

Blue Stream

Service & Price Guide

BLUE STREAM IS EXCITED TO SERVE THE RESIDENTS OF WILSHIRE LAKES!

To set up new services or upgrade your existing services call 239-294-0231

Included Services & Equipment

- Digital Plus Package with 300+ Channels
- (2) Google Android Boxes
- (2) Google Voice Remotes
- 200/200 Internet Service
- Wireless Router with Managed WiFi Service

Cable TV Upgrade Options

- Sports Plus \$10.95/month
- Cinemax \$10.00/month
- Showtime \$10.99/month
- Starz \$13.95/month
- Encore \$5.95/month
- HBO \$18.95/month
- Blue Latino \$10.95/month
- DVR 300 Hrs. of Recording Upgrade \$5.00/month
- DVR 500 Hrs. of Recording Upgrade \$10.00/month
- C1R (Channel 1 Russia) \$ 14.95/month
- TV Globo \$19.99/month
- RTN (Russian TV Network) \$14.95/month
- RAI (Italian) \$9.99/month
- RTN & C1R Combo \$19.95/month

Additional Service and Equipment Options

- 600Mbps Speed Upgrade \$25.00/month
- 1 Gig Speed Upgrade \$35.00/month
- Unlimited Phone Service \$19.95/month
- Home Protection Plan \$3.95/month
- Additional Google Android Box \$9.99/month

**Channels and Pricing are subject to change.*

Wilshire Lakes Helpful Information

Installation

When will my service be activated?

Installation will occur from 11/04/19-12/31/19. Services will be activated at the time of installation.

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 period.

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. Please contact Blue Stream 7 days prior to your arrival.

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

The installation will take anywhere from 2 to 3 hours per home to complete.

What will you be doing during my install?

Our technicians will install your bulk services and any upgrades that you've 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 Router will be located at a central location in your home and/or where your previous modem/router was located. Wireless cable boxes will be placed in the same location where your televisions are stationed.

Wilshire Lakes Helpful Information

Products & Services

Set-Top Box & Service Details

Your service includes Android Set-Top boxes. These boxes provide you with network DVR service that allows you to watch your recordings on all TVs that are connected to these boxes. Each Android Set-Top box comes with a Voice Remote, On Demand, Start-over, Catch-up, HD, DVR, and more. In addition, these boxes provide access to over 3,000 apps through the Android App store which is built right into the box. At this time, Netflix and Amazon Prime Video are not available on the Android Set-Top boxes.

However, for customers that want to immediately access Netflix or Amazon Prime Video, please notify the Blue Stream Representative at the time of sign up. Customers can elect to substitute their Android Set-Top boxes with a streaming device. After installation, customers can program the streaming device with our Blue Stream television service and will also have access to Netflix and Amazon Prime Video. Please note that a qualifying streaming device can also be purchased at your local electronics store. Please be advised that the streaming device remote control has limited capabilities, no voice remote functionality with our Blue Stream TV service and no numerical key pad.

If you currently do not use Netflix or Amazon Prime Video or if you have a Smart-TV that you utilize for those services, Blue Stream recommends that you use the Android Set-Top box and not the streaming device.

When will we have access to Netflix & Amazon Prime Video on the Android set-top boxes?

We are currently working with Amazon and Netflix to place their apps on the Android Set-Top box. Amazon is expected this fall and we will provide an update on the Netflix app as soon as we have one. In the meantime, customers that want Blue Stream services along with Netflix and Amazon Prime Apps can utilize the streaming device provided (see information above).

What do I get with your Home Phone Service?

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

Wilshire Lakes Helpful Information

Courtesy Product Training Classes

Learning about your new services and how they work is important. Blue Stream offers all community residents a courtesy training class and an in-home training session which will provide you with a Step-by-step, instructor led experience.

During these classes you will have the opportunity to learn about:

- The features and benefits of your new Android Set-Top box, including things like Network DVR, Start-Over and Catch-Up.
- Your new Voice Remote.
- How to watch and sign up for TV Everywhere so you can watch TV on the go!

At the end of each training session, residents will be able to receive answers to any question or concerns that may arise. Blue Stream is committed to our customers and encourages all residents to sign-up for their bulk products and services.

Wilshire Lakes Helpful Information

Previous Provider Information

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

You can return your previous service provider's equipment from Comcast or AT&T back to their respective service center or at your local "The UPS Store". Atlantic Broadband equipment can be returned directly to their service center. If you return any cable, internet or telephony equipment to your local "The UPS Store", please ensure that you obtain a receipt from the clerk. If you elect to keep your current service provider and not have Blue Stream services installed, then you will pay full retail pricing for this service as of December 1st., 2019. Management will no longer subsidize the cost of your current service provider. Moreover, Blue Stream makes no guarantees about your current or previous service provider continuing to offer their services after the expiration of their bulk agreement.

Can I add other Services?

Yes, you can add additional services at any time by requesting this at our onsite sign-up event, or by calling our service center at 239-294-0231. Charges will be billed directly by Blue Stream to the customer for any additional services outside of your HOA's agreement. Please be advised that charges will start the same day services are activated.

What options do I have in obtaining my bill?

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. You can receive a paper statement every month for a small fee of \$2.99/month.