



Association Success Guide

Finding the ideal telecom provider
for your community



Creating Your Community's Roadmap

Making a decision that affects every homeowner is a significant responsibility, and many communities are unfamiliar with navigating a process of this importance. Without a clear roadmap, it's easy to feel uncertain or overwhelmed. That's why we've created a proven 4-step approach, complete with tools to empower your board, engage your residents, and help you avoid unnecessary expenses. Our top priority is helping you make the best decision for your community—even if you don't select us.

4 simple steps to find your perfect telecom solution



Determining Needs and Requirements



Creating your RFP



Evaluating Vendors



Making Your Selection



Over our 45+ years of working with communities, I've seen one thing hold true: when boards follow this process, they make decisions they feel proud of—and their residents do too. It's a simple, proven way to bring clarity and confidence to an important choice for your community."

GAVIN KEIRANS, PRESIDENT

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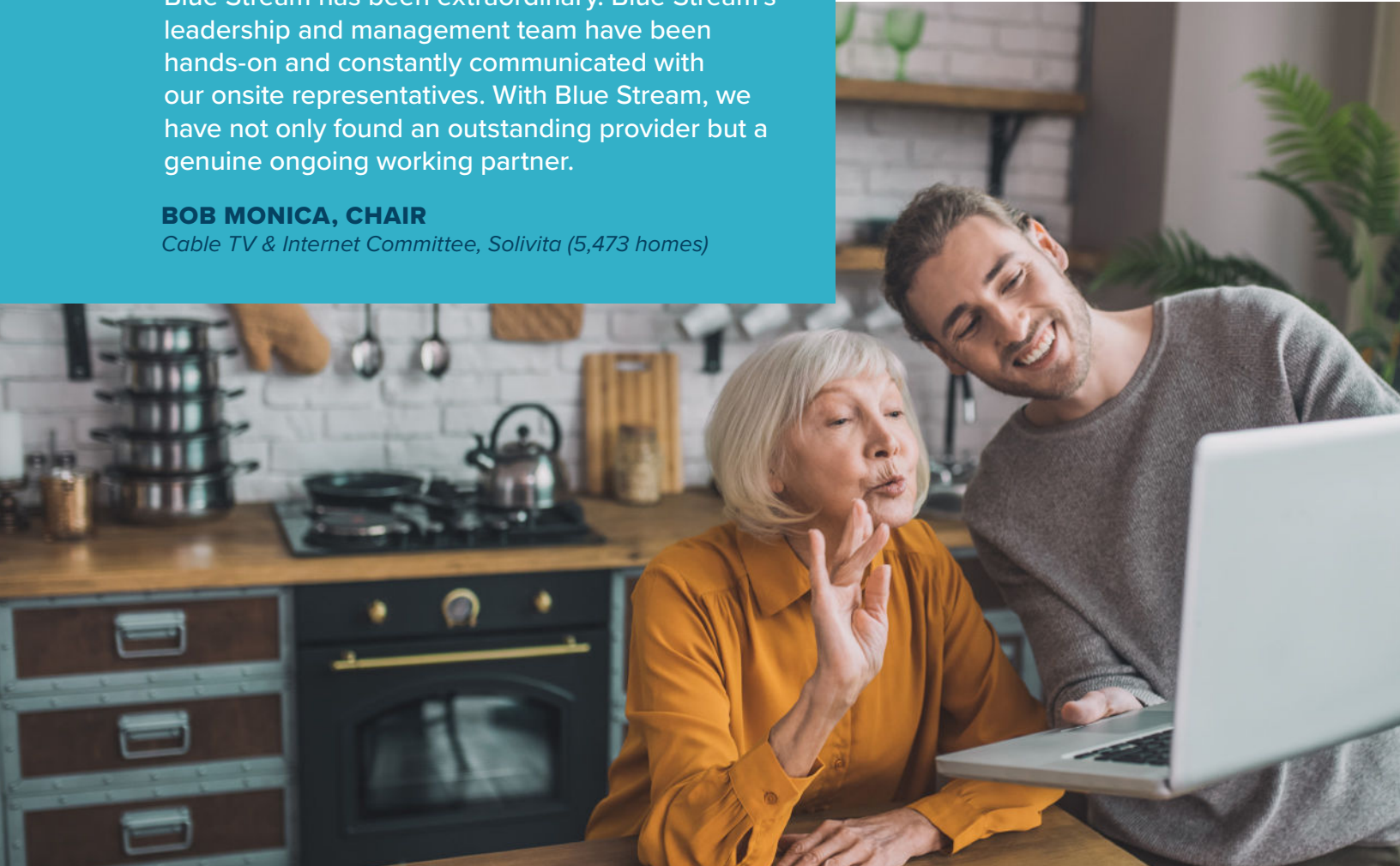
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Since the beginning, our project experience with Blue Stream has been extraordinary. Blue Stream’s leadership and management team have been hands-on and constantly communicated with our onsite representatives. With Blue Stream, we have not only found an outstanding provider but a genuine ongoing working partner.

