The SWCA Board representatives have reviewed and approved their final work product and the contract has been signed. This action supports the original project schedule which called for completion of the network design (already underway—see discussion below) during July with physical construction starting in August. The committee did an excellent job and was able to secure a contract with all of the features outlined in the Town Hall meetings being included as planned. A big THANK YOU to the Contract Committee for their diligence in delivering a very favorable contract for our residents.

#### **Project Manager hired by SWCA:**

As mentioned during the Town Hall meetings, the TIP Committee felt it important that SWCA retain our own Project Manager to watch over the project—to be our daily interface with Hotwire and to make sure that SWCA's interests were represented and satisfied. Members of the TIP Committee interviewed two candidates recommended by our consultant, CSI. As a result of that process, we have retained Mr. Erez Michaeli as our Project Manager. The committee was impressed with Mr. Michaeli's technical background, understanding of project management processes and techniques and work history (especially as related to the design and construction of fiber-based networks). Mr. Michaeli served in a similar capacity as envisioned for Shadow Wood as the Project Manager during the design and construction of the Pelican Landing project (also a Hotwire property). He comes highly recommended by the Pelican Landing Cable Committee and CSI. Mr. Michaeli will need no learning curve and will start working with Hotwire immediately reviewing their network design work as it progresses. Mr. Michaeli has agreed to a 12 month commitment which should be more than adequate to complete the Shadow Wood installation and hookup activities. As noted during the Town Hall meetings, Mr. Michaeli's salary will be paid by Hotwire. The TIP Committee feels fortunate that we were able to secure the services of someone with Mr. Michaeli's background and capabilities. Please take the opportunity to speak with him about our project if you see him around the community.

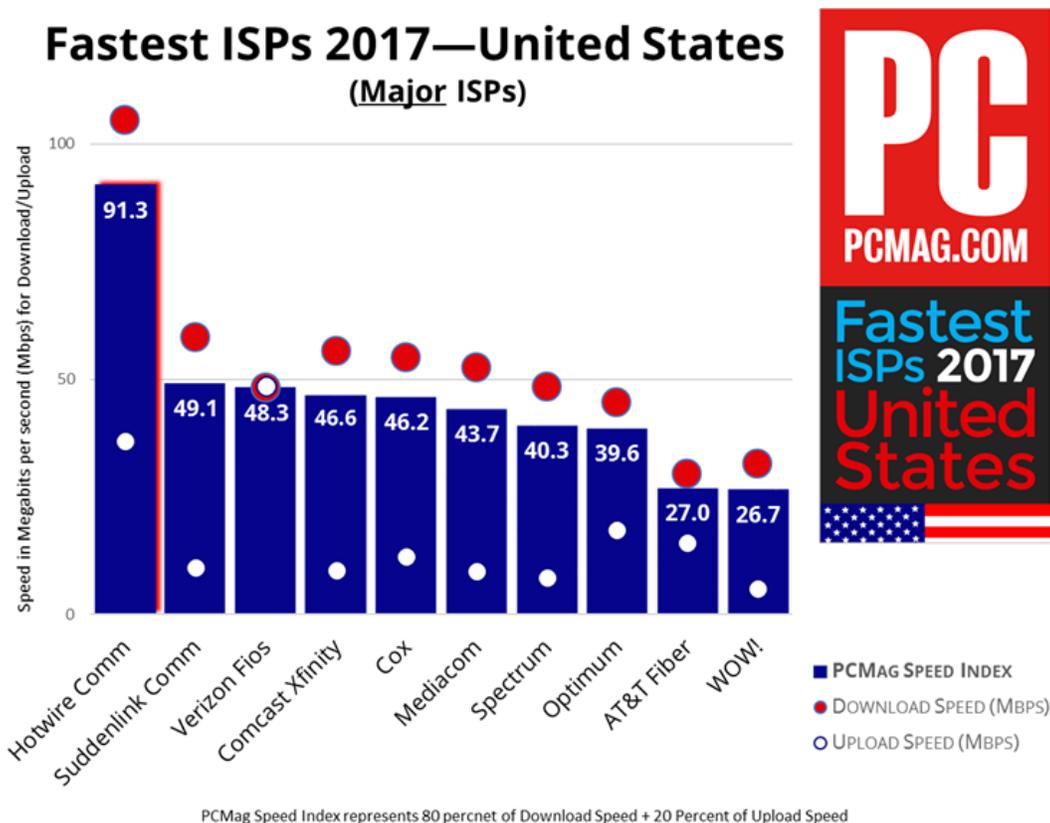
#### **Planning meetings held with Hotwire:**

Although the contract was still being negotiated, two meetings were held with Hotwire's Naples based project team to start planning for the Shadow Wood installation. The construction manager met with our technical representatives as well as the grounds supervisors for both SWCA and SWCC and selected a location for the "Head End" facilities (near the maintenance facility across from the Country Club). Areas for staging equipment and supplies were also discussed and preliminary decisions made. Hotwire's "Launch Manager" also participated in these meetings to start collecting contact

information about our residents and laying out the entire customer interface process from initial contact with our residents through the hookup and post-hookup education and quality reviews. The TIP Committee was very impressed by the detailed approach used by Hotwire throughout this process. We will be publishing more details as to what you can expect in the coming months in a subsequent Newsletter. Finally, it has been agreed to locate an office trailer in the parking lot of the SWCA Administration Building to serve two primary functions. First, it will be the central location for all Project Management activities for our project (both for Hotwire and Mr. Michaeli). Secondly, as the project progresses, it will also serve as a central location where residents can come to meet with the Hotwire Launch Team to schedule their in-home installation activities and make individual service selections (if any) above the basic services provided under the SWCA-wide contract. This will eliminate congestion and excessive demand on the limited space in the Administration Building—especially with our residents returning in the fall during the middle of the project and during the time when individual resident interface meetings will be starting.

**Hotwire selected and the nation's fastest Internet provider:**

Our selection of Hotwire as our Internet/Video provider was strongly reinforced in a June 3<sup>rd</sup> article in *PC Magazine*. Hotwire was ranked #1 of all the major Internet Service Providers (ISPs) in the country in terms of speed. Hotwire outperformed the second place and all other providers (including Verizon Fios and Comcast Xfinity) **by almost a factor of TWO!** This confirms Hotwire’s commitment to focus on their scope of services and to be the best in class. Quoting from the article ....***“We welcome Hotwire Communications, provider of fiber lines to many residential communities in several states, to the winners circle of high-throughput ISPs. With a PCMag Speed Index not quite double that of the next-best major ISP competitor, it's clearly a provider you'd be lucky to have in your own area.”*** The chart from the article comparing the various providers is replicated below.



The entire article can be found at <http://www.pcmag.com/article/353936/the-fastest-isps-of-2017>.