



Sterling Oaks

SERVICE & PRICING INFORMATION PACKET



Dear Sterling Oaks 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, Sterling Oaks 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 dashed line trailing off to the right.

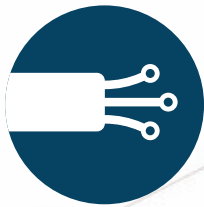
Joe Canavan
Chief Executive Officer

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

Sterling Oaks Custom Communications Services Package

THE DETAILS OF THE STERLING OAKS
SERVICE PACKAGE ARE BELOW



TV SERVICE

- Digital Core IPTV Service with 200+ Channels
- Direct Connect
- 200 Hours of DVR Recording
- HD & VOD
- (2) Set-Top Boxes
- (2) Voice Remotes



INTERNET SERVICE

- Up to 400 Mbps Download
- Up to 400 Mbps Upload
- ONT (Fiber Modem)
- Managed WiFi
- No Data Overage Charges*
- Speed Upgrades Available

*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.

Channel Lineup

Digital Core

ABC-WZVN.....	7	Create-WGCU*.....	174	GRIT -WFTX*.....	151	NBC News 2 Now/ Heroes & Icons*.....	141	TNT.....	30
NBC-WBBH.....	2	CSPAN*.....	18	Hallmark Channel.....	70	NBCSN.....	98	Travel Channel.....	56
CBS-WINK.....	5	CTN-WRXY.....	10	Hallmark Drama.....	71	News Nation.....	14	TruTV.....	52
PBS-WGCU.....	3	CW-WXCW.....	6	Hallmark Movies & Mysteries.....	80	Nickelodeon.....	29	TUDN.....	136
FOX-WFTX.....	4	Discovery Channel.....	28	HGTV.....	47	OWN*.....	66	TV Land*.....	54
A&E.....	44	Disney Channel.....	63	History.....	58	Oxygen.....	146	UniMas - WUVF.....	19
ACC Network.....	84	El.....	55	HLN.....	72	Paramount Network.....	43	Univision -WUVF.....	22
AMC.....	59	ESPN.....	32	HSN.....	96	QVC.....	11	USA.....	46
Animal Planet.....	62	ESPN2.....	33	Investigation Discovery.....	79	SEC Alternate.....	83	VH1.....	41
Azteca-WANA.....	26	Estrella TV.....	133	Jewelry TV.....	21	SEC Network.....	82	WE TV*.....	34
Bally Sports Florida.....	38	EWTN.....	73	Kids-WGCU*.....	176	Syfy.....	48	World-WGCU*.....	173
Bally Sports Sun.....	31	Food Network.....	74	Lifetime.....	51	TBN.....	15		
BET.....	42	FOX Business Network.....	153	LMN.....	108	TBS.....	27		
Bounce TV WFTX.....	149	FOX News.....	37	MeTV-WZVN*.....	154	TCM.....	60		
Bravo.....	65	Freeform.....	49	Motor Trend.....	181	Telemundo.....	23		
Cartoon/Adult Swim.....	61	FS1.....	99	MSNBC.....	50	Tennis Channel.....	144		
CMT.....	75	FX.....	45	MTV.....	40	The Florida Channel- WGCU*.....	175		
CNBC.....	36	FXM*.....	67	MTV2*.....	77	The Weather Channel.....	24		
CNN.....	35	FXN.....	81	My TV.....	166	TLC.....	57		
Comedy Central.....	53	Galavision.....	94	National Geographic.....	78				
Court TV-WFTX*.....	150	Golf Channel.....	39						

