

**EXPLORING YOUR  
BLUE STREAM FIBER SERVICES**



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***SERVICE  
GUIDED BY  
OUR MISSION:***

AS TRUSTED INDUSTRY EXPERTS WE ARE DEDICATED TO PROVIDING COMMUNITIES AND OUR NEIGHBORS WITH RELIABLE FIBER INFRASTRUCTURE TO OFFER WORLD-CLASS INTERNET, TV AND PHONE PRODUCTS AND SERVICES THAT ENRICH LIVES, WHILE PROVIDING A PERSONALIZED CUSTOMER EXPERIENCE, FROM A LOCAL TEAM THAT CARES.



Blue Stream Fiber Customer,

We pride ourselves on bringing world-class services to our customers. That's why we are thrilled to share updates about the upgrades coming to your community over the course of 2022. If you had the chance to attend one of our recent town hall presentations, you got to see the details on all these exciting improvements. If not, don't worry. We've provided many of the specifics in this communication, plus even more detail!

### **We're upgrading your entertainment experience!**

You asked, and we listened. We are upgrading your TV service. You and the residents in your community will receive one Google Android HD DVR Set-Top box and voice remote as part of your Blue Stream service. Get ready to enjoy watching your favorite shows and movies in crystal clear HD. With 100 Network DVR hours included, you'll be able to record all of your favorites! In addition, you'll be able to watch your Blue Stream Fiber TV service via our App on a Fire TV stick. You'll also get a new channel lineup that will include more channel choices. And to top it all off, you'll be able to navigate and find your favorite channels with our world-class voice remote. Simply say the channel and you're TV will tune to that channel for you!



The updated TV service will feature the best of traditional TV as well as integration with popular streaming apps like Netflix, Amazon Prime and more!

- Simple, easy-to-use guide
- Network DVR, Start Over & Catch Up
- Voice Remote: Say it. See it. Watch it
- On Demand with over 30,000 shows
- Google Assistant & 5,000+ Apps
- 4K Ready
- Small Set-Tops can be placed behind TV

Additionally, as part of this transition, we will be sunsetting the use of Digital Transport Adaptors and the current set-top boxes. We'll communicate with you in the future on how to get your new equipment and dispose of the old equipment.

### **Go even faster with Internet speed upgrades.**

We have recently increased the speed of your internet services to 300 Mbps X 300 Mbps, allowing you to connect to what matters most, quickly.

### **Upgrading your current phone plan to unlimited.**

With increased reliance upon home phones, we upgraded customers' phone services to our unlimited national plan. This includes all the features that come along with your phone service such as Auto Redial, Call Blocking, Call Tracing, and Caller ID among others.



### **New website.**

Enjoy our new state-of-the-art website built to help provide our customers with the very best user experience when looking for information on services, upgrades, or managing their account. We will be updating the website with information on these upgrades regularly. To find the information relevant to your community, just type in your address on the “Get Blue Stream Service” tab at [www.bluestreamfiber.com](http://www.bluestreamfiber.com).

### **We have even better news!**

As part of our promise to bring you the best products and services, we will be offering a wireless Home Security service which will be available for upgrade. With our new Touchscreen Panel and app-based security and home automation, you can stay in control from home or on the go. Stay tuned for additional information coming soon.



Please be on the lookout for more communications about these exciting changes. We'll also be holding on-site Blue Stream Fiber experience days in the coming weeks and months to keep you apprised on timing and next steps. You can also stay informed by keeping an eye out for updated information on our website.

We thank you for being a Blue Stream Fiber customer and can't wait for you to experience these wonderful new services.

