

**WATERSIDE VILLAGE OF PALM BEACH
CONDOMINIUM ASSOCIATION, INC.**

AT&T – FIBER OPTIC UVERSE

In the December Monthly Report, we provided the following information concerning the Uverse service now offered by AT&T at Waterside:

On January 11 and 12 respectively, AT&T personnel conducted information sessions for permanent residents and snowbirds. There was some confusion at the session for permanent residents, as one person attempted to resolve a personal issue. Other than buildings five (5) and seven (7), all units can now place their orders for AT&T fiber optic service, with an activation date after January 22, in order to benefit from a price reduction. To date, many units have activated their service. The reaction from owners is: **"Wow! Day and night."** Previously, the download speed was 5.76, but now it is 29.16; prior upload speed was 0.49, but now it is 5.55. That is with a 45 mbps speed. ... 45 mbps is the lowest speed that AT&T will offer.

Waterside will benefit from a "concierge service", meaning that we will have a dedicated contact person, Mr. Paul Bernardone at telephone number (561)-685-9263 and a special service line for Waterside at (877)-910-0501, if your activation was done by Mr. Bernardone. In such circumstances, there will be no need to call the AT&T general call center. Mr. Bernardone will be available onsite to assist in a review of your needs and to help determine the cost. Mr. Bernardone speaks English only, but Director Normand Cadieux will provide assistance for those who have difficulty with the language of Shakespeare. [Due to the high demand for assistance, Directors Claude Comtois and Michael Shane are also helping.]

In order to benefit fully for the two-year special pricing, your service must be activated before June 2017. **After an initial full-service period of two months, you will have the option of placing your service in a dormant status for a maximum period of six months.** During a dormant period, you will have to pay a fee of \$5.00 per month for the service that you have subscribed. In the final analysis, the monthly fee is **LOWER** than the current cost and, on a yearly basis; it will be substantially lower as you can benefit from the dormant status without having difficulty to reactivate.

Please note that the current DSL service will be available until 2020 at the latest in the event that you wish to maintain your current telephone and Internet service and do not want to have Uverse fiber optic. **Current TV programming provided by either Direct TV or the French channel will still be available on our older cable system.**

Owners who are not present at Waterside can forward a data registration form to the Waterside Office in order to change an existing AT&T account from DSL to fiber optic, if you wish to have this new service. Please indicate on the registration form whether you will require assistance with language and also have your current AT&T statement on hand in order to enable you to compare the service and cost. A registration form is included for your convenience.

In order to obtain the AT&T Uverse service, please complete the attached registration form and return it to the Waterside Office by email to watersidevillage@bellsouth.net or fax to (561) 582-5368. After your registration form is received, someone will communicate with you to complete the process.

To date, the reaction of owners is extremely positive. Please understand that we cannot all have our AT&T Uverse service activated at the same time. However, we understand that owners who submit their orders during this week should have their service activated by the first week in February.

Thank you for dealing with this matter quickly.

Normand Cadieux
January 18, 2017

André Mongrain

Michael Shane

Registration form- formulaire d'enregistrement

NAME/NOM: _____

WATERSIDE ADDRESS: _____

ADRESSE WATERSIDE: _____

EMAIL/COURRIEL: _____

CELL PHONE #: _____

UNIT PHONE #: _____

TEL DE L'UNITE:

4 DIGIT PIN #: _____

DATE OF BIRTH: month:____ day:____ year:____

DATE DE NAISSANCE: mois:____ jours:____ année:____

We need your address at Waterside as this will be the installation address. The Cell phone number should be a US cell number, and this is also the cell you can be reach by the installation technician for an appointment and also your unit phone number at Waterside if you have one. The 4 digit pin # is a number you will be ask by the customer service when communicating with them, in order to access your file.

Nous avons besoin de votre adresse à Waterside car ce sera l'adresse d'installation. Le téléphone cellulaire doit être un numéro d'appel au U.S. afin que le technicien puisse vous rejoindre pour l'installation ainsi que votre numéro de téléphone à Waterside si vous en avez un. Le « pin » est un numéro à 4 chiffres que le service à la clientèle vous demandera lors d'un appel de service afin d'accéder à votre fiche.

1/18/17