

Verizon Upgrade for our Condo Association

September 26, 2016

To all owners and residents:

In response to contact with Verizon by the Condominium Association Board of Directors, Verizon has acknowledged that their existing equipment in our buildings, and therefore their FiOS service to their customers in our buildings, is outdated and is not capable of providing the full array of FiOS capability and reliability. Verizon has agreed to upgrade their equipment in the buildings to deliver full FiOS capability and reliability at no cost to the Condominium Association or to individual owners or residents. This upgrade will make full FiOS capability possible to all units whether or not you are currently a Verizon customer.

Once the equipment in the buildings is upgraded, then each Verizon customer can contact Verizon to have their individual service upgraded. At this time, there is no cost to Verizon customers to upgrade their service unless additional features are added.

This building equipment upgrade will enhance the long term value of your unit for both Verizon customers and non-customers, supporting future improvements and new technology. The Board considers this upgrade as necessary.

However, **in order for Verizon to upgrade the equipment in our buildings, they will need to access ALL condo units in both buildings. This requires that EACH AND EVERY owner agree to give Verizon permission to access your unit in order to run a pull string from the central closet on your floor to the cable access point, which is located behind the plastic panel in your laundry room.** Even if you do not have any Verizon services, if you have Comcast, if you have FiOS, if you have standard phone lines, if you have nothing at all, **you will need to give permission** for Verizon to enter your home to install the pull string. No changes will be made to any services you have (Verizon or otherwise) as a result of your agreement or Verizon's work.

Once we get permission from 100% of owners/residents for Verizon to enter each unit, Verizon will tell us when they will be in the building to install the pull strings. **We anticipate that installation for the entire buildings will only take a couple of days, so Verizon will need access to your condo unit during that time. If you will not be home, you will need to provide a key for your unit to a trusted friend, relative, Building Operations Committee or member of the Board of Directors. No one will enter your home without your permission and without being accompanied by the person you choose, or by two members of the Board or Building Operations Committee.**

Please remember that **permission of 100% of unit owners in our Association for pull string installation by Verizon is required, or NONE of the Verizon customers in our buildings will be able to get the upgrade.** Even if you do not use or intend to use any Verizon services, we are actively asking you to help out your neighbors by granting this permission so that Verizon will upgrade the equipment in the buildings and provide better service to their customers (your neighbors). In addition, once the upgrade and pull strings are installed, it will permit you to switch to Verizon FiOS in the future if you so desire, and will make your unit more valuable to potential buyers who are or would like to be Verizon customers, should you want to sell.

Please see the Q&A on the next pages. If you have further questions, please contact your Board president.

Questions and Answers - Q&A:

Q: What is the purpose of this upgrade effort?

A: Currently Verizon customers in our buildings do not get true FiOS reliability and speeds into their condo units, especially for Internet connection, due to outdated Verizon equipment. Currently, Verizon Internet speeds are limited to roughly 25 Mbps, since the Fiber Optic cable stops in the garage level, and signal is brought to the condo units via twisted pair copper cable (essentially phone lines). This upgrade effort will allow Fiber Optic cable to be run directly into the customer's condo unit for best service, reliability and speed.

Q: What will be the cost of the upgrade to the Condo Association?

A: The upgrade will be done at absolutely no cost to the Condo Association, unless major hallway ceiling repairs need to be made due to damaged existing conduits.

Q: What will be the cost to Verizon customers?

A: As of this time, there is no cost to Verizon customers for upgrading your service to fiber in the unit unless you choose additional Verizon services or products.

Q: What actions is the Condo Association taking?

A: Your Board members have been meeting with Verizon to work out the details. In addition, our Condo Association will be signing a Premises Access License (PAL) that allows Verizon an easement to install its lines in the building common areas. The Master and Bluffs Village Associations are also signing PALs to permit Verizon to run cables under portions of Stone Cliff Drive and the Bluffs parking lots and landscaping as necessary to make this upgrade effort possible.

Q: Why do I have to do anything if I do not have Verizon Internet or TV services?

A: Your Board is requesting your cooperation in this Building Upgrade. Verizon is spending considerable money and effort on this, and their policy is that if **100% of owners/residents** of an entire Condominium Association do not agree to let Verizon into their units to install a pull string, they will not do anything at all for that entire Association. This is a request to help your neighbors at no cost and very little inconvenience to you.

