



Solivita

Service & Pricing Guide





August 2023

Dear Solivita Residents,

At Blue Stream Fiber, we pride ourselves on our legacy of over 45 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 throughout the coming months.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan".

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 45 Years

Fiber Internet:

Fiber-To-The-Home network for blazing fast internet with Total Home WiFi for dependable connectivity and easy control of your home network

Phone:

Unlimited with 29 popular features with online portal

TV:

World-class TV service with up to 300+ channels, Network DVR, Google Assistant, Access to 5,000+ apps on the Google Play Store and Blue Stream Fiber TV App



Solivita Service Package Includes:

TV SERVICE

- Digital Core IPTV Service with 300+ Channels that include Music and TiVo+
- 200 Hours of DVR Recording
- Video on Demand
- (2) Set-Top Boxes
- (2) Voice Remotes
- 5 Concurrent Streams (Ability to stream on your set-top boxes along with 5 additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, using the Blue Stream Fiber TV App)
- Blue Stream Fiber TV App

INTERNET SERVICE

- Up to 1000 Mbps (1 Gig) Download
- Up to 1000 Mbps (1 Gig) Upload
- ONT (Fiber Modem)
- HomePass WiFi App which allows you to control your home network from the palm of your hand.
- WiFi pods inside main home. Number of pods recommended by our installation expert.

PHONE SERVICE

Those interested can select phone service instead of Internet service or you can choose to add retail phone service onto your TV and Internet services.

Should you wish to add any additional services like more digital channels or upgraded Internet options, we can accommodate those requests at time of registration.

Our most popular Internet & TV Bundle add-on package!

\$19.99/MO.

SAVINGS OF
MORE THAN
\$800
PER YEAR!

ULTIMATE CONNECT

- Up to 2 Gig speed upgrade
- WiFi pods for outside main home as recommended by our installation expert (Covered Lanai and Garage)
- Additional Set-Top boxes for all your TVs
- 500 DVR Hours
- Unlimited In-home Concurrent Streams

- Home Protection Plan
- All home visits completely covered
- Plus 2 months free of HBO with access to Max App!
*After 60 days the current rate for HBO with access to Max App will be applied unless canceled by customer prior to end of complimentary 60-day period.

Add Unlimited Phone Service for \$19!

A LA CARTE OPTIONS

TV CHANNEL OPTIONS

	PER MO.
Digital Plus (52 additional channels including ESPNNEWS, BBC, and Disney Junior)	\$22.45
Sports Plus (Includes 19 sports channels including NFL Network, Redzone, and GOLFTV)	\$11.95
HBO (8+ HBO Channels and access to Max app)	\$16.00
Showtime	\$11.99
Cinemax	\$10.00
Starz.	\$14.95
Encore.	\$6.95
Blue Latino	\$11.95
RAI Italia (Italian)	\$9.99
RTN (Russian TV Network)	\$14.95
TV5 Monde.	\$9.95

ADDITIONAL DVR HOURS

300 DVR Hours	\$5.00
500 DVR Hours	\$10.00
Additional Set-Top Box & Voice Remote	\$10.99

INTERNET UPGRADES

2 Gbps Upload/Download	\$35.00
Additional WiFi Pods.	\$5.00
Interested in a higher Multi-gig?	
Call for further details.	

PHONE OPTION

Unlimited Phone Service	\$19.95
<i>Home Phone Service with 29 popular calling features including call waiting and anonymous call rejection</i>	

HOME PROTECTION PLAN

• Accidental Fiber Damage	\$7.95
• External wiring issue caused by animal or contractor damages	
• Accidental damage to phone wiring	
• Accidental damage to Modem or ONT	
• Basic customer education	

Prices are subject to change. Taxes and fees are additional, for more information visit bluestreamfiber.com/taxes-fees.



