

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)

FROM ID	DESCRIPTION	AMOUNT
8701-10008	FCC Regulatory Fee	4.00
8701-10008	Registration Fee	4.75
8701-10008	ACT Sales Tax	0.34
CABLE SERVICES		
8701-10008	Basic Service	9.00
8701-10008	Standard Service	26.00
DIGITAL SERVICES		
8701-10008	Digital Access	1.75
8701-10008	Digital Tuner	1.50
8701-10008	Digital Movies Pack	2.50
8701-10008	Digital Home Terminal	7.40
8701-10008	Digital Hardware	0.90
8701-10008	Account Number	4.00
8701-10008	HiSL	3.84
HIGH SPEED DATA SERVICES		
8701-10008	Speed Runner High Speed Online 10G	28.90

Account Number:

Zip Code:

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

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.