Sincerely,

Joe Canavan  
Chief Executive Officer

# Custom Communications Services Package

## DETAILS OF THE SERVICE PACKAGE:



### TV SERVICE

- Digital Core and IPTV Service with 200+ Existing Channels including HBO Max
- Direct Connect
- 100 Hours of DVR Recording
- HD & VOD
- TiVo Set-Top Box
- Voice Remote (English & Spanish)



### INTERNET SERVICE

- Up to 300 Mbps Download
- Up to 300 Mbps Upload
- ONT (Fiber Modem)
- Managed WiFi with HomePass App Access
- No Data Overage Charges\*

\*Subject to acceptable use policy



### PHONE SERVICE

- Unlimited long distance phone service



### HOME SECURITY

- Basic Home Security Service

The above services that will be included as part of your association dues. Should you wish to add any additional services like even faster Internet, more digital channels, or premium home phone service, we can accommodate those requests at our sign up events. Charges will be billed directly from Blue Stream Fiber to you for any additional services outside your Association's agreement.

Channels are subject to change.



## Upgrade Options

### PREMIUM TV UPGRADE OPTIONS

Digital Plus .....	\$27.99
HD Tier (Redzone, Outdoor, and HD Net Movies) .....	\$10.99
Latino Tier .....	\$16.99
Cinemax .....	\$10.00
Showtime .....	\$10.99
Starz .....	\$14.95
Encore .....	\$6.95

Channels and Pricing are subject to change.

### HAVE ADDITIONAL TVS? YOU HAVE OPTIONS!

Watch TV Live on Blue Stream Fiber TV App. ....	Free*
TiVo Android HD Set-Top Box ...	\$9.99 ea.
300 DVR Hours .....	\$5.00
500 DVR Hours .....	\$10.00
6 Streams .....	\$1.00
7 Streams .....	\$2.00
8 Streams .....	\$3.00
9 Streams .....	\$4.00

\*through Fire TV Stick

### OR TAKE ADVANTAGE OF OUR PACKAGES WITH UNBEATABLE PRICES!

#### GET THE SPEED!

#### \$25 PACKAGE

- 600 Mbps Upgrade
- Home Protection Plan
- \$5/ea. Additional Set-Top Boxes

#### \$35 PACKAGE

- 1 Gig Mbps Upgrade
- Home Protection Plan
- \$5/ea. Additional Set-Top Boxes

### GET THE SPEEDS, STREAMS, AND HOURS!

#### \$15 PACKAGE

- 500 DVR Hours
- 9 Streams
- Home Protection Plan
- \$5/ea. Additional Set-Top Boxes

#### \$35 PACKAGE

- 600 Mbps Upgrade
- 500 DVR Hours
- 9 Streams
- Home Protection Plan
- \$5/ea. Additional Set-Top Boxes

#### \$45 PACKAGE

- 1 Gig Mbps Upgrade
- 500 DVR Hours
- 9 Streams
- Home Protection Plan
- \$5/ea. Additional Set-Top Boxes

### ADDITIONAL SERVICE AND EQUIPMENT OPTIONS

#### Internet Services

1 Gbps/1 Gbps Internet Service .....	\$35.00
600 Mbps/600 Mbps .....	\$25.00

#### WiFi Services

Additional Mesh WiFi Pods .....	\$5.00 ea.
Managed WiFi (if not included in bulk) .....	\$10.00

#### Home Protection Plan .....

\$4.95

#### Total Home Security (for 24 mos.) ...

\$15.00

Prices subject to change and do not include taxes, fees, and surcharges. Everyday TV Prices shown reflect a \$30 discount that is applied when purchased with internet service. A subscription to Sports Tier and Blue Latino requires purchase of Expanded or Digital Plus TV. A Set-Top box is required to view all TV service.

# Channel Lineup



Blue channels are included as part of your package, in HD and SD. Please note the names of the channel packages are changing. You will also see this change on your bill, if you receive one. Channels are subject to change.