BOB MONICA, CHAIR
Cable TV & Internet Committee, Solivita (5,473 homes)



How to Read this Guide

Be on the lookout for the icons below, which will provide you with more information and solutions to help you ensure a smooth process and avoid any unforeseen “gotchas” after selecting your provider.



ALERT

Additional information or something to keep in mind



COMMUNICATION FOCUS

Important time to communicate with residents



WARNING

Things to be aware of during the process where a misstep can knock you off track



TOOLS

Additional tools or information available to you through the provided links or within the appendix



FAQ

Common questions we hear from communities during the selection process

STEP 1

Determining the needs & requirements of your residents

Setting Yourself Up for Success

The first part of selecting your new provider is talking with your residents. Communication will be key throughout the process, and ensuring their buy-in is crucial to your success.

Set the stage

Inform residents that the board is going to start the process of choosing a new telecom provider for the community.

- Send an email notification to your community
- Explain the process at your board meeting
- Post updates to your community bulletin board



Each community communicates in its own way. Choose what resonates best with your residents.

Survey your owners

Gathering feedback directly from your residents ensures that they are heard and included at the beginning of the process.

- Use a survey tool like Survey Monkey
- Send a survey through the mail
- Take a survey of your residents at your monthly board meeting



Let us help! We can create a survey for you and even send it to your residents.

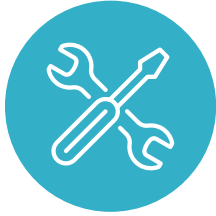
» You can see a full list of recommended survey questions [HERE](#)

Share the findings of the resident survey with the community and explain your next steps

Your survey findings will help guide your board in creating the RFP in the next phase of this process and sharing the findings will build credibility for your board and the process.

- Send an email to the community summarizing the findings and say thank you
- Conduct a presentation at your next board meeting

» You can find an example template for presenting survey results to your community [HERE](#)



Communication Tool Kit

Below are tools to help your board address concerns and questions your residents might have. We have also provided resources to recognize possible red flags early in the process and the best ways to address them.

- » Communication recommendations to residents: [HERE](#)
- » Tips on dealing with community concerns: [HERE](#)
- » Resident survey example questions: [HERE](#) and [Appendix page 35](#)
- » Community Survey Results Presentation: [HERE](#)



Don't underestimate this step—early communication with residents sets the tone for the process. Without it, delays, resistance, and misinformation on social media can arise.

STEP 2

Creating your Request for Proposal (RFP)

Decision Criteria

Resident feedback is invaluable and forms the foundation of your next step: creating a Request for Proposal (RFP) tailored to your community's current and future needs.

Through the RFP process, you'll create your community's non-negotiables and gather detailed proposals from providers, outlining how they plan to address your community's pain points and proactively improve your network to meet future demands.

