



COPPERLEAF GOLF CLUB

SERVICE & PRICING INFORMATION PACKET



Dear Copperleaf Golf Club Residents,

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.

We have worked hand-in-hand with your Board of Directors to provide your community with a new-state-of-the-art fiber-optic network with industry-leading products, substantially better reliability, and world-class customer service.

We know the role our services play in your day to day and we look forward to connecting you to what matters most.

On behalf of Blue Stream Fiber, I would like to take this opportunity to formally welcome you as a new Blue Stream Fiber customer. Thank you for entrusting us with your TV, Internet, and Phone needs. Stay tuned for additional information coming throughout the coming months.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan", with a long, sweeping underline.

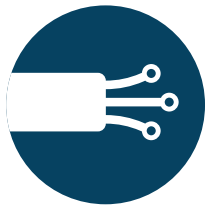
Joe Canavan
Chief Executive Officer

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: Option to have up to 300+ channels,
TiVo & Google TV, Network DVR,
Blue Stream Fiber TV App



Phone: Unlimited with 29 popular
features with online portal

COPPERLEAF GOLF CLUB

Custom Communications Services Package



TV SERVICE

- Digital Core and Digital Plus IPTV Service with 203+ Channels
- Direct Connect
- 100 Hours of DVR Recording
- Video on Demand
- (1) Set-Top Box
- (1) Voice Remote
- 5 Concurrent Streams
(Ability to Stream on your set-top and 5 additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, etc)



INTERNET SERVICE

- Up to 300 Mbps Download
- Up to 300 Mbps Upload
- ONT (Fiber Modem)
- Total Home WiFi

The above TV and Internet services are 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
- 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!

*Please note, the Total Connect package will be available for sign up at this price until 12/30/23 for The Brooks residents. You may cancel this package at any time.

Add Unlimited Phone Service for only \$19!

ADDITIONAL A-LA-CARTE UPGRADE OPTIONS

CHANNEL OPTIONS

Sports Plus	\$11.95/mo
<i>(Includes 19 sports channels including NFL Network, Redzone, 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

TV

RAI Italia (Italian)	\$9.99/mo
RTN (Russian TV Network)	\$14.95/mo
TV5 Monde	\$9.95/mo

ADDITIONAL DVR HOURS:

DVR 300 Hours.....	\$10.00/mo
DVR 500 Hours.....	\$15.00/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	

For information on Taxes and Fees, please visit: www.bluestreamfiber.com/taxes-fees.
Pricing subject to change.

239-342-2545

Copperleaf Channel Lineup

Blue channels are included as part of your package.
Channels with an asterisk (*) are only available in SD.

Digital Core (These channels are available for Direct Connect)

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-WXCV..... 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
CNBC..... 36	FX..... 45	MeTV-WZVN*..... 154	TBS..... 27	

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	Revvy..... 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 Novelclub..... 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 Plus

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
Encore Classic East..... 240	HBO Latino East..... 208	SHO 2 East..... 220	Starz Cinema East..... 235	Xtra East..... 229
Encore East..... 238	HBO Signature East..... 204	SHO East..... 218	Starz Comedy East..... 244	ThrillerMAX East..... 213
Encore Family East..... 237	HBO West..... 202	SHO Extreme East..... 222	Starz East..... 232	

International Premiums

RTN..... 455	RAI..... 457	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 Fiber Wireless ONT will be located where your previous ONT 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.

For questions, please email your dedicated community email address at TheBrooks@bluestreamfiber.com

The logo features the words "Blue Stream" in a bold, italicized sans-serif font. A stylized graphic of multiple white curved lines, resembling fiber optic paths, arches over the word "Stream" and extends to the left. Below "Stream" is the word "fiber" in a lowercase, sans-serif font.

Blue Stream
fiber

www.bluestreamfiber.com/copperleaf