



May 2, 2018

Dear Shadow Wood Resident:

The TIP committee recently hosted a meeting with senior Hotwire (HW) executives; the primary purpose was to share our collective experiences to date. In addition, we asked HW to provide an update on outstanding matters, in particular the Voice Remote. Frankly the TIP team was disappointed that we did not get the remote at the end of the first quarter as initially committed and we wanted to clearly understand where things stand.

HW explained that they were developing a remote similar to that of Comcast; while in parallel they were also working closely with Amazon on an Echo-based option. When they weighed the value of both, it was clear that the Echo (aka Alexa) option was the better of the two. The TIP team agrees with this assessment.

From a customer's perspective both will do the same thing (i.e., change channels or find TV programs) in response to the same input (a voice command). In the case of Comcast, you have to push the microphone button to activate the remote while Alexa responds to you simply speaking the *wake word* and desired command aloud.

The big difference between the two options is that in addition to changing channels, Alexa can do considerably more. For example, Alexa can control your lights and thermostats, check the weather, set reminders or alarms, play games like Jeopardy, enable you to order things from Amazon ... and literally thousands of other things. All of these functions are supported by Alexa's "skills" which are the result of a very robust development community representing a myriad of industries and businesses.

The TIP team understands that some residents may not use these things presently, but our work in the community tells us that many residents do, and that number is continually growing as technology is simplified.

HW is currently testing the Alexa remote with customers on the east coast and will start similar testing with SWCA residents in mid to late May. When they release the final product each customer will receive two Alexa enabled devices, which will be installed (and demonstrated) by HW, so there is no additional cost to the customer.

The TIP committee will continue to watch this development and the remainder of the HW installation very carefully, providing periodic updates via TIP Newsletters.

The TIP Committee