Based on our experience, the key criteria you should measure will fall into one of the following categories:



Reliability

Reliability is the most crucial factor for a board to consider when selecting a telecommunications provider for the community. A reliable network ensures residents have seamless connectivity for work, school, entertainment, and emergencies. Choosing a provider that prioritizes network resilience means fewer disruptions, greater satisfaction, and a community that stays connected under any circumstances.



What guarantees can the provider make?

- Will you receive 100% Fiber-to-the-home?
- Guaranteed uptime and speed?
- Total home WiFi that covers every room?

What redundancy measures are built into the network?

- Are there multiple connections to the community to ensure reliability in the case of a fiber cut?
- Does the provider's onsite equipment have a back up battery and what is their plan for providing generators for extended power outages?

How will the provider be held accountable?

- Are reliability metrics reported regularly to the board?
- Does the contract include financial penalties for the provider in cases of non-compliance?

Will service go out during hurricanes or severe storms?

- What contingency plans are in place to ensure network reliability during such events?
- How quickly can services be restored in the event of a power outage?



Ask the telecom provider to provide real-world examples and referrals that demonstrated their performance and responsiveness during past storms.



» Hurricane Contingency Example: [HERE](#)

» Fiber vs. Cable/Docsis: [HERE](#)

Customer Service

For board members, customer service should be a key consideration in making the final decision. A provider's ability to resolve issues quickly and maintain a strong relationship with your community can directly impact the quality of life for residents and board members alike.



Who answers the phone and how fast?

- Are call center employees U.S.-based?
- How long do customers have to wait on hold?
- What percentage of issues are resolved during the first call?
- Does your community have a dedicated phone number to call?

How quickly can I get in-home support?

- If a problem can't be solved over the phone, how fast can the provider get a technician to a home for support?
- Can problems be addressed proactively before your residents even discover an issue?

Is there dedicated board and property management support?

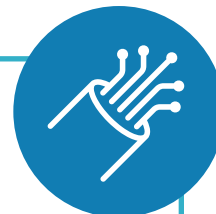
- Are there dedicated support channels available for the board or property management to escalate issues efficiently?
- Is there a dedicated team assigned to support your community?



Continue to refer back to the resident survey you conducted when determining the needs & wants of your community.

Products

Your residents will use these products and services 24/7/365. Utilizing the feedback you received from the community survey, you can identify their wants and needs, which will provide a clear guide for your decision-making. Choose a provider that strikes the right balance between what's included in your bulk package and available upgrades, ensuring maximum value for residents while meeting your community's unique needs.



What level of internet does our community need?

- Do your residents work from home?
- Do residents rely on the internet for healthcare services? Are your residents using video security systems?
- Are streaming video services (Netflix, Disney+, Hulu, etc.) widely used in your community?

How important is Whole-Home WiFi?

- Do residents experience consistent internet connectivity throughout their homes, or are there areas with weaker coverage?
- Do your residents rely on multiple devices connected simultaneously across different areas of their homes?

Is TV service a necessity for your residents?

- What are must-have channels for residents?
- What is the average number of TVs in each home?
- Would your seasonal residents be interested in bringing their TV services with them to their other home?

Are there additional services that residents have expressed interest in?

- Do they value options like home or mobile phone services?
- Are home security systems or smart-home automation important features to consider?



Make sure the provider gives you all the ancillary fees and charges upfront to avoid any surprises.



- » Total Home WiFi: The Backbone of a Connected Community: [HERE](#)
- » Benefits of Fiber: [HERE](#)
- » Is Video Right for my Community: [HERE](#)

Community Transition

A well-planned transition to a new telecom provider minimizes stress, reduces disruptions, and creates a smoother, more positive experience for everyone involved. Providers should clearly outline how they will manage the transition, including detailed plans and timelines. This ensures that your board, residents, and the provider are aligned and informed from the very start.



What is the provider's plan for onboarding the community?