## DIGITAL CORE

Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#
A&E	36	332	DISCOVERY	30	336	ME TV	84
ACC NETWORK	14		DISNEY CHANNEL	23	361	MLB NETWORK	17
AMC	34	354	E!	42	350	MSNBC	40
ANIMAL PLANET	32	338	ESPN	12	312	MTV	50
ANTENNA TV	81		ESPN2	13	313	NASA	75
AZTECA	100		ESTRELLA	85		NATIONAL GEOGRAPHIC	65
BALLY SPORTS 1	18	320	FOOD NETWORK	44	344	NBC SPORTS NETWORK	72
BALLY SPORTS FLORIDA	55	315	FOX BUSINESS	57	327	NFL NETWORK	68
BALLY SPORTS SUN	16	316	FOX NEWS NETWORK	39	324	NICKELODEON	25
BASIC CHANNEL GUIDE	2		FREEFORM	80	364	OWN	70
BET	53	368	FX	54	357	OXYGEN	69
BLUE STREAM FIBER CHNL	22		FX	79	321	PORT ST LUCIE	20
BOUNCE TV	86		GAC	51	366	QVC	15
BRAVO	71	340	GRIT	82		SEC NETWORK	73
C-SPAN2	63	374	HGTV	45	345	SEC OVERFLOW	74
CARTOON NETWORK	24	363	HISTORY	33	333	SYFY	48
CNBC	41	322	HLN	38	325	TBD-TV	59
CNN	37	326	HSN	5	370	TBN- WTCE	21
COMEDY CENTRAL	49	356	INSP	66		TBS	28
COMET	83		INVESTIGATION DISCOVERY	76	339	TCM	35
COWBOY CHANNEL	60		LIFETIME	29	349	TELEMUNDO	61
CSPAN	62	373	LMN	64	348	THE WEATHER CHANNEL	58
							372
						TLC	31
						TNT	27
						TRAVEL CHANNEL	43
						TRU TV	46
						TV LAND	47
						USA	26
						VH1	52
						WE TV	56
						WEATHER NATION	101
						WFGC	103
						WFLX - FOX	11
						WGNA	102
						WHDT IND	7
						WLXTV-ST EDUCATIONAL	19
						CHANNEL	10
						WPBF- ABC	10
						WPEC- CBP	9
						WPTV (NBC)	3
						WPXP - ION	8
						WTCN (MY NETWORK TV 15)	67
						WTVX (CW)	4
						WXEL - PBS	6

## DIGITAL PLUS

Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#
ACCN	165	565	DISCOVERY FAMILY	139	539	HALLMARK	111
AMERICAN HEROES	138	538	DISCOVERY LIFE	117	517	HRTV	177
AXS TV		572	DISNEY JR	155	555	IFC	114
BBC AMERICA	130	530	DISNEY XD	150	550	LIFETIME REAL WOMEN	115
BET JAMS	187		DIY	105	505	MAV TV	176
BET SOUL	189		ESPN NEWS	162	56	MILITARY HISTORY	181
BIG TEN NETWORK	164	564	ESPN U	163	563	MTV CLASSIC	188
BOOMERANG	151	551	EWTN	108		MTV U	184
C&I	179	579	FOX SPORTS 2	178	578	MTV2	185
CBS SPORTS NETWORK	166	566	FUSE	191	591	MUSIC CHANNELS	701
CMT	190	590	FUSION	124	524	750	
CMT MUSIC	192		FX	112	512	NAT GEO WILD	119
CNBC WORLD	125		FYI	104	504	NICK	149
COOKING	106	506	GOLF CHANNEL	169	569	NICK JR	154
CSPAN	129	529	GSN	120	520	NICK MUSIC	186
DESTINATION AM	136	536	HALLMARK	110	510	NICKTOONS	152
							552
						OLYMPIC CHANNEL	167
						OUTDOOR	180
						PARAMOUNT NETWORK	173
						PPV	601
						REELZ	121
						SCIENCE	134
						SPORTSMAN	170
						SUNDANCE	113
						TBN	109
						TEEN NICK	153
						TENNIS	168
						UNIVERSAL KIDS	156
						VELOCITY	535
						VICELAND	132

