



September 25, 2008

TO: ALL RESIDENTS  
VANGUARD LOFTS CONDOMINIUM ASSOCIATION

FROM: The Board of Managers & Property Management

RE: Satellite TV - Dish Network Contract Negotiations Update

We have suffered through 8 years of terrible customer service and hardly any hardware or technology upgrades from Roddy Glenn and his company USA Dish. The Vanguard Lofts Condo Association has finally broken free of the contract and the Board is working hard to close the deal on a new contract with Dish Networks. The Board understands that it has been "extremely" painful not having a service provider over the past couple months. We are doing everything to facilitate a speedy execution of the new contract. Please note, the new contract negotiations started on August 21, 2008 at the time we confirmed our contract with USA Dish had been terminated and the 30 day cure period had expired.

The attorney for the Vanguard Lofts Condo Association is doing everything in his power to negotiate a contract where the Association has rights. This means service level agreements, termination clauses, building access rights, technology upgrades, etc. Currently, we are in the third round of revisions. At this point we are down to the last few items before there is a final agreement and the contract is signed and executed. Please remember... we are trying to protect the Association and all residents so we don't get burned by another bad contract.

Please do not take your frustrations out on Dish Networks, First Properties, or Vanguard Lofts. Everyone is waiting on the legal departments to sort out the details so we can move forward and upgrade the building. It has taken a bit longer than originally planned, but it is for the good of the Vanguard Lofts Condo Association, home owners, and residents.

The Board of Managers is asking everyone... please be patient. We have not forgotten about anyone. We are not ignoring anyone. We are not dragging our feet. The Board is contact with our attorney so we can close the deal as soon as possible. Unfortunately, the legal process is slow.

Dish Networks is ready to move in and upgrade the building. The plan is to put in all new infrastructure so everyone will have the option of HD satellite service, along with HD satellite receivers and DVR units. All the latest Dish Network equipment will be fully supported and available to everyone. Existing customers can keep their current programming package or select from an assortment of upgrades.

Once we sign the contract things should move rather quickly... but we are still waiting on the final contract. We do not have a date as to when the new contract will be signed, so we cannot provide any specifics. The Board will update everyone the moment we have a new contract in play.

Thank you,

The Board of Managers