

WATERSIDE INTERNET-TV-TELEPHONE SERVICE UPDATE

On July 27, 2015 we sent to our owners a first communication via email on the above subject and posted on our website, mainly on the current situation on the internet service or ***lack of service*** from AT&T.

The current situation occurs when an owner or a long-term renter terminates his service for a period of time; then when the owner returns or a new renter arrives, they cannot get internet service back from AT&T, even if he gets a landline telephone. ***Imagine when a unit is sold and then the new buyer cannot obtain internet service! This negatively impacts the demand for our site when compared to other communities.*** This situation will be known quite fast in the market place. We know also that some of our owners share their internet access with neighbors. Let's hope that the owner that carries the agreement with AT&T is not the one that sells his unit. Then all those related to the connection will lose internet service.

Since that memo, you're Board, with the great involvement of Michael Shane and Stacey Casey has met with representatives of a series of companies that provide such installations and will continue until we are in a position to make a recommendation. One of our long-term renters also installed Hughes Network, but there is a limitation to such an alternative, like cost and no sharing of routers' access code.

We also contacted a law firm in Washington that is involved with telecommunication matters and his recommendation is that owners who have service issues such as interrupted connections, or cannot obtain a port connection or AT&T was recommending to use a hotspot wireless device, to ***file a complaint with the FCC*** (Federal Communication Commission).

To file a complaint please go to <https://www.fcc.gov/encyclopedia/complaints> and then you would click the links that read: "online complaint form" and then in the internet box click "File Complaint" and fill in the information. ***We may obtain a greater effect if the owners and renters that are impacted by such a situation file a complaint.*** Please do so on reception of this email and please, only if you have a valid complaint; if not, it will damage the effort.

If you need help with the filling in English please let me know or the office and it will be a pleasure to help. ***When you file your complaint please send an email to the office so we can keep track to see if AT&T is reacting; they have 40 days to do so.***

If you have left Waterside last spring and did not maintain your internet service, we do suggest that you call in AT&T and see if they will provide you internet service. The association will file a general complaint, stating the negative impact this situation has on Waterside's future. Imagine if this situation remains in place for a couple of years if over 100 owners cannot have access to the internet. ***It is a serious situation and your involvement is required.***

Thanks

Andre Mongrain, President August 18, 2015