Music Channels

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

TiVo+ Channels

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

Digital Plus

American Heroes Channel.....	104	CSPAN 2.....	170	FYI.....	112	NBC Universo.....	137	Stadium College Sports Central.....	121
BBC America.....	115	CSPAN 3.....	171	GOLTV.....	138	NFL Network.....	124	Stadium College Sports Pacific.....	122
BBC Worldnews.....	114	Destination America.....	105	GSN.....	142	Nick Jr.....	125	Sundance.....	180
beIN Sports.....	160	Discovery Family.....	101	IFC.....	179	Nickmusic*.....	129	Teen Nick.....	126
BET Soul *.....	128	Discovery Life.....	167	JBS*.....	110	Nicktoons.....	127	TVG.....	159
Big Ten Network.....	116	Disney Junior.....	109	JLTV.....	107	Olympic Channel.....	145	TVG2.....	161
Boomerang.....	103	Disney XD.....	106	Magnolia.....	152	QVC2.....	168	Universal Kids.....	139
CBS Sports Network.....	143	ESPNNEWS.....	118	Military History Channel*.....	164	Science.....	102	Viceland.....	111
CMT Music.....	130	ESPN.....	117	MLB Network.....	158	Shop HQ*.....	113	Yes Network.....	162
Cooking Channel.....	140	FOX Deportes.....	134	MTV Classic*.....	131	Stadium College Sports Atlantic.....	120		
Crime & Investigation.....	165	FS2.....	119	Nat Geo Wild.....	135				

Sports Package

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

Blue Latino

beIN Sports Esp.....	421	CNN Espanol.....	408	EWTN Esp.....	423	MTV Tres (Tr3s).....	402	Tele N.....	415
Canal 24 Horas.....	418	Discovery en Espanol.....	404	FOX Deportes.....	134	Nat Geo Mundo.....	425	TUDN.....	426
Canal Sur.....	412	Disney XD en Espanol.....	409	FOX Life.....	424	NBC Universo.....	137	TV Chile.....	414
Caracol.....	427	ESPN Deportes.....	410	GOLTV Esp.....	420	Nuestra Tele.....	413	TV Venezuela.....	411
Cinelatino.....	405	EVTN.....	429	History En Espanol.....	401	Semillitas.....	416	Viendo Movies.....	406

Premiums

5StarMAX.....	216	Encore Suspense East.....	241	HBO Zone East.....	207	SHO Familyzone East.....	225	Starz Edge East.....	233
ActionMAX.....	212	Encore Westerns East.....	239	HBO2 East.....	203	SHO Next East.....	224	Starz in Black East.....	236
Cinemax East.....	209	Flix East.....	230	MaxLatino.....	215	SHO Showcase East.....	221	Starz Kids East.....	234
Cinemax West.....	210	HBO Comedy East.....	206	MoreMAX East.....	211	SHO West.....	219	The Movie Channel East.....	227
Encore Action East.....	243	HBO East.....	201	MovieMAX.....	214	SHO Women East.....	226	The Movie Channel West.....	228
Encore Black East.....	242	HBO Family East.....	205	OuterMAX.....	217	SHO*BET East.....	223	The Movie Channel Xtra East.....	229
Encore Classic East.....	240	HBO Latino East.....	208	SHO 2 East.....	220	Starz Cinema East.....	235	ThrillerMAX East.....	213
Encore East.....	238	HBO Signature East.....	204	SHO East.....	218	Starz Comedy East.....	244		
Encore Family East.....	237	HBO West.....	202	SHO Extreme East.....	222	Starz East.....	232		

International Premiums

RAI.....	457	RTN.....	455	TV5Monde.....	458
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Upgrade Options

CABLE TV UPGRADE OPTIONS

Digital Plus	\$20.95/month
Sports Plus	\$11.95/month
HBO	\$15.00/month
Showtime	\$10.99/month
Cinemax	\$10.00/month
Starz	\$14.95/month
Encore	\$6.95/month
Blue Latino	\$11.95/month
RAI Italia (Italian)	\$9.99/month
RTN (Russian TV Network)	\$14.95/month
TV5 Monde	\$9.95/month

ADDITIONAL SERVICE AND EQUIPMENT OPTIONS

600 Mbps/600 Mbps Internet Service
\$25.00/month

1 Gbps/1 Gbps Internet Service
\$35.00/month

Unlimited Phone Service
\$19.95/month

Additional Set-Top Box
\$9.99/month

Additional WiFi Pod
\$5.00/month

Additional DVR Hours &
Concurrent Streams:

DVR 300 Hours	\$5.00/month
DVR 500 Hours	\$10.00/month
6 Concurrent Streams	\$1.00/month
7 Concurrent Streams	\$2.00/month
8 Concurrent Streams	\$3.00/month
9 Concurrent Streams	\$4.00/month

Home Protection Plan
\$6.95/month

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/sterling-oaks