CHANNEL LINEUP

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

Digital Core

ABC-WFTV	9	Comedy Central	53	FX	45	Light TV-WOFL*	185	Syfy	48
NBC-WESH	4	Cozi TV-WKMG*	133	FXM	67	LMN	108	TBN-WHLV	22
CBS-WKMG	5	Create-PBS	18	FXX	81	MeTV-WESH*	141	TBS	27
PBS-WUCF	2	CSPAN	18	Galavision	94	Movies! WRBW*	187	TCM	60
FOX-WOFL	3	CW-WKCF*	8	GetTV-WVEN*	173	MSNBC	50	Telemundo -WTMO	16
A&E	44	Dabl-WKMG*	155	Golf Channel	39	MTV	40	Tennis Channel	144
ACC Network	84	Decades-WKMG*	191	Grio TV-WRBW*	188	MTV2	77	The Weather Channel	24
AMC	59	Discovery Channel	28	Hallmark Channel	70	MyTV-WRBW*	6	TLC	57
Animal Planet	62	Disney Channel	63	Hallmark Drama	71	NASA TV-WEFS*	190	TNT	30
Antenna TV	154	ET	55	Hallmark Movies & Mysteries	80	National Geographic	78	Travel Channel	56
Bally Sports Florida	38	ESPN	32	Heroes & Icons-WRBW	163	Nickelodeon	29	True Crime-WKCF*	183
Bally Sports Sun	31	ESPN2	33	HGTV	47	OWN	66	TruTV	52
BET	42	Estrella TV-WKCF*	12	History	58	Oxygen	146	TUDN	136
Bounce TV-WVEN*	166	ETV-WEFS	11	HLN	72	Paramount Network	43	TV Land	54
Bravo	65	EWTN	73	HSN	96	PBS Kids	178	Univision-WVEN	19
Cartoon/Adult Swim	61	Florida Channel-WEFS*	175	IND-WACX	14	PBS World	192	USA	46
Classic Arts Showcase-WEFS*	189	Food Network	74	IND-WTGL	20	Quest-WVEN*	186	VH1	41
CMT	75	FOX Business Network	153	Investigation Discovery	79	QVC	21	WE TV	34
CNBC	36	FOX News	37	ION-WOPX	15	SEC Alternate	83	WRDQ-IND	10
CNN	35	Freeform	49	Jewelry TV	21	SEC Network	82		
		FS1	99	Lifetime	51	Start TV-WKMG*	176		

Music Channels

Adult Alternative	528	Easy Listening	527	Holiday Hits	533	No Fences	504	Smooth Jazz	531
Alt Country/Americana	544	Eclectic Electronic	549	Hot Country	530	Nothing but '90s	522	Soul Storm	511
Bluegrass	534	Everything 80's	523	Jammin	536	Pop Adult	506	Swinging Standards	545
Broadway	502	Flashback 70's	524	Jazz Masters	547	Popular Classical	507	The Blues	514
Chamber Music	548	Folk Roots	518	Jazz Now	513	Retro Latino	540	The Chill Lounge	501
Classic Masters	517	Gospel	515	Jukebox Oldies	535	Rock	521	The Light	520
Classic R&B Soul	525	Groove Disco and Funk	519	Kids Stuff	537	Rock Alternative	505	The Spa	532
Classic Rock	509	Heavy Metal	516	Latino Tropica	539	Rock Classics	529	Today's Latin Pop	541
Country Classics	526	Hip Hop	512	Latino Urbana	538	Rock En Espanol	542	Urban Beats	510
Dance Clubbin	546	Hit List	503	Maximum Party	508	Romance Latino	543	Y2k	550

