

**Subject: Coral Trace Hotwire Update #5** (not #4 as labeled)

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

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Communication Blast date: **8.29.22**

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All Residents of Coral Trace  
Information you need to know!

### **Hotwire Status Update #5 and Next Steps**

Hello Fellow Coral Trace Homeowners and Residents:

#### **Construction Update:**

With the exception of repairing recent and future found issues during the construction phase, the trenching and burying of the Hotwire fiber optic lines is now complete. A limited number of construction crew members will only be back to clean up around their staging area and throughout the community.

At this point, if you discover a broken irrigation line or sprinkler along the trenching areas, you should create a work order by calling Seacrest or online via [seacrestservices.com](http://seacrestservices.com). If you left the community prior to the trenching and are returning to the community to find that your Xfinity to AT&T content service(s) were disrupted, you should place a call directly to your provider's support number.

In a few weeks, Hotwire's Construction Team will be returning to our community to perform a walkthrough for repairing the landscaping along the trench lines around the lakes and through the utility easements that may not have recovered.

#### **On-Going Hotwire Work:**

With all the main lines having now been brought in and installed throughout the community, the Hotwire Splicing Team is now working to continue connecting the fiber lines leading all the way up to each individual home. So please DO NOT be alarmed if you should see someone mounting and/or accessing the gray Fision boxes. They will be mounted by your garage door or by an outside

AC unit if you're being fed from a lake run.

**ALL HotWire EMPLOYEES CAN BE IDENTIFIED BY THEIR WEARING EITHER GRAY OR WHITE HOTWIRE SHIRTS, OR CONSTRUCTION VESTS.**

**ROLL-OUT - NEXT STEPS:**

In a week or so, Hotwire expects to be in the position of having the first of their segments certified and brought live (Lit Up). They will then be contacting the individual homes directly, within the live segments, to schedule your in-home installation. They are also planning to provide the Board with a rollout plan (order) for all the segments.

**What You Must Do Before Having An Installation Scheduled:**

If you have not done so **immediately schedule a One-on-One consultation** by calling **561-509-5429**. The meeting can be held either in person or virtually.

**If you are a Landlord:**

It is in your best interest to make arrangements with your tenant to schedule a consultation to set up an account and approve the installation and location(s) for the service lines and hardware within your unit. The HotWire installation costs for bring the service into your home (~\$250) are only covered during the Installation Window within our community agreement.

**If you are a Renter:**

You **MUST** receive approval from your landlord to schedule and approve the installation of the service and equipment in your home. Hotwire may ask you to confirm that you have an active lease before scheduling the installation.

**SO THERE IS NO CONFUSION, HOTWIRE REQUIRES A One-on-One CONSULTATION PRIOR TO PERFORMING AN IN-HOME INSTALLATION!**

**Seasonal Owners:**

You do not need to be in the community to have your One-on-One Consultation. Once you receive notice from HotWire that they are ready to install in your home, you should contact them to let them know when you will be returning and schedule your installation.

**Installation Process:**

As a reminder, HotWire has a White Glove Installation process that will include the installation of the hardware to support your TV(s) and Internet Service, as well as confirm that everything is working properly. **Remember, if you have a current phone number that you are looking to port over to HotWire's service, do not cancel your existing provider's phone service until the**

## Installation Technician tells you to!

Thank you, we are all now seeing the proverbial light coming at us, not through the tunnel, but through the HotWire fiber! We are almost there!

The Board

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