



GRAND PALMS

SERVICE & PRICING INFORMATION PACKET



Dear Grand Palms Residents,

We pride ourselves on bringing world-class services to our customers. That's why we are thrilled to share updates about the upgrades coming to your community beginning in early 2023. We can't wait for you to take advantage of them!

These upgrades will result in you having the ultimate TV experience, with our TiVo IP TV service plus you will now receive blazing-fast internet and WiFi also included as part of your HOA services.

On behalf of Blue Stream Fiber, I would like to take this opportunity to formally thank you for entrusting us with your TV, Internet, and Phone needs. We can't wait for you to enjoy your new upgraded services very soon!

Sincerely,

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

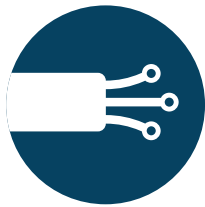
Joe Canavan
Chief Executive Officer

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

GRAND PALMS

Custom Communications Services Package



TV SERVICE

- Digital Core IPTV Service with 203+ Channels
- 100 Hours of DVR Recording
- Video on Demand
- (3) Set-Top Boxes
- (3) Voice Remotes
- 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 500 Mbps Download
- Up to 500 Mbps Upload
- ONT (Fiber Modem)
- Total Home WiFi
- (2) WiFi Pods

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!

Add Unlimited Phone Service for only \$19!

ADDITIONAL A-LA-CARTE UPGRADE OPTIONS

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, 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

TV

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.....	\$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 more information on disclaimers, taxes and fees, please visit: www.bluestreamfiber.com/legal
Pricing subject to change.

954-282-6579

FAQs

When will I get to register for services?

We will be registering non- Blue Stream Fiber internet customers for service on Jan 3. Currently Blue Stream Fiber internet customers will have a sign up opportunity in Q1 of 2023. More details on timing to follow!

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 new 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 left where it is or located in a central point if you do not currently have one. 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 Fiber?

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.

The logo features the text "Blue Stream" in a bold, italicized sans-serif font, with "Blue" in a lighter weight than "Stream". Below "Stream" is the word "fiber" in a lighter, lowercase sans-serif font. A graphic element consisting of several white, curved lines of varying lengths and thicknesses forms a partial circle around the "Stream" text, with some lines ending in small dots, suggesting a fiber optic or data stream theme.

Blue Stream
fiber

www.bluestreamfiber.com/grand-palms