## TIVO+ CHANNELS

ADVENTURE SPORTS NTWK	1120	FILMRISE FOOD	1114	LOOP 70S	1169	LOOP UNWIND	1160	PONGALO NOVELACLUB	1144
AMEBA	1106	FILMRISE FREE MOVIES	1115	LOOP 80S	1168	LOOP WORKOUT	1158	POWER NATION	1111
AMERICAN CLASSICS	1134	FILMRISE TRUE CRIME	1148	LOOP 90S	1167	LOOP YACHT ROCK	1157	PUDDLE JUMPER	1108
ATMOSPHERE	1135	FOOD52	1104	LOOP BEDROOM BEATS	1162	MAVERICK BLACK CINEMA	1171	QVC	1176
BATTERYPOP	1122	FUNNY OR DIE	1129	LOOP FRIDAY FEELS	1163	MOBCRUSH	1142	REEL TRUTH	1127
BEIN SPORTS XTRA	1146	GLAMOUR	1133	LOOP HIP HOP	1162	MOOVIMEX	1147	REVRY	1150
BNC GO	1149	GQ	1132	LOOP HOT HITS	1155	MOTORVISION TV	1178	SPORTSWIRE	1124
BON APPETIT	1131	HALLMARK MOVIES & MORE	1170	LOOP LATIN X POP	1153	MR.BEAN AND FRIENDS	1128	TASTEMADE	1151
CHEDDAR NEWS	1141	HSN	1177	LOOP LIKE YESTERDAY	1165	MUSIC BAEBLE	1118	THE ASYLUM	1116
COMPLEX	1109	IT'S SHOWTIME AT THE APOLLO	1174	LOOP MUSIC VIDEOS	1179	NATUREVISION	1110	THE PET COLLECTIVE	1102
CONDE NAST TRAVELER	1101	JOURNY	1105	LOOP NEURAL	1161	NEWSMAX	1145	TMZ	1119
DUST	1172	JUST FOR LAUGHS & GAGS	1175	LOOP PARTY	1159	NEWSY	1137	USA TODAY	1123
ELECTRIC NOW	1173	KABILLION	1136	LOOP R&B	1156	OMG NETWORK	1126	VOYAGER DOCUMENTARIES	1143
FAILARMY	1100	KARTOON	1107	LOOP TEXAS	1154	OUTSIDETV	1121	WIRED	1138
FILMRISE CLASSIC TV	1112	LATIDO	1140	LOOP THAT'S HOT	1166	PEOPLE ARE AWESOME	1103		
FILMRISE FAMILY	1113	LAW AND CRIME	1139	LOOP TRENDING	1164	PGA TOUR	1130		

## PREMIUM CHANNELS

Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#	Digital SD#	Digital HD#
5 STAR MAX	221	HBO	200	HBO2	201	SHOWTIME SHOWCASE	235
ACTION MAX	217	HBO	207	MAX WEST	223	SHOWTIME WOMEN	239
ACTION MAX WEST	225	HBO 2	208	MAXLATINO	220	STARZ	263
CINEMAX	215	HBO Comedy	205	MORE MAX	216	STARZ CINEMA	267
ENCORE	269	HBO Comedy	211	MORE MAX WEST	224	STARZ COMEDY	264
ENCORE ACTION	270	HBO Family	210	MOVIEMAX	219	STARZ EDGE	268
ENCORE BLACK	274	HBO Family	203	OUTER MAX	222	STARZ IN BLACK	266
ENCORE CLASSIC	273	HBO Latino	204	SHO'BET	237	STARZ KIDS & FAMILY	265
ENCORE FAMILY	275	HBO Signature	209	SHOWTIME	233	THE MOVIE CHANNEL	241
ENCORE SUSPENSE	271	HBO Signature	202	SHOWTIME 2	234	THE MOVIE CHANNEL EXTRA	242
ENCORE WESTERNS	272	HBO Zone	206	SHOWTIME EXTREME	236	THRILLER MAX	218
FLIX	243	HBO Zone	212	SHOWTIME NEXT	238	THRILLER MAX WEST	226