TiVo+ Channels

70's Cinema	1188	Comedy Central en Espanol	1265	Kabillion	1136	Nick Jr. en Espanol	1257	Sportswire	1124
80's Rewind	1189	Complex	1109	Kartoona	1107	Nick en Espanol	1256	Star Trek	1206
90's Throwback	1190	Conde Nast Traveler	1101	Kevin Hart LOL	1246	OMG Network	1126	Stories by AMC	1207
Adventure Sports Network	1120	COPS	1218	Latido	1140	One Piece	1250	Tastemade	1151
All Reality by WE TV	1235	Crimenes imperfectos	1262	Law and Crime	1139	Paramount Movie Channel	1204	The Asylum	1116
Amanentes del romance	1268	CSI	1224	Little Baby Bum	1255	People are Awesome	1103	The New Detectives	1222
Ameba	1106	Dabl	1227	Live Music Replay	1269	PGA Tour	1130	the pet collective	1102
American Classics	1134	Deal or No Deal	1217	Loop Music Videos	1179	Pluto TV Action	1193	The Price Is Right	1102
America's Test Kitchen	1229	Doctor Who Classic	1212	Love & Hip Hop	1233	Pluto TV Cars	1213	The Barker Era	1215
Anime All Day	1249	Dora TV	1254	Lucha Libre AAA	1242	Pluto TV Comedy	1198	The Walking Dead	1225
Antiques Roadshow UK	1210	Dust	1172	Maverick Black Cinema	1171	Pluto TV Crime Drama	1223	en español	1258
Atmosphere	1135	Electric Now	1173	Mi obsesión favorita	1266	Pluto TV Drama	1200	This Old House	1228
batteryPOP	1122	FallArmy	1100	Midsome Murders	1226	Pluto TV Fantastic	1196	TMZ	1119
Bein Sports Xtra	1146	Faith TV	1214	Mixible	1230	Pluto TV Horror	1194	TODAY All Day	1187
BET Her	1209	Filmrise Classic TV	1112	MLB	1239	Pluto TV Love Stories	1202	Tosh.O	1243
BET Pluto TV	1208	Filmrise Family	1113	Mobcrush	1142	Pluto TV Romance	1201	TV Land Sitcoms	1244
Black Cinema	1191	Filmrise Food	1114	Moovimex	1147	Pluto TV Sci-Fi	1197	USA Today	1123
Black Ink Crew	1234	Filmrise Free Movies	1115	Motorvision TV	1178	Pluto TV Spotlight	1203	Vevo 2K	1280
BNC Go	1149	Filmrise True Crime	1148	Mr.Bean and friends	1128	Pluto TV Suspense	1199	Vevo '70s	1277
bon appetit	1131	Food52	1104	MTV Biggest Pop	1272	Pluto TV Terror	1195	Vevo '80s	1278
British TV	1211	Foodies	1267	MTV Block Party	1270	Pluto TV True Crime	1219	Vevo '90s	1279
BUZZR	1216	Forensic Files	1220	MTV Pluto TV	1231	Pluto TV Westerns	1192	Vevo Country	1282
CBS Sports HQ	1237	FOX Sports	1236	MTV Spankin' New	1271	Pongalo Novelclub	1144	Vevo Pop	1276
CBSN 2	1183	Funny or Die	1129	Music Baeble	1118	Power Nation	1113	Vevo R&B	1274
CBSN Los Angeles	1185	Glamour	1133	Narcos	1225	Puddle Jumper	1108	Vevo Reggaeton & Trap	1275
CBSN New York	1184	GQ	1132	Narcos en Espanol	1261	QVC	1176	VH1 Hip Hop Family	1232
Cheddar News	1141	Hallmark Movies & More	1170	Naruto	1251	Reel Truth	1127	Voyager Documentaries	1143
Cine Terror	1259	HSN	1177	Naturevision	1110	Revry	1150	Wild 'N Out	1245
CMT Equal Play	1281	Investigatia	1263	NBC News Now	1182	Séptimo arte	1260	Wired	1138
CNN	1181	It's Showtime at the Apollo	1174	Newsmax	1145	Showtime Selects	1205	World Poker Tour	1241
Cold Case Files	1221	Journy	1105	NFL Channel	1137	Sky News	1186	Yo! MTV	1273
Comedy Central Animation	1247	Just for Laughs & Gags	1175	Nick Jr. Pluto TV	1238	Slightly Off By IFC	1248	Yu-Gi-Oh	1252

