

To all bSmart and bSmart+ subscribers please read the following information carefully,

Over the past few months or so due to various factors around the world, we have been working with our primary stream providers to help increase security and stability within our platform. There has been an increase in what are called DDoS attack attempts around the world that could affect performance of our systems if they were to affect our system or providers. We are doing everything possible to stay ahead of this security threat. Since we are a small company there have been a couple hiccups along the way, but we are working hard to make sure your security is protected and that we can ensure the stability of the bSmart streaming service. And we thank you for your patience.

Due to this work on the security and stability of our apps, this is a notice about upcoming updates to our bSmart and bSmart+ Pro applications that will affect all subscribers. We are finishing programming for updates to each application's security and authentication functions. This will allow us to send out better updates during the normal course of use that we are currently capable of doing. These updates may also help keep connections to our content servers more stable and reduce lingering issues. Those of you who are using the bSmart+ Pro app, we will send these updates over your normal connection but in the process, you may lose connection to your bSmart (Live TV Only) connection, and it will need to be reset. Those of you using only the original bSmart app (the red icon) will need a new version of the app moving forward to ensure correct connections to our new protocols.

As not to confuse anyone out there, note that we currently offer 3 different applications, as well as 3 different possible connections to your streaming services. So that the remainder of this notice is clear, here are the different names referenced and what they mean.

STREAMING SERVICES/CONNECTIONS:

1. bSmart (Live TV Only) connection – Offers connections to Live TV channels only
2. bSmart+ (Live TV & VOD) connection – Offers connections to Live TV channels as well as our primary provider of On-Demand content (Movies and Series).
3. VOD Only connection – this is only used but a small group of users and we refer to it as our 'Polar' connection. If you have this connection type, it will be completely unaffected by any of the info included in this notice.

APPLICATIONS:

1. Original bSmart Standard App – this has a red icon and background when you use it and is manually updated with a button in the top right corner of your screen.
2. bSmart+ App – has a blue and white icon and allows you to connect to Live TV, as well as Movies and Series On-Demand.
3. bSmart+ Pro App – we released this around mid-November and many users are using this. It allows you to use 1 or multiple connections as described above in a single application using a Switch Acct button.

For bSmart App Users (App #1):

In the next few days, the standard bSmart application may lose connections to our systems although it may not affect all users. If you do have a problem with your connection, please contact our help desk at 352-568-5520. We will be working to get everyone updates as quickly as is possible, so we ask for your patience during this process. If you wish you can also download the newest version of our bSmart app from our website and the DOWNLOADS page and load it onto your box yourself. SEE THE LINK below in the App #3 section for more details.

For bSmart+ Users (App #2):

Your app should be unaffected by the changes and updates as described in this notice.

For bSmart+ Pro Users (App #3):

If you already have the bSmart+ Pro application, you will need to follow the instructions posted on our website at (www.bsmartplus.com/appreset). The information on this page will walk you thru removing and then restarting your connection to the bSmart content servers. If you are uncomfortable performing this process, please contact us and we will assist you.

More Info:

- bSmart+ Pro users - connections to the bSmart+ and Polar connections, these will not be affected by the changes described in this notice.
- If you use both the bSmart (red) and bSmart+ Pro apps to connect to your Live TV Only, we ask that you follow the instructions as listed at (bsmartplus.com/appreset) to reconnect to your bSmart connections and once we have updated all the users with only the single application, we can contact you and update your bSmart app as well. We appreciate your understanding. Once reconnected you will still have access to all of the Live TV Only services.

We will be reaching out to all users so if you have a preferred time or day you wish to be contacted, please text us at the number above or email us at support@bsmartplus.com. We will do all we can to accommodate everyone as quickly as possible. We apologize in advance but during the process to update the bSmart app as well as while performing the reset process as noted on the webpage listed if you perform this update yourself to save time, any FAVORITES you have in the bSmart connection/app will be lost. We sincerely apologize for this and would recommend you may want to take a picture of your favorites page for reference if you need it.

An update for those of you who are 'Live TV & VOD (bSmart+)' connection subscribers. Regarding the technical issues with the VOD services, we also want to say we appreciate all your patience while we have undergone the repair and restoration of our Video on Demand services of the past week or so. While the two issues (the update described above and the issue with the VOD service this past week) are unrelated, we continue to make progress to completing the full restoration of the series section of the bSmart+ On-Demand connection and look to have this completed in the few days. All of the Movies should be restored completely.

Just to recap, we will need to update your standard bSmart app (the red one) in the coming days and if you are a bSmart+ Pro user you can use the included instructions to update your application to save time and get you back and running quicker if you do lose your connection. Please respond back to us with a preferred window of service and we will reach out to you to schedule your update. Please be patient as we assist all of our customers. If you have other questions, feel free to contact us and we will get back to you as soon as we are able to.

Lastly, for those of you in the Villages area, if you are able to come by the Market of Marion on Saturdays or Sundays, we can also update your boxes there if that is easier for you. We are in booth A143 on Saturday and Sunday from 9am until 3pm. Manual updates are the market will be available starting Saturday February 26th. If enough customers are requesting it, we may be able to get to the market on Friday, February 25th as well. And remember that the support desk is open from 11am until 7pm normally Monday thru Thursday. We will like extend hours this week as much as we can to accommodate as many updates as possible. If you reach out and do not get us, please leave a message and we will call everyone back in the order calls are received.

Once again, we thank everyone for their patience and understanding as we try to help make your bSmart experience better now and in the future.

Sincerely,

Al & Brian