## HD PREMIUM TIER

HD Net Movies	582	NFL Redzone	380	Outdoor Channel	580
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## ESPAÑOL PREMIUM TIER

Altavision	478	Discovery Familia	431	NBC Universo	411	TV Chile	477
Cinema Mexicano	482	ESPN Deportes	430	Sorpressa	484	TVE Internacional	414
CNN en Espanol	410	Fox Life	485	TBN Enlace	494		
Discovery en Espanol	433	MTV Tres	416	Tele N	488		



# Getting to Know Your New Voice Remote

Blue Stream Fiber TV brings the Best of Traditional TV, Apps and an Advanced Voice Remote. With your voice remote, get ready to Say it. See it. Watch it, and explore a variety of different features and buttons available.

## REMOTE CONTROL REFERENCE

- 1 The TIVO BUTTON takes you to the Home screen.
- 2 POWER button turns the TV on or off.
- 3 INPUT selects the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press OK to bring up TrickPlay controls, UP to see the mini guide and DOWN to see the full Info banner, Continue Watching panel, and Favorite Channels panel.
- 6 VOLUME controls the volume on your TV.
- 7 Press and release the Google Assistant button to talk to Google.
- 8 REPLAY repeats the last eight seconds of the show. In the Guide, REPLAY jumps 24 hours back.
- 9 Use the THUMBS UP and THUMBS DOWN confirm certain commands, as instructed on screen.
- 10 Future enhancements will include the use of the A, B, C, and D buttons. A opens the categories list in What to Watch. B changes the sort order of My Shows. C jumps to the next filter in My Shows. D removes a tile from the Continue Watching panel.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.
- 12 LIVE TV takes you to live TV.
- 13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.
- 14 Use EXIT to go to full-screen video from any TiVo menu screen. While watching live TV or Start Over/Catch Up shows, EXIT goes back to the previous channel watched.
- 15 Use CHANNEL UP/DOWN to change the channel or move quickly through the Guide.
- 16 GUIDE takes you to the on-screen Guide.
- 17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required.)
- 18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.
- 19 ADVANCE jumps forward 30-seconds. In the Guide, ADVANCE jumps forward 24 hours.
- 20 ON DEMAND jumps to the On Demand catalog.
- 21 The NETFLIX button launches the Netflix app.
- 22 ENTER/LAST displays the Continue Watching panel.







## Exploring the Features Included Within My New TV Service

### Fully Integrated Streaming Apps, Easy-To-Use Guide and Remote

Stop searching and start watching. With an intuitive interactive guide and a Voice Remote powered by Google Assistant, you'll always know what's available to watch and when. Search upcoming TV shows and movies, streaming videos and Video On Demand all at the same time.

### Ultra Slim 4K Set-Top Box that Works With All Your Devices

Small Set-Top works even when hidden behind the TV. Our TV service also works on devices like Fire Stick, tablets, phones and Apple TV! Popular apps like HBO Max, Netflix, and Hulu are available right from your home screen.

### Network DVR

Record shows and movies to watch later. Recordings are stored in the cloud to watch anytime, anywhere. Aside from my TiVo set-top box, how else can I watch TV? Explore the Blue Stream Fiber TV App!



### Smart Content Predictions and Recommendations

TV service that gets to know you and what you like. Your go-to shows and helpful recommendations will be curated right on your Home screen for easy access.

### Google Play Store Access

With the Google Play Store built into the Set-Top Box, you'll have access to 5,000+ apps and games, including favorites like HBO Max, Peacock, and YouTube.

