

January 23, 2017

Dear SilverLakes Residents,

The SilverLakes Community Association Board of Directors is pleased to announce that it has concluded negotiations with Comcast. Given the size of our community, SilverLakes was able to negotiate a very favorable bulk services package that will take effect on May 1, 2017, offering tremendous services and savings to the community. **THIS NEW PACKAGE INCLUDES BOTH CABLE AND INTERNET**

The enhanced features you will enjoy are set forth in the attached introduction letter from Comcast. These features include:

- 1 top-of-the-line X1 DVR
- 2 X1 companion boxes
- 2 HD digital adapters
- Over 150 channels, including HD channels
- Comcast Extreme 150 mbps internet. "No Data Cap"
- Wireless internet gateway

In the coming weeks, you will receive further notices from Comcast detailing the process to receive the new equipment offered as part of the new bulk services agreement. Residents that currently have the necessary equipment will continue without interruption. The amount you pay for cable to the Association will remain the same throughout 2017 - \$103/quarter! Effective January 1, 2018, the rate will increase to approximately \$60/month, plus taxes and fees for cable and internet. The exact rate will not be determined until next year's budget.

For your convenience, all residents have been **automatically** enrolled to benefit from the new services as of January 1, 2017. Residents who have previously opted out will be re-enrolled in the new service.

Should you choose not to take advantage of this amazing offer, SilverLakes will be offering a limited **one-time only opt out option**. The option to opt out will only be made available from February 10, 2017 at 8:00 am through March 10, 2017 at 11:59 pm. Only the first 749 residents requesting an opt-out via the resident portal at [www.pinespropertymanagement.com](http://www.pinespropertymanagement.com) will be permitted to opt out. Alternatively, you may visit the Pines Property Management Opt Out Webpage located at [www.pinespropertymanagement.com/comcast.aspx](http://www.pinespropertymanagement.com/comcast.aspx). Opt out will be on a first come first serve basis and at the sole discretion of the Board of Directors. Please follow all instructions on the webpage. **Written opt out requests will NOT be accepted. If you do not have internet access, you may visit the Pines Property Management office at:**

Pines Property Management, Inc.  
6941 SW 196<sup>th</sup> Avenue, Suite 27  
Pembroke Pines, FL 33332

**Important Note about emails:** It is our understanding that you are given an option to keep your current internet provider's email service, should you choose to do so, at no charge. SilverLakes does not guarantee that this service will be provided at no cost. You are encouraged to discuss this with your current internet/email provider.

Sincerely,

Your SilverLakes Board of Directors