

Top Tips & Tricks

We can't wait for you to enjoy your newly installed services. To assist you, we've put together some quick tips and tricks to ensure you get the most out of your services and know where to find support if needed.

Billing

Q: What can I expect from my first bill?

A: Your first bill will cover the cost of your first month of service and any installation fees. Please note that due to us following a standard bill-in-advance schedule, you will receive a second bill soon for your following month's services. This is normal. You'll then fall into a regular monthly cadence for future bills. **Q: What is the easiest way to pay my bill?**

A: The easiest way to pay your bill is by setting up electronic billing so you can access your bill online at any time. Doing this will also

save you the paper bill fee. In addition you can also set up autopay so that your bill is paid automatically each month. Just keep in mind it may take up to a month to go active, so we suggest ensuring your bill is paid to avoid a late fee.

Q: How can I sign up for e-billing or autopay?

A: Signing up for e-billing and autopay is easy! To do so, you'll need your account number. This can be found in the Welcome email you received when you signed up for service from noreply@mybluestream.com. For a step by step on setting this up, please visit bluestreamfiber.com/setup

Welcome to Blue Stream Web Self Care!

Register to View, Pay and Manage Your Account

Registered User Sign In

Username:

[Forgot Username?](#)

Password:

[Forgot Password?](#)

Remember my Username

New User Registration

Please enter the first 9 digits of the account number from your bill.

Your Account Number:

(Numbers only, no spaces)

IMPORTANT NUMBERS
Customer Service: 336-379-6299
Repair Service - 24 Hrs.: 336-379-6297
Phone Call Details: www.mybluestream.com
Online Order/MyAccount: bluestreamfiber.com/myaccount

Account Number: 000-0000000000

0000 NC Highways 1000 W
SumnerRoad NC 27558-0201

We show your output beam

FROM ID	DESCRIPTION	AMOUNT
9/10 - 10/09	FCC Regulatory Fee	0.00
9/10 - 10/09	Franchise Fee	4.75
	NC Sales Tax	0.04
CABLE SERVICES		
9/10 - 10/09	Basic Service	9.00
9/10 - 10/09	Standard Service	39.00
DIGITAL SERVICES		
9/10 - 10/09	Digital Access	1.75
9/10 - 10/09	Digital Fee	3.50
9/10 - 10/09	Digital Movie Pack	2.00
9/10 - 10/09	Digital Home Terminal	7.00
9/10 - 10/09	Digital Remote	0.30
		2.00
		6.00
9/10 - 10/09	PHS	3.95
HIGH SPEED DATA SERVICES		
9/10 - 10/09	Fixed Number High Speed Online 19C	39.95

Your Account Number

Zip Code:

(The zip code for the address where you receive your service.)

TV Service

Q: What should I do if I'm having trouble with my TV Service?

A: If you're having trouble with your TV service, the first step in troubleshooting is to reboot your set-top box. This will often solve many common issues. To reboot your set-top box, unplug the round power cord from the back of the box, wait 30 seconds, and then plug the power cord back in. Wait for the box to fully reboot before trying to use it again. **Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.**

Q: Will rebooting my set-top box delete my recordings?

A: Rebooting your set-top box will not delete your recordings.

Q: What should I do if my remote control isn't working?

A: If your remote control isn't working, the first thing you should do is check the batteries. If they are low or dead, replacing them may solve the problem. The frequency of battery replacement depends on how often you use your remote control. If you use it frequently, you may need to replace the batteries a couple of times a year. If you use it less frequently, the batteries may last up to a year or more.

Q: Can I use my Blue Stream Fiber TV remote on any TV within my home?

A: No, you can only use your Blue Stream Fiber TV remote with the television and set-top box it was originally installed on. In fact your remote should have a sticker on it that matches the sticker on the set-top box it was paired with.



Internet Service

Q: What should I do if I'm having trouble with my internet connection?

A: If you're having trouble with your internet connection, the first step in troubleshooting is to reboot your modem. This can often solve many common issues with the connection. To reboot your modem, unplug the power cord from the back of the modem or unplug it from the wall, wait 30 seconds, and then plug the power cord back in. Wait for the modem to fully reboot before trying to use the internet again. This can take a few minutes. **Please do not call the call center before performing the reboot as a reboot will need to be completed prior to receiving support.**

Q: Can I move my WiFi pods around my home to improve connectivity?

A: Please do not move your WiFi pods, as this can cause connectivity issues. The placement of the pods is optimized by our technicians during installation for optimal signal strength and coverage.