# TIP

TO TAKE ADVANTAGE OF THE GOOGLE ASSISTANT VOICE FEATURE AND HAVE ACCESS TO 5,000+ APPLICATIONS, PLEASE MAKE YOU CREATE A GMAIL ACCOUNT IF YOU DON'T ALREADY HAVE ONE. THE LOGIN CREDENTIALS WILL BE NEEDED DURING YOUR PROFESSIONAL INSTALLATION!



## ***Watch TV in Additional Rooms Using the Blue Stream Fiber TV App with Amazon Fire TV Stick***

***Wondering how you can watch TV in additional rooms without a set-top box? We have you covered!***

With digital transport adapters (DTAs) now decommissioned, accessing the Blue Stream Fiber TV App via Amazon Fire TV Stick takes your TV watching experience to another level! Enjoy all of your new TV service's features in additional bedrooms and on the go without needing additional set-top boxes.

### ***LET'S GET STARTED***

The first step is downloading it! To download the App, simply visit the Google Android App Store if you have an Android device, or the iOS App Store if you have an Apple Device. When searching, you will want to type ***"Blue Stream Fiber TV App"***.

Next, you'll want to make sure you have your Watch TV Everywhere (WTVE) Credentials handy. You'll need them to log into the app.

**NOW YOU ARE READY TO EXPLORE THE BLUE STREAM FIBER TV APP FEATURES, INCLUDING: WHAT TO WATCH, THE PROGRAM GUIDE, OR THE SEARCH FUNCTION TO FIND YOUR FAVORITE SHOWS!**



This is the app icon you are looking for.

For more information on the Blue Stream Fiber TV App, please visit  
[www.bluestreamfiber.com/home-products/tv/tivo-ip/bsf-tv-app/](http://www.bluestreamfiber.com/home-products/tv/tivo-ip/bsf-tv-app/).



## What to Watch:

**What to Watch** shows you categories of the best movies and TV shows available. Use the filter strip across the top of the screen to browse for shows that are available to stream, watch live (when in home), bookmark, or record. To get back to this screen at any time, tap **What to Watch** in the bottom menu (iOS) or tap **Menu > What to Watch** (Android).

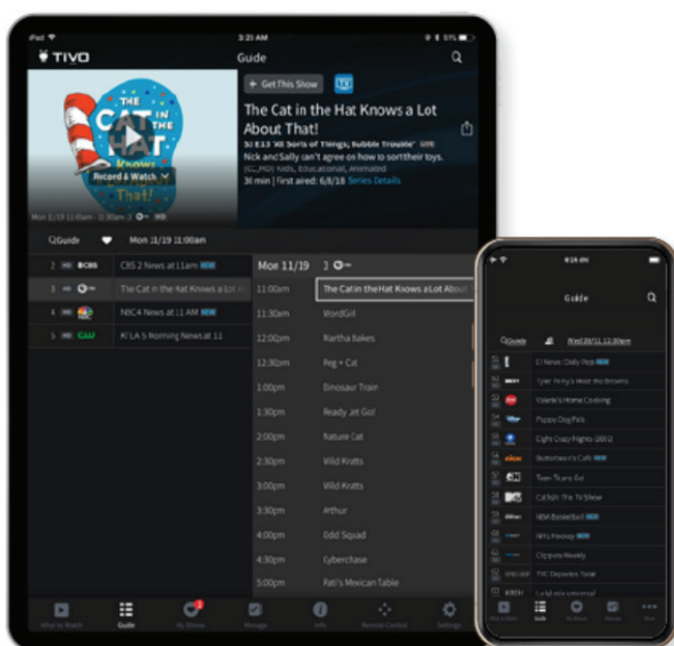
## Guide:

Tap **Guide** in the bottom menu (iOS) or tap **Menu > Guide** (Android). To search for a channel, tap the magnifying glass at the top left of the Guide. To jump to a particular time, tap the date at the top of the Guide to bring up the date selector.

## Search:

Tap the magnifying glass icon at the top of the screen, and enter the first few letters of title of the show or name of the actor you're interested in. A list of matches will appear beneath the search window.

