



Huntington Pointe

SERVICE & PRICING INFORMATION PACKET



Dear Huntington Pointe Residents,

Blue Stream Fiber has worked hand in hand with your board of directors to provide you with a new state of the art fiber optic network, industry leading products and substantially better reliability and customer services than your current provider.

At Blue Stream Fiber, we pride ourselves on our legacy of over 40 years of great customer service and our deep experience building the latest fiber optic networks. With this new agreement in place, Huntington Pointe will enjoy advanced products and services, as well as a customer service team with industry-leading ratings.

On behalf of Blue Stream Fiber, I would like to take this opportunity to welcome you as a new customer. We are thrilled to be providing your community with greater reliability, better products and improved customer services.

Thank you for entrusting Blue Stream Fiber with your TV and Internet needs. We are proud to serve you and look forward to providing you with more information throughout the coming year.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan", with a long, sweeping horizontal line extending to the right.

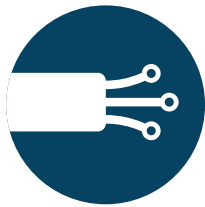
Joe Canavan
Chief Executive Officer

Service Guided by our Mission:

We are dedicated to providing our customers and neighbors with reliable communications and entertainment services that enrich their lives. All through the most trusted products and customer experience, from a team that cares.



The Trusted South Florida Communications Provider for Over 40 Years



Fiber: Fiber-to-the-Home Service
since 2002



Internet: Whole Home WiFi with
speeds up to 1Gbps



TV: 300+ channels, TiVo & Google TV,
Network DVR



Phone: Unlimited with 29 popular
features with online portal

Huntington Pointe Custom Communications Services Package

THE DETAILS OF THE HUNTINGTON POINTE
SERVICE PACKAGE ARE BELOW



TV SERVICE

- Digital Core IPTV and Digital Plus IPTV Service with 305+ Channels
- HBO Max
- Showtime
- 200 Hours of DVR Recording
- HD & VOD
- (3) Set-Top Boxes
- (3) Voice Remotes



INTERNET SERVICE

- Up to 300 Mbps Download
- Up to 300 Mbps Upload
- ONT (Fiber Modem)
- Total WiFi with (2) WiFi pods
- No Data Overage Charges*

*Subject to acceptable use policy

The above TV and Internet services are the 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 and during the sign up period.

Don't miss out on our most popular add on package!

TOTAL CONNECT PACK

\$19.99/mo

What's Included:

- 1 Gig Speed Upgrade
- WiFi pods where needed for full in-home WiFi coverage
- Additional Set Top boxes for all your TV's
- 500 DVR Hours
- Unlimited In-home Concurrent Streams
- Home Protection Plan
- All home visits completely covered



ADDITIONAL A-LA-CARTE UPGRADE OPTIONS

TV

CHANNEL OPTIONS

Sports Plus	\$11.95/mo
<i>(Includes 19 sports channels including NFL Network, ESPN, and GOLFTV)</i>	
Cinemax	\$10.00/mo
Starz	\$14.95/mo
Encore	\$6.95/mo
Blue Latino	\$11.95/mo
RAI Italia (Italian)	\$9.99/mo
RTN (Russian TV Network)	\$14.95/mo
TV5 Monde	\$9.95/mo

ADDITIONAL DVR HOURS & CONCURRENT STREAMS:

DVR 300 Hours.....	\$5.00/mo
DVR 500 Hours.....	\$10.00/mo
6 Concurrent Streams	\$1.00/mo
7 Concurrent Streams	\$2.00/mo
8 Concurrent Streams	\$3.00/mo
9 Concurrent Streams	\$4.00/mo
Additional Set-Top Box.....	\$9.99/mo

INTERNET

600 Mbps Upload/Download...	\$25.00/mo
1 Gbps Upload/Download	\$35.00/mo
Additional WiFi Pods.....	\$5.00/mo

PHONE OPTION

Unlimited Phone Service	\$19.95/mo
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HOME PROTECTION PLAN

Home Protection Plan	\$6.95/mo
• Accidental Fiber Damage • External wiring issue caused by animal or contractor damages • Accidental damage to phone wiring • Accidental damage to Modem or ONT • Basic customer education	

Taxes and Fees additional. Pricing subject to change.

