

# Frequently Asked Questions

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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.

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## 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](http://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](mailto:noreply@mybluestream.com). For a step by step on setting this up, please visit [bluestreamfiber.com/setup](http://bluestreamfiber.com/setup).

## 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](http://bluestreamfiber.com/welcome)