



WINTERPARK I

SERVICE & PRICING INFORMATION PACKET



Dear Winterpark I 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, Winterpark I 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 extending from the end of the signature.

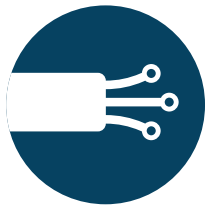
Joe Canavan
Chief Executive Officer

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: Total Home WiFi with speeds
up to 1 Gbps



TV: 300+ channels, TiVo & Google TV,
Network DVR, Blue Stream Fiber TV App



Phone: Unlimited with 29 popular
features with online portal

WINTERPARK I

Custom Communications Services Package



TV SERVICE

- Digital Core IPTV Service with 200+ Channels
- 100 Hours of DVR Recording
- Video on Demand
- (2) Set-Top Boxes
- (2) Voice Remotes



INTERNET SERVICE

- Up to 200 Mbps Download
- Up to 200 Mbps Upload
- ONT (Fiber Modem)
- Total WiFi

The above TV and Internet services will be included as part of your association dues. Should you wish to add any additional services like 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

Savings of
more than
\$600!

What's Included:

- 1 Gig Speed Upgrade
- Managed WiFi pods where needed for full in-home 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
- Plus 2 months free of HBO Max!

*Package components may vary based on what is included in your community's agreement.

Add Unlimited Phone Service for only \$19!

ADDITIONAL A-LA-CARTE UPGRADE OPTIONS

TV

CHANNEL OPTIONS

Digital Plus	\$20.95/mo
<i>(52 additional channels including ESPNNEWS, BBC, and Disney Junior)</i>	
Sports Plus	\$11.95/mo
<i>(Includes 19 sports channels including NFL Network, ESPN, and GOLFTV)</i>	
HBO Max	\$15.00/mo
<i>(8+ HBO Max Channels and access to HBO Max app)</i>	
Showtime	\$10.99/mo
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:

DVR 300 Hours.....	\$5.00/mo
DVR 500 Hours.....	\$10.00/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
<ul style="list-style-type: none">• 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.

239-214-2001

Channel Lineup

Blue channels are included as part of your package.

Digital Core

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

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

Stream Extra Channels

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

Digital Plus

American Heroes Channel	104	CSPAN 2	170	FOX Deportes	134	MTV Classic*	131	Atlantic	120
BBC America	115	CSPAN 3	171	FS2	119	Nat Geo Wild	135	Stadium College Sports - Central	121
BBC Worldnews	114	Destination America	105	FYI	112	NBC Universo	137	Stadium College Sports - Pacific	122
beIN Sports	160	Discovery Family	101	GOLTV	138	NFL Network	124	Sundance	180
BET Soul*	128	Discovery Life	167	GSN	142	Nick Jr	125	Teen Nick	126
Big Ten Network	116	Disney Junior	109	IFC	179	Nickmusic*	129	Universal Kids	139
Boomerang	103	Disney XD	106	JBS*	110	Nicktoons	127	Viceland	111
CBS Sports Network	143	ESPNNEWS	118	JLTV	107	QVC2	168	Yes Network	162
CMT Music	130	ESPNU	117	Magnolia	152	Science	102		
Cooking Channel	140	FanDuel Racing	161	Military History Channel*	164	Shop HQ*	113		
Crime & Investigation	165	FanDuel TV	159	MLB Network	158	Stadium College Sports - World Fishing Network	197		

Sports Package

beIN Sports	160	FOX Deportes	134	NFL Redzone	200	Central	121	Yes Network	162
Big Ten Network	116	FOX Sports 2	119	Sportsman Channel	198	Stadium College Sports - Pacific	122		
CBS Sports Network	143	GOLTV	138	Stadium College Sports - Atlantic	120	Tennis Channel	144		
ESPNNEWS	118	MLB Network	158	Stadium College Sports - World Fishing Network	197				
ESPNU	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	EVTV	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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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 in home visits are covered by Blue Stream Fiber in our association's package?

Blue Stream Fiber will be responsible for in-home visits to repair faulty equipment or wiring owned and maintained by Blue Stream Fiber. An example of this would be if you experienced service issues related to a faulty piece of equipment like an ONT (Fiber Modem) or Set-Top Box. In this case, Blue Stream would come to your home and replace the equipment free of charge. Another example of this would be if you experienced service issues related to faulty internal wiring in your home. In a similar way, there would be no charge to replace or repair that faulty Blue Stream wiring. For service requests or needs outside of the above, there is a \$99 fee per home visit.

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.

What does your Total Upgrade Package cover when it comes to in-home visits?

ALL home visits related to customer education, accidental damage of equipment and wiring and even changes of service are covered. Examples include assistance to connect a new wireless device like a laptop or printer to your home WiFi network or to pair your remote with a new TV. We will even cover accidental damage to internal wiring and equipment free of charge. No charge for the visit or the replacement of wires and/or equipment. It's simple, worry-free coverage.



www.bluestreamfiber.com/winter-park-1