Channel Lineup

Digital Core & Digital Plus (Included)

ABC-WPBF	10	Comet TV-WPEC*	148	FXM	67	MTV2	77	TBS	27
NBC-WPTV	3	Cooking Channel	140	FX	81	MyTV-WTCN	15	TCM	60
CBS-WPEC	9	Crime & Investigation	165	FYI	112	Nat Geo Wild	135	Teen Nick	126
PBS-WPBT	13	CSPAN	18	Galavision	94	National Geographic	78	Tennis Channel	144
PBS-WXEL*	6	CSPAN 2	170	Golf Channel	39	NBC Universo	137	TLC	57
FOX-WFLX	11	CSPAN 3	171	GOLTV	138	NBCSN	98	TNT	30
A&E	44	CW-WTVX	4	GritTV-WFLX*	174	NFL Network	124	Travel Channel	56
ACC Network	84	Destination America	105	GSN	142	Nick Jr	125	TruTV	52
AMC	59	Discovery Channel	28	Hallmark Channel	70	Nickelodeon	29	TUDN	136
American Heroes Channel	104	Discovery Family	101	Hallmark Drama	71	Nickmusic*	129	TV Land	54
Animal Planet	62	Discovery Life	167	Hallmark Movies & Mysteries	80	Nicktoons	127	TWC	24
Antenna-WTCN*	154	Disney Channel	63	HGTV	47	OWN	66	Universal Kids	139
Azteca-WVHB*	12	Disney Junior	109	History	58	Oxygen	146	USA	46
Bally Sports Florida	38	Disney XD	106	HLN	72	Paramount Network	43	VH1	41
Bally Sports Sun	31	E!	55	HSN	96	PBS-Create	177	Viceland	111
BBC America	115	ESPN	32	IFC	179	PSL Channel	20	WE TV	34
BBC WorldNews	114	ESPN2	33	Investigation Discovery	79	PSL Educational	22	Weather Nation-WPEC*	2
Beacon-WBEC*	19	ESPNNEWS	118	ION-WXPX	8	QVC	7	WFGC- CTN	25
beIN Sports	160	ESPNU	117	JBS*	110	QVC2	168	WFLX- Circle	175
BET	42	Estrella TV-WPBF*	5	Jewelry TV	21	Science	102	WFLX-Court TV Mystery	157
BET Soul*	128	EWTN	73	JLTV*	107	SEC Alternate	83	WGN America	16
Big Ten Network	116	FanDuel TV*	159	Lifetime	51	SEC Network	82	WPTV- Get TV	173
Boomerang*	103	FanDuel Racing*	161	LMN	108	Shope HQ*	113	WPTV- Laff	182
Bounce- WFLX*	166	Florida 24 Network	26	Magnolia	152	Stadium College Sports	120	WTCN- Dabl	176
Bravo	65	Food Network	74	Me TV-WPTV*	141	Atlantic	120	WTCN-TBD	155
Cartoon/Adult Swim East	61	FOX Business Network	153	Military History Channel*	164	Stadium College Sports	121	WWHB- Rewind TV	149
CBS Sports Network	143	FOX Deportes	134	MLB Network	158	Central	121	WWHB- Stadium	172
CMT	75	FOX News	37	Motor Trend	181	Stadium College Sports	122	WWHB-Charge	147
CMT Music*	130	Freeform	49	MSNBC	50	Pacific	122	Yes Network	162
CNBC	36	FS1	99	MTV	40	Sundance	180		
CNN	35	FS2	119	MTV Classic*	131	Syfy	48		
Comedy Central	53	FX	45			TBN-WTCE	14		

Music Channels (Included)

Adult Alternative	528	Easy Listening	527	Holiday Hits	533	No Fences	504	Smooth Jazz	531
Alt Country/Americana	544	Eclectic Electronic	549	Hot Country	530	Nothin but '90s	522	Soul Storm	511
Bluegrass	534	Everything 80's	523	Jammin	536	Pop Adult	506	Swinging Standards	545
Broadway	502	Flashback 70's	524	Jazz Masters	547	Popular Classical	507	The Blues	514
Chamber Music	548	Folk Roots	518	Jazz Now	513	Retro Latino	540	The Chill Lounge	501
Classic Masters	517	Gospel	515	Jukebox Oldies	535	Rock	521	The Light	520
Classic R&B Soul	525	Groove Disco and Funk	519	Kids Stuff	537	Rock Alternative	505	The Spa	532
Classic Rock	509	Heavy Metal	516	Latino Tropical	539	Rock Classics	529	Today's Latin Pop	541
Country Classics	526	Hip Hop	512	Latino Urbana	538	Rock En Espanol	542	Urban Beats	510
Dance Clubbin	546	Hit List	503	Maximum Party	508	Romance Latino	543	Y2k	550

TiVo+ Channels (Included)

Adventure Sports Network	1120	Electric Now	1173	HSN	1177	Motorvision TV	1178	Puddle Jumper	1108
Ameba	1106	FailArmy	1100	It's Showtime at the Apollo	1174	Mr.Bean and friends	1128	QVC	1176
American Classics	1134	Filmrise Classic TV	1112	Journey	1105	Music Baeble	1118	Reel Truth	1127
Atmosphere	1135	Filmrise Family	1113	Just for Laughs & Gags	1175	Naturevision	1110	Revvy	1150
batteryPOP	1122	Filmrise Food	1114	Kabillion	1136	Newsmax	1145	Sportswire	1124
Bein Sports Xtra	1146	Filmrise Free Movies	1115	Kartoon	1107	newswy	1137	Tastemade	1151
BNC Go	1149	Filmrise True Crime	1148	Latido	1140	OMG Network	1126	The Asylum	1116
bon appetit	1131	Food52	1104	Law and Crime	1139	OutsideTV	1121	the pet collective	1102
Cheddar News	1141	Funny or Die	1129	Loop Music Videos	1179	People are Awesome	1103	TMZ	1119
Complex	1109	Glamour	1133	Maverick Black Cinema	1171	PGA Tour	1130	USA Today	1123
Conde Nast Traveler	1101	GQ	1132	Mobcrush	1142	Pongalo Novelclub	1144	Voyager Documentaries	1143
Dust	1172	Hallmark Movies & More	1170	Moovimex	1147	Power Nation	1111	Wired	1138