When you find a show you want to watch, tap its title or image to display show information and viewing options. Depending on the show, you can choose to watch the show, set up a recording or OnePass, or change your recording or OnePass options.



FOR MORE INFORMATION VISIT [BLUESTREAMFIBER.COM/TIVO](http://BLUESTREAMFIBER.COM/TIVO)





## ***Taking Advantage of Your Blue Stream Fiber Total WiFi***

If you currently have more than one set-top box in your home or would like multiple set-top boxes, you will be required to change out of your Blue Stream Fiber Total WiFi service. The transition will be easy and ensure you'll enjoy the best possible internet experience and get access to the world-class HomePass App! Explore features included within our Managed WiFi Apps below or visit [www.bluestreamfiber.com/home-products/internet/managed-wifi/plume-managed-wifi/](http://www.bluestreamfiber.com/home-products/internet/managed-wifi/plume-managed-wifi/) for more information!



HomePass by Plume®



Blue Stream Smart Home

## **Blue Stream Fiber Total WiFi Features**

### ***Adaptive WiFi***

Sends stronger signals to rooms where WiFi usage is higher and automatically provides a temporary speed boost when downloading large files.

### ***Parental Controls***

Allows for restricting access to certain online content and freezing WiFi access for devices. Set access rules at the device level, even for designated dates and times.

### ***Guest Access***

Gives you the ability to create guest networks and temporary passwords to control access to your home network. Whether it's the babysitter or a weekend guest, you'll have complete control over who connects to your WiFi Network and how they use it.

### ***Total Control from the App***

Our visually appealing and intuitive App allows you to enjoy the flexibility to monitor and control your home WiFi network whether you're at home or on the go.

### ***AI Security***

Provides built-in protection and device security against online attacks like malware and phishing. Advanced cybersecurity means you'll have ad blocking and automatic quarantining of compromised devices.



## Blue Stream Fiber Total Home Security

As part of the services included within your HOA, you receive home security, but with this new transition, you'll have the opportunity for upgrade to our Smart Home security for just \$15 a month!

### The Security, Safety and Comfort You Want

Your home is exactly that. Yours. You should decide how you protect what's in it, from material possessions to the memories you'll make with the ones you love. From protecting against intruders to automating light and thermostat settings, we've got your back. All that's left for you to do is relax and enjoy life. That is why we've created our Total Home Security for you to take advantage of!



### Explore the Total Home Starter Packages

Take advantage of our special promotion and Upgrade to Blue Stream Fiber's Total Home Security for **as low As \$15 a month, for 24 months**. Once you sign up, you can further tailor your system to accommodate your specific needs.

#### As part of the promotion, you'll receive:

- New ProSeries A7 Touchscreen Panel
- Skybell Video Doorbell
- We will take over existing contacts and make them available in the Total Connect app by zone!
- Smart Home Package included (Value of \$5.00 per month). Support for any compatible Home Automation Z-wave device added.



**No matter what you choose, Blue Stream Fiber's fast and friendly installation professionals will have you up and running in no time.**



## How to Prepare for Your Installation

As you prepare for your in-home installation, there are a few things you'll want to keep in mind.

- Someone 18 years of age or older will need to be home at the time of installation.
- You will need a Gmail Account in order to access many features included within your Blue Stream Fiber TV experience. If you have an account already, you will want to ensure your credentials are handy. If you do not already have an account, you will want to create one. Please see below for instructions on how to create a Google Email Account.

**STEP 1:** Visit Google account creation page, accounts.google.com

**STEP 2:** Click on Create account.

**STEP 3:** The sign-up form will appear. Enter your first and last name.

**STEP 4:** Choose a Username for your account. (Here you can also use an existing email address)

**STEP 5:** After choosing a username, enter a password. Type the password again to confirm. (As per Google's instruction always use 8 or more characters with a mix of letters, numbers & symbols)

**STEP 6:** At last tap on Next. (Right corner of the screen)

**STEP 7:** On the next page enter your phone number to verify your account. (It is a two-step verification process for security)

**STEP 8:** On the given mobile number you will receive a text message from Google with a verification code. Enter the verification code and tap on Verify.

