



Rosedale Master Homeowners Association

www.rosedalemasterhoa.com

Rosedale Cable Committee

Cablegram

Hotwire Installations to Begin Shortly. Don't Be Left Without Internet/Cable Services after 9/30/2022

Below is summary of the Hotwire migration process. It is every homeowner's responsibility to ensure that they are prepared for the cutover to Hotwire on September 30th. Please take necessary action.

To begin the installation, you will need to have completed your one-on-one consultation with Hotwire.

If you have not done so by now, you should schedule your 1:1 services consultation as soon as possible. If you wish to retain your land line phone number, be advised that it takes some three weeks for numbers to be assigned to your new Hotwire account, which is initiated during your consultation. To schedule an appointment, please contact Hotwire at: **239-217-3262** or via e-mail rosedale@hotwiremail.com. This is a requirement for beginning the installation process.

**You must complete your 1:1 Services consultation
prior to being invited to install services**

Scheduling an Installation Date

- Starting as early as today and over the coming weeks, Rosedale residents will be receiving an email invitation from Hotwire Communications to schedule your in-home installation. The installer will start by running cable from the Hotwire box mounted on the outside of your house to the location in your house where your Optical Network Termination box will be located, usually in a cable utility cabinet. From there, the installer will run CAT6 ethernet cable to the location best situated for your Router. And then, they will install a wireless cable box to each TV set. If you are purchasing

phone service, they will connect your phone to the network. All this should take about 4 hours. Once again, regarding telephone service, it takes some three weeks after initiation of the request for your land line phone number to be reassigned.

Homes are being released for installation on a staggered schedule weekly as Hotwire completes, verifies, and tests each new connection to the Hotwire fiber network. All homes will be ready for installation in the next two weeks.

- Hotwire installations will begin next week and continue through 9/30/2022. ***It will be your responsibility to work with Hotwire on scheduling your installation, particularly if you wish to have a technical consultant with you during this process.***

Construction:

- General Construction continues to move forward as expected. While the permit applications for the permanent Hotwire building is moving through the county permitting process, Hotwire will provide services temporarily using an equipment trailer that is already on-site at Rosedale.
- The main trunk lines have been run and most Rosedale homes now have fiber running directly to the outside of their homes.
- General construction updates and projections for the week are located on the Rosedale Launch site at: gethotwired.com/Rosedale (using access code: 8419). You can access them from the **Project Notes** section of the main page.

Discontinuation of Spectrum Services under the Bulk Agreement:

- ***It will be your responsibility to work directly with Spectrum if you require retail services to continue for a period of time.*** For current information from Spectrum, call Spectrum at 855-243-8892.
- We have once again contacted Spectrum to gain clarity on the processes they will use to transition from the current Spectrum Bulk agreement. We have been told that a mailing to all account holders is imminent.

Nonetheless, it is your responsibility to work with Spectrum if you choose to continue with service beyond 9/30/2022 and/or to ensure services are terminated as appropriate given your requirements.

To avoid unnecessary charges, we strongly suggest that once Hotwire services are installed and running, you should contact Spectrum to cancel all services you no longer need, and return equipment as directed by Spectrum.

- Spectrum has told us the following; however, we cannot guarantee that this information is completely accurate. Questions that you may have should be directed to Spectrum customer services.
 1. A general mailing from Spectrum should go out to you some time around September 1st which will describe your options for continuation of service beyond the termination of the current Spectrum Bulk Agreement.
 2. **If you are a Cable only customers**, if you do nothing, their account will automatically be shut down as of 10/1/2022. You will have to make arrangements to return your equipment to the Spectrum office in Bradenton on 5413 E State Rd 64 (855) 873-5516.

Note: If you plan to keep Spectrum cable, **you must call spectrum to make sure that their account is converted to a retail account.** This will mean that you have to pay directly for these services “out of Pocket” vs. through your HOA dues.
 3. **If you purchase Phone or Internet services**, your account will automatically convert to a retail billing account.
 4. Customers can determine the retail cost of services or obtain more information by calling Spectrum at 855-243-8892.