



January 22, 2018

IMPORTANT INFORMATION

Regarding the Shadow Wood Technology Infrastructure Project

Dear Shadow Wood Homeowner,

If you are here in Shadow Wood, you have no doubt noticed the significant increase in activity by the Hotwire construction crews throughout the property. The primary thing remaining to be done is the splicing of the fiber between the individual homes and the fiber feed cable followed by installation and activation of services within our homes. The good news is that Hotwire will start to install and activate individual homes starting on Monday, February 12th (or possibly a little sooner). The purpose of this letter is to make sure that you, our homeowners, understand everything required to prepare for your installation.

The mandatory steps required for installation/activation are:

- 1. Complete a “services consultation”** to establish a work order (account) with Hotwire. This is necessary even if you are only subscribing to the Shadow Wood-wide bulk offering. This consultation will also allow you to select any additional services or equipment that you might want above the standard bulk package. Many of you have already scheduled (and possibly completed) this step as a result of attending one of the recent Town Hall meetings. [For those of you that were not able to attend one of those meetings, click here for a copy of the handouts provided.](#) The last page of the handout specifically discusses the services consultation. If you have not already scheduled your services consultation, you should contact the Hotwire launch team at 239/217-3262 to schedule that appointment. The consultation itself can be done over the phone if you wish, by visiting a Hotwire representative resident at the SWCA administration offices or arranging for an in-home visit by a Hotwire Residential Sales Specialists—that choice is up to you. ***Please note it is mandatory that a service consultation be completed before you can schedule your actual installation and activation. We encourage everyone to act soon.***
- 2. Schedule your installation and activation** to begin receiving your new services from Hotwire. As individual neighborhoods are ready for installation, residents in those neighborhoods will receive a communication from SWCA advising them of when and how to contact Hotwire to schedule their installation. The general pattern will be to follow the eight construction phases (previously communicated) although this will not be a hard and fast rule as neighborhoods will be released as soon as the required wiring

has been completed. Based on prior experience, installation for a single-family home is expected to take most of a day to complete while condos are anticipated to take approximately four hours to complete. As you can imagine, the coordination of completing 1481 installations is a significant task—especially as our seasonal residents prepare to leave for their northern homes. It is imperative that you keep your scheduled appointment to avoid disruption and lost time for Hotwire’s installation crews. If you absolutely must change your installation appointment, please notify Hotwire as soon as possible so they can contact another resident to fill your time slot. If you can wait for a later installation date, that will allow Hotwire to focus on residents with less flexibility in their availability. For instance, if you are a seasonal resident and will not be here to utilize your services over the summer months, you could opt to delay your installation (along with any additional (beyond bulk) equipment/services and the billing associated with them) until you return next season. Granted, this might require you to continue your current services on a seasonal hold basis. ***We need everyone’s cooperation in scheduling and installing to avoid delays and lost time.*** We realize this means that the early install residents will receive more free service than those installed at a later date, but everyone cannot be installed at once and the bulk agreement, and its associated billing, must start on the same date for all residents.

- 3. Terminate your current service and return equipment only after your Hotwire services are installed and confirmed to be working properly. It is important to know that Hotwire DOES NOT cancel any of your existing services—that is your responsibility.** If you will be transferring your existing landline phone service and phone number to Hotwire, they will only “port” (coordinate) the transfer of your phone number over to the new landline with them. You are responsible for contacting your current service provider(s) to cancel your phone and any other services (i.e. TV and/or Internet) but only after you have confirmed that all your new services with Hotwire are working properly. As discussed in previous correspondence, residents who currently utilize a Comcast email address may continue to use it per Comcast’s current policies and restrictions. For those residents who utilize a CenturyLink email address (embarqmail.com or centurylink.net), those email addresses will not work once your CenturyLink services are terminated. In those instances, you will need to switch to a generic email service.

It is each individual homeowner’s responsibility to return any equipment to your current provider(s) as required by their policies. Specific details regarding options for how to return Comcast equipment can be found at:

<https://www.xfinity.com/support/articles/returning-your-equipment>

It is our goal to have upwards of 85% of our installations completed by the end of April. Hotwire has added additional installation teams to help meet this goal. It is incumbent on all of us to help them reach this number. The 15% that remain will be completed as quickly as

possible going forward depending on availability of access to the homes. We know there will be some installations that might be pushed out for several weeks for assorted reasons (i.e. seasonal residents choosing to wait until next fall as noted above) but these will be actively monitored and pursued until all homes are installed.

As you can imagine, the logistics of coordinating all this to happen for 1481 homes is a significant effort. ***We need everyone's help, cooperation and patience to get this all done as quickly and efficiently as possible.*** To help manage this effort, Hotwire will be locating Residential Sales Specialists (RSS's) here at Shadow Wood starting within the next few days to conduct service consultations, answer your questions and do other things required to ensure a smooth and efficient completion of our fiber project. SWCA will communicate the dates/times that the RSS's will be here via separate correspondence. Additionally, Roxana Montilva, our Shadow Wood Account Manager, will also be onsite on Tuesdays and Thursdays from 9:00 AM to 5:00 PM beginning on Monday, February 5th to schedule installations and answer any questions or address any concerns you might have.

Finally, it would help greatly in the planning of the remaining work if you could complete a simple 4-question survey for us. This survey is meant only to give us a feel as to the services you think you will want (if you have not already completed your services consultation) and your timing for leaving if you are a seasonal resident. These are not hard and fast commitments, only insight for Hotwire to use in their planning efforts. To complete the survey, please [click here](#). **Your input is very important, and we would appreciate you completing the survey.**

We are entering the final phases of the installation and activation of the new fiber optic network for our community. The next few weeks will be filled with activity and the challenges associated with getting all 1481 homes "lit up". ***Thank You in advance for your cooperation, understanding and patience as we work through these final steps.*** World-class, reliable and high-speed fiber services are only a few weeks away from being available to all our residents here in Shadow Wood. We consider this a major improvement to the infrastructure in our community which will keep us at the forefront of technology that is expected in high-end gated communities. Remember, if you have any questions about the project, you can email them to TIPquestions@swcahome.com. There is also an extensive FAQ section regarding the project on the SWCA website ([click here](#)). Thank you for your support of the project over the past many months.

The TIP Committee