



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,

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

TV

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Digital Plus(52 additional channe ESPNNEWS, BBC, and	els including
Sports Plus(Includes 19 sports con NFL Network, Redzo	hannels including
HBO Max (8+ HBO Max Chann to HBO Max app)	

Showtime \$10.99/mo

CHANNEL OPTIONS

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

HOME PROTECTION PLAN

Home Protection Plan\$6.95/mo

- 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.



Grand Palms Channel Lineup

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

		Digital Cor		with an asterisit () ar	
ABC-WPLG 10 NBC-WTVJ 6 CBS-WFOR 4 PBS-WPBT 2 PBS-WXEL* 16 FOX-WSVN 7 A&E 44 ACC Network 84 AMC 59 Animal Planet 62 Antenna TV-WSFL* 154 Bally Sports Florida 38 Bally Sports Sun 31 Becon-WBEC* 19 BET 42 Bounce-WAMI* 166 Bravo 65 Broward County 64 Cartoon/Adult Swim 61 CMT 75 CNBC 36	CNN	FXM FXX Galavision Get TV-WAMI* Golf Channel Grit TV-WAMI* Hallmark Channel Hallmark Drama. Hallmark Movies & Mysteries. Heroes & Icons WPLG* HGTV History. HLN HSN Investigation Discovery ION-WPXM Jewelry TV Lifetime LMN		LocalX 177 Me TV-WPLG* 68 & 144 Mega TV-WSBS* 20 Motor Trend 18 MSNBC 55 MTV 44 MTV2 77 My 33-WBFS 77 National Geographic 77 News Nation 14 Nickelodeon 22 OWN 66 Oxygen 144 Paramount Network 4 PBS -WLRN 14 PBS -WLRN 17 PBS-Create 17 QVC 17 SEC Alternate 8 SEC Network 8 StartTV-WFOR* 17 Syfy 44	B TBN* 15 1 TBS 27 1 TBS 27 1 TCM 60 1 Telemundo-WSVC 22 2 TeleXitos-WSCV 149 1 Tennis Channel 144 2 The Weather Channel 24 3 TNT 30 4 Travel Channel 155 4 Truer Real 155 6 TruIT 52 6 TUDN 136 7 TUDN 136 7 Univision-WLTV 23 1 USA 46 3 VH1 41 41 41 41 41 41 41 41
Adult Alternative 528	Fasy Listening 527	Music Chann	533	No Fences 50	4 Smooth Jazz531
Adult Alternative	Easy Listening 527 Eclectic Electronic 549 Everything 80's 523 Flashback 70's 524 Folk Roots 518 Gospel 515 Groove Disco and Funk 519 Heavy Metal 516 Hip Hop 512 Hit List 503	Holiday Hits Hot Country Jammin Jazz Masters Jazz Now Jukebox Oldies Kids Stuff Latino Tropica Latino Urbana Maximum Party	530 536 547 513 535 537 539 538	No Fences 50 Nothin but '00s 52 Pop Adult 50 Popular Classical 50 Retro Latino 54 Rock 52' Rock Alternative 50' Rock Classics 52' Rock En Espanol 54' Romance Latino 54'	
		Stream Extra Ch	annels		
70's Cinema 1188 80's Rewind 1189 90's Throwback 1190 Adventure Sports Network 1120 All Reality by WE TV 1235 Amantes del romance 1268 Ameba. 1106 American Classics 1134 America's Test Kitchen 1229 Anime All Day 1249 Antiques Roadshow UK 1210 Atmosphere 1135 batteryPOP 1122 Bein Sports Xtra 1146 BET Her 1209 BET Pluto TV 1208 Black Cinema 1191 Black Ink Crew 1234 BNC Go 1149 bon appetit 1131 British TV 1211 BUZZR 1216 CBS Sports HQ 1237 CBSN 128 CBS	Comedy Central en Español	Love & Hip Hop Lucha Libre AAA Maverick Black Cinem Mi obsesión favorita Midsomer Murders Mixible MLB . Mobcrush Moovimex Movorvision TV. Mr.Bean and friends MTV Biggest Pop MTV Pluto TV. MTV Spankin' New Music Baeble Narcos . Narcos en Español Naruto . Naturevision . NBC News Now Newsmax newsy NFL Channel Nick Jr. Pluto TV	1253	Nick Jr. en Español 125 Nick en Español 125 OMG Network 