

Frequently Asked Questions

Welcome to our comprehensive FAQ section, designed to address the any questions or concerns you may have regarding your telecom services. From understanding billing statements to troubleshooting common issues, we've got you covered. So, let's dive in and discover everything you need to know to make the most of your telecom experience.

Upgrade Services

Q: Can I add other services from Blue Stream Fiber?

A: Yes, you can add additional services at any time by calling our service center. 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.

Q. I am a seasonal customer who lives in an HOA community. Do you have seasonal rates to put my optional services on hold at a reduced rate?

A: We do offer seasonal rates for services above your HOA included services.

Q: How long in advance do I need to call to place my upgraded services on a seasonal hold?

A: This can be done day of or it can be done in advance.

Billing

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 you can do so too. 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.

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.

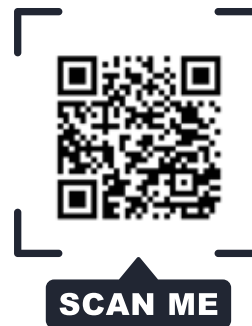


Q: Will rebooting my set-top box delete my recordings?

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 times a year. If you use it less frequently, the batteries may last up to a year or more.



Q: What is the Blue Stream Fiber App and how do I access it?

A: The Blue Stream Fiber TV App is an app that allows you to watch your Blue Stream Fiber service on the go or via Apple TV or Fire TV Stick. Watch live TV, video on demand, or recordings from your mobile devices or via a streaming device like the Fire TV Stick anywhere in your home. The Blue Stream Fiber TV app is now available on the Android Play Store, Apple Store, and the Amazon App Store.

Q: What are Concurrent Streams?

A: Concurrent Streams give you the ability to stream on your set-top boxes along with up to 5 additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, using the Blue Stream Fiber TV App.

Q: Where can I find my recorded shows?

A: All of your recorded shows are found in My Shows.

Q: Can I record an entire series?

A: Yes! Just set up a OnePass. A OnePass gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to My Shows to watch instantly.

Q: How many shows can I record at once?

A: As many as you like!

Q: How much storage space do I have for recordings?

A: This depends on your service plan.

Q: What happens when I run out of storage space?

A: If you set up a recording when your storage space is almost full, you'll receive a message on your TV. At that point, you can call in to upgrade to a plan with more DVR hours, or you can delete some of your recordings to free some space. When you reach your storage limit, your set-top box will begin deleting your oldest recordings to make space for new ones.

Q: Can I rewind live TV?

A: Yes.

Q: Can I pause a show in one room and resume watching in another?

A: Yes. Your set-top box will remember where you left off.

Q: How can I make sure my kids don't watch something they shouldn't?

A: Parental Controls help you make sure your family has access to only those shows you want them to watch. When you turn Parental Controls on, you'll set a PIN that will be required to watch shows exceeding the limits you set. From the Home screen, Menu > Settings > Parental Controls. See Parental Controls.

Q: I missed the beginning of my favorite live show. What should I do?

A: Try using the Start Over feature. On many shows, when you turn to a show that is currently airing, you'll see the Start Over/Catch Up icon and an on-screen tip telling you to press and hold OK/SELECT to start the show from the beginning.

Q: Do I need a Google account to use the Set-Top box?

A: No, but it is highly recommended. With a Google account, you'll be able to use Google Play, Google Music, Google Games, and Google Assistant right on your set-top box.

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.

Phone Service

Q: What do I get with Blue Stream Fiber Phone Services?

A: If you sign up for home phone service, you'll receive unlimited local and long distance calling to 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.

Q: Will I lose my phone number if I cancel my phone service rather than placing my phone service on a seasonal hold?

A: Yes. We suggest placing upgraded phone service on hold rather than canceling the service to avoid losing the phone number.

Miscellaneous

Q: Where can I find my account number?

A: You can find your account number in the welcome email you received from Blue Stream Fiber when you first signed up for service or on your bill.

Q: Where can I go if I need additional resources on my services?

A: Please visit bluestreamfiber.com/welcome