**STEP 9:** On the next page enter your DOB in the specified fields.

**STEP 10:** Choose a Gender.

**STEP 11:** Tap on Next.

**STEP 12:** Read Google's Terms of Service and Privacy Policy will appear on the screen and click on I agree.

**CONGRATULATIONS! YOUR ACCOUNT HAS BEEN CREATED.** At this point you will be ready to share it with your Blue Stream Fiber technician upon arrival. If your WiFi network is being updated, you may want to put together a list of connected devices in your home, to ensure they are all set up and working prior to the technician leaving your home. You can always find support on [bluestreamfiber.com](http://bluestreamfiber.com) or call the dedicated phone number for your community at 772-345-6000. We look forward to installing your new services very soon!

# FREQUENTLY ASKED QUESTIONS

## WHEN WILL MY INSTALL BE ACTIVATED?

Your services will be active following your installation appointment or call. Residents will have the opportunity to get installed after the town hall date.

## CAN I KEEP MY CURRENT SET-TOP BOX?

No, all set-top boxes will be swapped out for our world-class TiVo IP set-top boxes.

## WHAT WILL YOU BE DOING DURING MY INSTALL?

Our technicians will swap out your set-top boxes and any additional services you requested. This will include the set-up of your wireless devices as well as the programming of your remote controls. Moreover, we will provide an in-home training experience on how to use your new equipment and services.

## CAN I ADD OTHER SERVICES FROM BLUE STREAM FIBER?

Yes, you can add additional services at any time by requesting this at our onsite sign-up event, or by calling our service center. To do this you will register at [www.bluestreamfiber.com](http://www.bluestreamfiber.com). Charges will be billed directly from Blue Stream Fiber to the customer for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated.

## WHAT OPTIONS DO I HAVE FOR OBTAINING MY BILL IF I HAVE ADDITIONAL SERVICES FROM BLUE STREAM?

You can sign up for our electronic billing services for free as well as our auto payment feature. To do this, please register at [www.mybluestream.com](http://www.mybluestream.com). You can receive a paper statement every month for a small fee of \$4.49/month.

## WILL I NEED AN EMAIL ACCOUNT IN ORDER TO GET MY TV SERVICES SET UP?

Yes, in order to have access to the Google assistant voice feature and have access to 5,000+ applications you will need a Gmail account. We suggest you create one prior to your installation date to ensure the best installation and customer experience!

## WHAT IS INCLUDED AS PART OF MY HOA?

The below are your included HOA services:

- Digital Core and IPTV Service with 200+ Existing Channels including HBO
- Direct Connect
- 100 Hours of DVR Recording
- HD & VOD
- TiVo Set-Top Box
- Voice Remote (English & Spanish)
- 300 Mbps/300 Mbps Internet
- ONT (Fiber Modem)
- Managed WiFi
- Unlimited long distance phone service
- Basic Home Security Service

## CAN I DO THE INSTALL MYSELF?

At this time, a Blue Stream Fiber technician must do the install.

## WILL YOU TEACH ME HOW TO USE THE EQUIPMENT?

Yes, during your installation your technician will walk you through how to use your new TV service and any other services you get installed.

## ARE WE GETTING A NEW CHANNEL LINE UP?

Your lineup will remain the same. Please refer the channel lineup in this packet for the most up-to-date lineup!

## WHAT DEVICES CAN I USE THE BLUE STREAM FIBER APP ON?

Additional TVs as well as on smartphones, tablets, and Ipads, among other devices.

***Providing Verano  
with World-Class Service***



***[www.bluestreamfiber.com/verano](http://www.bluestreamfiber.com/verano)***