Q: What exactly will Verizon do in my unit?

A: Currently there are plastic conduits that run from the central closet on each floor to the cable access area in each unit. This area is generally behind a plastic panel in your laundry room. Currently, video and phone cables run through these conduits. Verizon will fish a line through the conduit, called a pull string. One end of the pull string will exit the conduit in the central closet, and the other end will be hidden in the cable access area in your laundry room.

Q: What in the world is a pull string?

A: A pull string is just what it sounds like. It is a length of string that runs through the entire conduit and can be used at a later time to pull a cable, such as a Fiber Optic cable, through the conduit.

Q: Will any changes be made to my current service (Verizon, Comcast, other)?

A: No changes will be made to whatever service you now have as a result of the pull string installation. This effort only prepares your unit for the possibility of future Verizon upgrades.

Q: How long will Verizon be in my unit?

A: It is hard to say, but it is anticipated that it will take less than one hour in your unit. Your internet, cable, and phone may be disconnected for a short time while Verizon is working in your unit, but it will be reconnected when they are finished.

Q: When will Verizon need access to my unit?

A: Currently, Verizon is beginning engineering work to determine what needs to be done outside to get sufficient Fiber Optic cables under Stone Cliff Drive and into each building. A rough estimate of timeframe would be 4th quarter this year, or 1st quarter next year. Once we get a more definitive timeframe from Verizon, we will keep you informed.

Q: Will I have a choice of dates/times for Verizon to enter my unit?

A: We anticipate that each building will be done over a several day period. Therefore, we expect that there will be a limited number of day and time choices when Verizon will need access to your unit.

Q: What if I will not be home, at work, out of town, etc. on the day/time when access to my unit is needed?

A: We suggest that you provide us with the name of someone that you trust who has keys and access to your unit, or that you provide your key to the Building Operations Committee or a Board member.

Q: What if I don't agree to let Verizon into my unit to install the pull string?

A: If you don't agree, then no one in our Condo Association will be able to get the upgrade. In this case, Verizon will not do any of the work in our Association's buildings. If this is the case, Verizon customers in our buildings will be denied the latest technology which they are paying for (FIOS) and, will be very unhappy.

Q: I don't have any Verizon services. Why should I agree to this? Is this of value to me and our Condo Association?

A: Several reasons:

- This is a necessary building upgrade that we have been trying to arrange for several years.
- If you later want to get Verizon FiOS, you will be able to do so.
- This may put pressure on Comcast to improve their service or be more competitive.
- If you sell your unit, you can truthfully tell potential buyers that full FiOS service is available.
- Sometime in the future, there may be an upgrade that YOU might want that could only be installed if the pull string exists in the conduit.
- Your neighbors will be happy and will appreciate your support. (Remember, there may be a building upgrade in the future that might benefit you and would require neighbors who would not benefit to agree to access to their units.)

Q: Who can I contact for more information or if I have additional questions?

A: Contact Steve Leven, 410-241-4019, or sleven@comcast.net

Verizon Upgrade - Unit Access Permission Form

I _____, residing at _____ Stone Cliff Drive, Baltimore, MD 21209, Unit _____,
(Print Name) (Bldg #) (Unit #)

agree to let Verizon and/or its contractors enter my unit for the purpose of installing a pull string

between my unit and the central closet on my floor under the supervision of me or someone I designate.

I understand there is no cost to me for this installation, and that it does not obligate me in any way to purchase any or additional Verizon services.

I may be reached by the following methods (for contact purposes only; not for any soliciting):

Email: _____

Phone Numbers: _____

If I will not be available on the date that access to my unit is needed, access may be gained by:

(check) Contacting _____
(Name, email, phone)

Or _____

each of whom has my permission to enter my unit for this purpose.

(check) The Building Operations Committee has my key and permission to enter my unit for this purpose.

I understand that this permission will remain in place until the earliest of (1) Verizon completing this work; (2) the project being cancelled; or (3) my written revocation of this permission.

(Signature)

(Date)

Please deposit completed form in the **black locked suggestion box** in your mail room, or return to any Board member. If neither option is available, return to Ashley Jenkins at Tidewater by any of these methods:

Email: ajenkins@tidewaterproperty.com

Mail: Tidewater Property Management
3706 Crondall Lane, Suite 105
Owings Mills, MD 21117

Fax: 443-548-0196