

Subject: Coral Trace - Hotwire Communication #3

From: Coral Trace HOA Board of Directors <board@coraltracehoa.com>

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All Residents of Coral Trace
Information you need to know!

IMPORTANT - Xfinity - HotWire INFORMATION & UPDATE #3

Hello Homeowners and Residents of Coral Trace:

While lengthy, this update includes an abundance of information related to the following topics:

1. **A reminder on what action you need to take** before our community's Xfinity Bulk TV Content agreement expires on July 31st.
2. **Recent homeowner experiences and considerations which can help you** with minimizing costs and maintaining TV content during the gap between Xfinity and Hotwire.
3. **HotWire installation activity Update**

REMINDER - What to do before July 31st:

If you are an Xfinity subscriber and want to maintain TV services during the 1-2 month Xfinity/Hotwire gap, the following actions are **STRONGLY** recommended. Following this guidance will position you well to quickly convert over to the Hotwire services, under the new community agreement, without incurring stiff early termination fees.

1. Call the number on the Xfinity Notice **1-888-893-0732**.
2. Tell the representative what services you are looking to **extend on a MONTH-TO-MONTH basis**, starting on August 1st.
3. **DO NOT** be persuaded to enter into a discounted (bundled) agreement that will require a long-term 12-36 month commitment. **These individual**

contract agreements come with a committed term and will have high-cost early termination fees that you want to avoid!

4. Lastly, once Hotwire is installed in your home you will be able to immediately cancel your Xfinity service and receive a prorated adjustment for that last billing cycle, once your Xfinity equipment had been returned.

Neighbor Experiences and Considerations:

We all understand and acknowledge the and other impacts and inconveniences this situation is causing for many of us. As we remain highly focused on minimizing these impacts, below are a few experiences and considerations that have been shared with us, and that we feel may help others:

- Be sure to use **ONLY** this number when calling Xfinity: **1-888-893-0732**. Calling any other Xfinity service number will not get you to the correct service team representative and has led to some of our neighbors getting incorrect and/or misguided information.
- Some of our neighbors have chosen to visit the Xfinity store in the West Delray MarketPlace (9173 W Atlantic Ave, Delray Beach, FL 33446). The staff there was friendly, helpful, and listened to the situation before making suggestions to minimize the financial impact.

Service considerations based on feedback we have received:

- Look at your last Xfinity invoice to see which TV content package you currently have. Compare that to their other available TV content offerings (e.g., basic, Choice, etc.) to see if you are utilizing all the channels. You may find that it is worth going to a lower cost package until Hotwire is in your home.
- Some neighbors have decided to only keep their internet services with Xfinity and then use a lower cost streaming service to access local and other channels. e.g., YouTube has one service that was brought to our attention. There are others. **REMINDER: Be sure that any services, including streaming services, which you sign up for are Month-to-Month and carry no termination fees!**
- If you do cancel your TV services with Xfinity, as stated in their letter, remember you will need to return your equipment by August 10th to avoid additional rental charges. Ask your representative about return options (Store, UPS, etc.)
- With the expanded use and dependence we all have on cell phones, many neighbors are canceling their in-home phone services, whether with

Xfinity, AT&T or another provider.

- Note: In some cases, Xfinity is stating that it may be cheaper to keep a phone for the two months to maintain a multi-service discount. Ask that question if you currently have Xfinity phone service.
- If you have an existing home phone and want to keep the number, you will have to keep that service on a month-to-month plan. Be sure to tell the representative that this is important to you.

Hotwire Installation Update:

- You may have noticed that Hotwire has staged construction items in our clubhouse parking lot. Please use caution when maneuvering your cars or walking though the lot. While never a good idea to walk outside the pool area without foot protection, it would be especially dangerous to do so now, considering the construction materials that will be in the area.
- This week Hotwire has begun installing conduit for the Fiber Optics through the Maintenance and Drainage easements along the lakes. Utilizing these easements will significantly reduce the amount of disturbance from boring under walkways, driveways and through vegetation beds for the homes located on the lakes.
- In order to maintain the existing appearance for homes on the lakes the fiber demarcation boxes will be installed out of sight, hidden by existing AC units where there are existing service lines and surrounding foliage. Coquina units on the lakes (middle homes within quad structures) may be presented with an option to bring the actual fiber line into their home either by going up along the existing AC chase and then into the attic, or through the back wall and directly into the unit's living room. Hotwire will explain these options to you, and the decision will be yours!
- All other homes along the lakes will have the demarcation boxes installed by their AC units on the side of the home and the fiber will run up along the existing chase and then into the attic.
- Homes not on the lakes will receive service from the front utility easements and the fiber demarcation box will be installed on the wall where other existing services are located. Fiber lines will be hidden behind existing conduit and run up into the attic.
- Hotwire crews may be working on the weekends, but ONLY after 9 AM.
- During the construction, home installation and customer training stages,

Hotwire will have on-site representation in our clubhouse. This is in addition to their phone and online support services options. Note that during these stages, Hotwire will have dedicated, sole use of our clubhouse's library

- Hotwire connection points will all be located underground, with covers. No new unsightly pedestals will be installed on our front lawns or around the lakes!
- Be on the lookout! Hotwire will be sending an email or making a phone call to schedule an initial consultation with each subscriber. This is the first step to bringing the service into our homes and is required to occur before an installation date can be scheduled.
- Their message will include a list of the services that we will all be entitled to through our Community Bulk Agreement. They will also be including a few upgrade options for you to consider, e.g., additional channels.

While we remain apologetic and understand the impacts the Xfinity/Hotwire gap is having on many of us, remember that the additional and significant service improvements and financial benefits that our new Hotwire partnership and agreement will deliver is just around the corner. We are almost there!

Having majority of our neighbors utilizing both TV and internet services, it only made sense for the HOA to further enhance and improve the quality of our bulk content services to further improve the value living in our community.

Thank you,

The HOA Board of Directors

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