Upgraded Channels (Included)

HBO Comedy East	206	HBO Signature East	204	SHO 2 East	220	SHO Next East	224	SHO*BET East	223
HBO East	201	HBO West	202	SHO East	218	SHO Showcase East	221		
HBO Family East	205	HBO Zone East	207	SHO Extreme East	222	SHO West	219		
HBO Latino East	208	HBO2 East	203	SHO Familyzone East	225	SHO Women East	226		

Sports Tier (Not Included)

beIN Sports	160	FOX Deportes	134	NFL Redzone	200	Stadium College Sports	121	Tennis Channel	144
Big Ten Network	116	FOX Sports 2	119	Outside TV	199	Central	121	World Fishing Network	197
CBS Sports Network	143	GOLTV	138	Sportsman Channel	198	Stadium College Sports	122	Yes Network	162
ESPNNEWS	118	MLB Network	158	Stadium College Sports	120				
ESPNU	117	NFL Network	124						

Blue Latino (Not Included)

beIN Sports Esp	421	CNN Espanol*	408	FOX Deportes	134	Nat Geo Mundo	425	TUDN	426
Canal 24 Horas*	418	Discovery en Espanol	404	FOX Life*	424	NBC Universo	137	TV Chile*	414
Canal Sur*	412	Discovery XD en Espanol	409	GOLTV Esp	420	Nuestra Tele*	413	TV Venezuela*	411
Caracol*	427	ESPN Deportes*	410	History En Espanol	401	Semillitas*	416	TVE International	419
Cinelatino*	405	EWTN Esp*	423	MTV Tres (Tr3s)*	402	Tele N*	415	Viendo Movies*	406

Movie Channels (Not Included)

5StarMAX	216	Encore Classic East	240	MaxLatino	215	Starz East	232	The Movie Channel	
ActionMAX	212	Encore East	238	MoreMAX East	211	Starz Edge East	233	Xtra East	229
Cinemax East	209	Encore Family East	237	MovieMAX	214	Starz in Black East	236	ThrillerMAX East	213
Cinemax West	210	Encore Suspense East	241	OuterMAX	217	Starz Kids East	234		
Encore Action East	243	Encore Westerns East	239	Starz Cinema East	235	The Movie Channel East	227		
Encore Black East	242	Flix East	230	Starz Comedy East	244	The Movie Channel West	228		

International Premiums (Not Included)

RAI	457	RTN*	455	TV5Monde	458
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FAQs

Will installations be done prior to the end of my bulk installation period?

Yes, we will be installing everyone's services prior to the end of the installation project.

I am a seasonal resident and will not be back before you finish your installations. What should I do when I am ready to return?

Seasonal residents can be installed when they return. Simply call Blue Stream seven days prior to your arrival.

I am a seasonal customer. Do you have seasonal rates to put my optional services on suspension at a reduced rate?

We do offer seasonal service rates. Please contact a Blue Stream Representative for details about this service and your available options.

How long will the installation of my Blue Stream services take to complete?

On average, the installation will take anywhere from 3-4 hours per home to complete.

What will you be doing during my install?

Our technicians will install your bulk services 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.

Where will your equipment be located in my home?

The Blue Stream Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Cable boxes will be placed in the same location where your televisions are located.

What do I do with the equipment from my former provider?

Each provider has their own process for returning their equipment. We encourage you to contact customer service for your previous provider to learn how to return their equipment.

Can I add other services from Blue Stream?

Yes, you can add additional services at any time by requesting this by calling our service center. Charges will be billed directly from Blue Stream 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 bluestreamfiber.com. You can receive a paper statement every month for a small fee that is currently \$5.49/month.

What do I get with Blue Stream Phone Services?

Unlimited local and long distance calling to the United States and Canada, Voicemail, Call Waiting, 3-Way Calling and 29 calling features. Blue Stream also has great international rates outside of the United States.

What do I need to do if I want to sign up for home phone service?

If you choose to sign up for home phone service and wish to transfer (port) your home phone number to Blue Stream, please have your current phone bill handy during your sign-up appointment. In addition, please do not cancel your phone service with your current carrier. It will be cancelled automatically.



www.bluestreamfiber.com/huntington-pointe