



## **An Update On The Rollout Of Hotwire's Voice Activated Remote Controls For Shadow Wood**

**January 31, 2019**

### **To All Shadow Wood Residents:**

Since the announcement of the rollout of Hotwire's new Voice Activated Remote Controls on January 28<sup>th</sup>, both the SWCA administrative office and Hotwire have received numerous phone calls and emails with inquiries about the process. This note is meant to address the most common questions.

**To summarize:** The only way to schedule your voice remote installation is to follow the instruction in the email that Hotwire issued on January 28<sup>th</sup>. It may take up to 5 business days before Hotwire calls you to schedule an appointment. Responses are on a first-come/first served basis. There are more details below.

Some residents have indicated that they did not receive the initial email from Hotwire announcing the program. If that is the case, you should contact Hotwire to ensure that they have your correct email address. You should send a note with your correct contact information to [Shadowwoodqa@hotmail.com](mailto:Shadowwoodqa@hotmail.com). In the meantime, you can access a copy of the original Hotwire email which provided the instructions on how to obtain your voice remotes by clicking [here](#).

Other residents have said that they contacted Hotwire via email as instructed in the rollout directions but have not gotten a response. As indicated in the directions, Hotwire has indicated it might take up to five business days for them to get back to you to schedule your installation appointment. **PLEASE BE PATIENT**. The reason for the five-day response period is because the TIP Committee requested that Hotwire do the rollout on a first come/first served basis. Hotwire's preference would have been to do the rollout in phases, but we could not decide on an equitable approach to doing this; thus, the first come/first served approach. With the early influx of emails requesting the remotes it is just taking some time before Hotwire can work through the backlog to get everyone scheduled. Please give Hotwire the courtesy of the five-day response window. If you do not hear from them in that time, then send a follow-up email.

Finally, many residents have called various customer service and other phone numbers at Hotwire (some up to as many as 20 times) to request the voice remote. **This approach will not work!** The only way to schedule your voice remote installation is to email the unique email address given in the rollout announcement email. The customer service department does not have any information about the voice remote process since it is unique specifically to us here in Shadow Wood.

We hope this answers your questions and eliminates any confusion on how you should proceed to request the installation of your new Voice Activated Remote.

**The TIP Committee**