



Sterling Oaks Community Association and Club, Inc.
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To Whom It May Concern:

In early 2013, Sterling Oaks formed a committee to look at alternatives to our current telecommunications provider. Our broadband infrastructure was aging and we were looking for a company that could not only deliver a state-of-the-art system, but also superior customer care. We wanted a company that would listen and respect what our community wanted, instead of telling us what we had to have. We found that, and more, with Litestream.

From the very beginning, we were impressed with the dedication of Litestream and its staff. We had several initial discussions and always dealt with the decision maker, which was important to us. Since then, the process has been nothing but pleasant.

The company's White Glove construction process has been particularly remarkable. Communication with residents, the Board of Directors and property management has been clear, consistent and nothing short of extraordinary. They have shown extreme care and respect to residents, responding quickly and effectively to any questions or concerns.

We couldn't be happier with Litestream and how easy they have made the entire process. We are looking forward to installations in the community, along with the impeccable service that goes along with it. For homeowners considering a transition from another cable company, I highly recommend Litestream and would be glad to answer any questions or provide input.

Sincerely,

Mark C. West CCM, CCE, CAM
General Manager
Sterling Oaks Community Association and Club Inc.