

Rosedale Cable Committee

Cablegram

Hotwire Migration Update # 6 May 17, 2022

In an effort to be more transparent and supply you with timely information, we have asked our partner Hotwire to provide us with a weekly update on construction activities. These updates will initially be sent by Rosedale communications, so that you may be more fully informed as to ongoing activity. The report will have the same general format as below.

Additionally, it has come to our attention that there were a couple of issues affecting our community and homeowners last week during the initial trenching. Please be aware that Hotwire and their subcontractors are fully licensed and insured and any reported damage to our community will be remedied by Hotwire. In general all construction/digging other than to individual homes will be conducted within the bounds of the Manatee County utility easements and Rosedale MHOA property. The first status and weekly outlook report is contained here:

Week of 5/9

- Digging for conduit to support primary fiber connections from SR70 to the main hub to be located in the Highlands began on 52nd Ave E
- Two issues were encountered.
 - The first being the cutting of a residential gas line near the Rosedale Clubhouse. This resulted in the need to close 52nd Ave E for a short period of time. The root cause was due to Teco Gas incorrectly informing Hotwire that all gas lines in the area of construction had been located. Unfortunately, they failed to mark the lines to each home resulting in the damage during Hotwire construction. One home was affected and emergency services were called immediately. Teco Gas repaired the issue within hours and has since correctly located all gas lines in the current construction area.
 - One residence on 52nd Ave E suffered a minor driveway disturbance and was contacted directly by Hotwire management to offer a resolution via an email address on file with Rosedale belonging to the homeowner. As of this publication Hotwire has not received a response.
 - A few Rosedale residents may have experienced a service outage from current provider Spectrum, this was investigated and was found not to be a result of any Hotwire construction in the community.

Week of 5/16 - 5/20 Projected Activity

- Completing of vaults on 52nd Ave E.
- Utilities locates for 87th St E. Once 100% marked/cleared, they will head south from 52nd Ave E towards the entrance. Followed by 88th St E. towards 51st Ter E to the planned Central Hub located adjacent to the Highlands traffic Circle.

How to Report Issues

- For any Hotwire construction related issues please contact Hotwire ASAP via our Launch department at 239-217-3262 or email at Rosedale@hotwirecommunication.com

A final note from the Cable Committee:

We volunteers on the Cable Committee are making every effort to assist the community with what we truly believe will be a step forward for the Rosedale,, such that you will continue to enjoy an extremely cost-effective and high-quality technical solution for your TV and Internet needs now and well into the future.

A Bulk agreement for these services is of significant value to both existing and potential homeowners as many of our neighboring communities have residents that spend well over \$200/month for the same services, (or lesser) that you have access to and are included in your annual fees. We are fortunate to have access to this type of arrangement as many communities in the area do not.

We are keenly aware that any change is difficult, and a change of this magnitude that involves construction work throughout our community, as well as a significant change in technology, can seem overwhelming at times. We acknowledge that there have been some initial issues during construction and there are bound to be others along the way. However, we truly appreciate your willingness to pull together as one community in a spirit of seeking to achieve a common goal that will benefit all of us in the long-run.

We encourage you to continue to read over the material that is being sent to you by your BOD, this committee and Hotwire directly. We look forward to your engagement at the upcoming Town Halls (Tuesday afternoon, May 24th and Thursday evening, June 2nd) and humbly ask that you use the dedicated channels to both Hotwire and your BOD to alert us of any issues you are encountering or questions you may have throughout the coming months. In this way, we will all be better informed and together can help to ensure a successful transition to our new service provider.