

To all our owners,

So far, we have over 90% of our owners who have moved from the previous provider to the Waterside Village provider Blue Stream Fiber. Both Waterside and Blue Stream personnel are trying to reach the last ones. For some of them we know the reason why, some are not currently present at Waterside, and for others we do not understand why they have not signed up. Just my own situation, I am saving for one of my units \$83.00 US a month just on internet and land line phone.

At one point, we cannot continue to contact each one, it is your responsibility to move to Blue Stream Fiber. If not, it is your cost, you should see the condition of AT&T cabling, it is in unbelievably poor condition.

So far, we have limited number of situations that need to be addressed, and the few situations we have had are resolved very quickly. We have four owners with issues that involving a **Videotron.ca or com** email address and they have difficulties accessing and sending their email. There is no other email address user that are not able to receive and send email. More tests will be done this week. We will do our best to find a solution, if there is one, for this issue.

Some suggestions:

1. If you have only one "POD", please send an email to watersidevillage@bellsouth.net. and we will request a second one. There is no charge as it is written in the contract term.
2. If the second "POD" is behind a piece of furniture, move it to an electrical outlet that is either part of the kitchen counter facing the dining table, or on the wall at the end of your dining table. Never unplug the 2 pods that you have, just the secondary one.
3. If your second "POD" is on a mirrored wall change the location to what it is mentioned under item 2.
4. Set-up on your intelligent cell phone the following App "HomePass Plume", you have to do this within your unit. This will provide you with information on the internet performance. You can also use other App's to run speed tests.

Concerning Videotron, we are searching for a solution, if you are experiencing this issue, please, first reset all your devices, cell phone, iPad and computer, and if situation still exists, send an email to watersidevillage@bellsouth.net and the office will forward it to the appropriate person for follow-up. Please advise your visitors and guests of this situation, in case they have a Videotron email address.

We hope to be in a position to release more information soon on the Videotron issue.

Andre Mongrain