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	-
BBC Worldnews	114	Destination America	105	FYI	112	NBC Universo	137	Central	121
belN Sports	160	Discovery Family	101	GOLTV	138	NFL Network	124	Stadium College Sports	-
BET Soul*	128	Discovery Life	167	GSN	142	Nick Jr.	125	Pacific	122
Big Ten Network	116	Disney Junior	109	IFC	179	Nickmusic*	129	Sundance	180
Boomerang	103	Disney XD	106	JBS*	110	Nicktoons	127	Teen Nick	126
CBS Sports Network	143	ESPNNEWS	118	JLTV*	107	QVC2	168	Universal Kids	139
CMT Music*	130	ESPNNU	117	Magnolia	152	Science	102	Viceland	111
Cooking Channel	140	FanDuel Racing	161	Military History Channel*	164	ShopHQ*	113	Yes Network	162
Crime & Investigation	165	FanDuel TV	159	MLB Network	158	Stadium College Sports	-		

Sports Plus

belN Sports	160	FOX Deportes	134	NFL Redzone	200	Central	121	World Fishing Network	197
Big Ten Network	116	FOX Sports 2	119	Sportsman Channel	198	Stadium College Sports	-	Yes Network	162
CBS Sports Network	143	GOLTV	138	Stadium College Sports - Atlantic	120	Pacific	122		
ESPNNEWS	118	MLB Network	158	Stadium College Sports -		Tennis Channel	144		

Blue Latino

belN Sports Esp.	421	CNN Espanol*	408	FOX Deportes	134	Nat Geo Mundo	425	TUDN	426
Canal 24 Horas*	418	Discovery En Espanol	404	FOX Life	424	NBC Universo	137	TV Chile*	414
Canal Sur*	412	Disney XD en Espanol	409	GOLTV Esp	420	Nuestra Tele*	413	TV Venezuela*	411
Caracol*	427	ESPN Deportes*	410	History En Espanol	401	Semillitas*	416	Viendo Movies*	406
Cinelatino*	405	EWTN Esp*	423	MTV Tres (Tr3s)*	402	Tele N*	415		

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*ET 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

RAI	457	RTN*	455	TV5Monde	458
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FAQs

How do I access the Blue Stream Fiber TV App?

In order to get started, please have your Watch TV Everywhere credentials. For a step-by-step on how to download and log in, please visit bluestreamfiber.com/bluestreamtv.

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 your Blue Stream Fiber Community number seven days prior to your arrival.

I am a seasonal customer. Do you have seasonal rates to put my optional phone service on hold at a reduced rate?

We do offer seasonal service rates for additional services added above your HOA included services. For phone, the seasonal rate is \$6/month plus taxes and fees. Seasonal residents are able to put services on hold once a year for 2 - 9 months.

What will you be doing during my install?

Our technicians will install your services and any additional services you requested. On average, the installation will take anywhere from 3-4 hours per home to complete. 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 at a central location in your home and/or where your previous modem/router was located. Set-Top 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 Fiber 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 Fiber wiring. For service requests or needs outside of the above, there is a \$99 fee per home visit.

Where can I access resources on my recently installed services?

For a variety of how-to-guides and videos on our services, please visit bluestreamfiber.com/welcome.

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 calling our service center. Charges will be billed directly from Blue Stream Fiber for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated. When you add on additional services, please note additional fees and taxes will apply. For more information, please visit bluestreamfiber.com/taxes-fees.

How do I avoid paying the \$6.49 paper bill fee?

You can avoid paying the fee by signing up for E-bill. While signing up for electronic billing consider also signing up for autopay.

How do you sign up for E-bill or autopay?

You can sign up for E-bill or auto pay by visiting www.bluestreamfiber.com and click on Account in the top right corner of your screen. Select Bill Pay, then "residential customers" from the drop-down menu. You will then be taken to the Blue Stream Fiber Billing Website. On the right side of the screen, enter your Account Number and Zip Code then click Register.

What do I get with Blue Stream Fiber 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 Fiber 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 Fiber, 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 Ultimate Connect 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.

What can I expect on my first bill?

If you have added services above what is included in your HOA, the first bill you receive will include the services since you signed up and the services for the coming month. If you have any questions regarding taxes and fees, please visit bluestreamfiber.com/taxes-fees.



www.bluestreamfiber.com/solivita