



Dear Venetian Isles Resident,

We are reaching out to notify you that effective January 1, 2023, the Blue Stream Fiber services you receive will no longer be included in your HOA fees, per the Venetian Isles Board. These services include a Digital Core TV package with 200+ channels, including HBO and 100 Mbps internet. Though the board has opted out of providing these services to residents as part of the HOA-included services, we recognize that this change may be a challenge for some residents. As our way of showing our appreciation for your loyalty, we will be offering the same services that were previously covered by your HOA dues to you at a significantly discounted rate. Effective January 1, 2023, your existing services will transition to retail services, and you will be charged a discounted rate of \$109.95/Mo plus taxes and fees for 12 months. After the first 12 months, the rate will increase by \$20/Mo and roll into everyday pricing in month 25.

If you are satisfied with your service and the new rate, there is nothing for you to do. You will begin getting billed your new rate effective 1/1/23. If you would like to change your existing services or would like to explore new promotions now available to you, including a variety of world-class TV, Internet, and phone service options, please call us at **954-753-0100**. Should you opt to drop your TV services, you'll need to return your equipment and can do so by:

- Calling in to return boxes via a tech visit (One time Service Fee of \$23.00 plus tax will be charged)
- Returning at no charge to our Coral Springs office (4236 NW 120 Ave, Coral Springs, FL 33065) during regular business hours Monday through Friday (8:30 AM – 5:00 PM)

Please note if you make changes to your services, the cost of your services may be prorated and roll into your second pay period due to our bill cycle schedule. This does not mean you are getting overcharged; it simply means that your first two bills may be combined due to our pay period cycle.

We look forward to continuing to offer world-class services and unmatched customer support!

Your Blue Stream Fiber Support Team



## Venetian Isles FAQs

**Q: Will customers be charged full retail rate for video and internet effective 1/1/2023?**

A: Effective January 1, 2023, existing services will transition to retail services and you will be charged a discounted rate of \$109.95/Mo plus taxes and fees for 12 months. After the first 12 months, the rate will increase by \$20/Mo and roll into everyday pricing in month 25.

**Q: How can I return my boxes if I do not want the service anymore?**

A: You can call in and request a tech visit (A one-time Service Fee will be charged) or you can return at our Coral Springs Customer Service Center.