125 OMG Network 125 Paramount Movie Channel 20 People are Awesome 110 PGA Tour 113 Pluto TV Action 119 Pluto TV Comedy 119 Pluto TV Horror 119 Pluto TV Horror 119 Pluto TV Horror 119 Pluto TV Love Stories 120 Pluto TV Sci-Fi 119 Pluto TV Sci-Fi 119 Pluto TV Spotlight 120 Pluto TV Spotlight 120 Pluto TV Spotlight 120 Pluto TV True Crime 121 Pluto TV Tue Crime 121 Pluto TV Tue Crime 121 Pluto TV Westerns 119 Pongalo Novelaclub 114 Power Nation 117 Puddle Jumper 110 OVC 117 Reel Truth 112 Revry 15 Séptimo arte. 126 Showlime Selects 126 Sky News 18 Slightly Off By IFC 126 Spike jextremol 126	57 Sportswire 1124 56 Star Trek 1206 6 Stories by AMC 1207 50 Tastemade 1151 14 The Asylum 1116 37 The New Detectives 1222 38 The Price Is Right: 3 38 The Barker Era. 1215 38 The Barker Era. 1215 39 The Brick 1228 40 This Old House 1228 50 This Old House 1228 51 The Walking Dead 1258 52 The Walking Dead 1258 53 The Walking Dead 1258 54 TWZ 1119 55 Vevo '80 1228 56 Vevo '80 1277 57 Vevo '80 1277 57 Vevo '80 1277 58 Vevo '90 1277 58 Vevo '90 1277 58 Vevo '90 1279 59 Vevo '90 1279 50 Vevo Country 1282 50 Vevo Reggaeton & Trap 1276 51 Vevo Reggaeton & Trap 1275 52 Vevo Reggaeton & Trap 1275 53 Vevo Reggaeton & Trap 1275 54 Vevo Reggaeton & Trap 1275 56 Vevo Reggaeton & Trap 1275 57 Vevo Reggaeton & Trap 1275 58 Vevo Reggaeton & Trap 1275 59 Vevo Reggaeton & Trap 1275 50 Wird Nout 1245 50 Wird Nout 1245 50 World Poker Tour 1241 50 World Poker Tour 1224
		Digital Plus			
American Heroes Channel 104 BBC America 115 BBC Worldnews 114 belN Sports 160 BET Soul* 128 Big Ten Network 116 Boomerang* 103 CBS Sports Network 143 CMT Music* 130 Cooking Channel 140 Crime & Investigation 165	CSPAN 2	FOX Deportes FS2 FYI GOLTV GSN IFC JBS* JITV* Magnolia Military History Channel MLB Network	119 138 142 179 110 107 152 !*164	MTV Classic* 131 Nat Geo Wild 135 NBC Universo 137 NFL Network 124 Nick Jr 125 Nickmusic* 129 Nicktons 127 OVC2 168 Science 102 Shop HQ* 113 Stadium College Sports	Atlantic
belN Sports	FOX Deportes 134 FOX Sports 2 119 GOLTV 138 MLB Network 158 NFL Network 124	Sports Plu: NFL Redzone Sportsman Channel Stadium College Sports Atlantic Stadium College Sports	200 198 120	Central	World Fishing Network197 Yes Network162
beIN Sports Esp	CNN Espanol*	FOX Deportes FOX Life* GOLTV Esp. History En Espanol MTV Tres (Tr3s)*.	134 424 420 401 402	Nat Geo Mundo 42! NBC Universo 137 Nuestra Tele* 413 Semillitas* 416 Tele N* 415	5 TUDN
5StarMAX 216 ActionMAX 212 Cinemax East 209 Cinemax West 210 Encore Action East 243 Encore Black East 242 Encore Classic East 240 Encore East 238 Encore Family East 237	Encore Suspense East .241 Encore Westerns East .239 Flix East .230 HBO Comedy East .206 HBO Family East .205 HBO Latino East .208 HBO Signature East .204 HBO West .202	Premiums HBO Zone East HBO2 East MaxLatino MoreMAX East MovieMAX OuterMAX SHO 2 East SHO East SHO Extreme East	207 203 215 211 214 217 220 218	SHO Familyzone East 22 SHO Next East 22 SHO Showcase East 22 SHO West 21 SHO Women East 22 SHO Women East 22 SHO BET East 22 Starz Cinema East 23 Starz Comedy East 24 Starz East 23	5 Starz Edge East
RAI	RTN	International Pre			



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.



www.bluestreamfiber.com/grand-palms