- Will the provider give you a network design plan before signing the contract?
- Does the provider have a detailed statement of work to specify how they will do construction and in-home installation?
- What are the contractual protections and restoration timeline for any inadvertent damage during construction?

How will the provider ensure that the board and property managers won't be overwhelmed during the network installation process?

- Will the provider oversee all aspects of project management?
- What is the on-site meeting cadence for updates to the board and/or property management?
- What responsibilities does the board have during the network installation process?

What happens if there is an issue during construction and installation?

- Is there a dedicated team available for support and escalations?
- How will progress be tracked and reported back to the board?

How are residents kept informed during the transition to the new provider?

- What types of communication will be used, and how frequently will updates be provided?
- What kind of training is provided?
- Is there an online learning hub with all the information residents will need?



Ensuring that the transition and support plan is written into the contract is the only way to guarantee that you will be provided the level of service that was promised during the sales process.



» The Right Timeline: [HERE](#)

Contract Requirements

When selecting a new telecommunications provider, a board must ensure that all contract requirements are clearly outlined and enforceable. Contracts form the foundation of service delivery, and it's important that those promises are backed by solid commitments rather than empty words. By carefully considering the specifics of a contract, boards can safeguard the community's interests and avoid unwanted surprises.



What is actually guaranteed?

- What are the reliability metrics and how are they measured and reported?
- Does the contract include financial penalties for the provider in cases of non-compliance?

Are there transparent monthly fees?

- Are the total charges, including all taxes and fees, clearly detailed in the contract?
- Are rate increases throughout the term of the contract defined?
- Does the contract prevent the addition of additional fees later in the term of the agreement?

What is the contract duration and flexibility?

- Do free or courtesy billing months extend the contract past the current term?
- Can TV services be dropped if the majority of the community prefers streaming services?
- As technology changes, how will your services be updated over the course of your agreement?



Ask for a contract template during the RFP process so that promises made during the sales process are promises kept.



» Example of Industry-Leading Guarantees: [HERE](#)

Transparent Economics:

How to prevent hidden fees and maximize your value

Two of the biggest challenges in evaluating a provider are uncovering the actual cost to residents and evaluating upfront incentives that may be difficult to understand and compare. Many providers bury fees, surcharges, and upgrade costs in the fine print, making it difficult to get a clear picture of the total expense. Making informed economic decisions ensures long-term satisfaction and predictable expenses for all residents.

Did the provider give you the true total cost of the bulk price?

- What additional fees like programming, regulatory, or surcharges will be charged on top of the bulk monthly price?
- What are the annual rate increases?
- Are video services increases capped or uncapped?
- Will the provider give you a copy of what your “exact” bill will be?



Have questions about the impacts of door fees? Learn more [HERE](#)

What are the costs for resident upgrades?

- Is there a free app to stream TV services without a box?
- Will the provider list all the available upgrades, their exact prices, and all fees such as truck roll charges?
- Will residents need to pay out-of-pocket for complete product functionality (such as guaranteed whole-home WiFi)?
- Are there important services, like network security or TV portability, that require additional costs?

What are the door fees and upfront incentives?

- Are door fees paid as an upfront payment to the association or provided as free courtesy months of services?
- Are there taxes associated with receiving door fees as an up-front cash incentive?
- Do free months of service extend the contract term?
- Are there other parties, such as consultants, receiving compensation as part of the transaction?



Gotcha Flyer: [HERE](#)



Choosing a telecom provider is a long-term partnership, so it's essential to evaluate the full scope of services, including pricing. Prioritize factors such as overall resident experience, contract flexibility, network quality, product offerings, and the key non-negotiables your community identified at the outset. Focusing solely on cost may lead to short-term savings but can compromise the long-term value and experience your community deserves.

Create an RFP

By identifying your community's needs and requirements, collaborating with the board to determine the right questions to ask, and researching local providers capable of meeting those needs, you've collected all the necessary information to take the next step. Now, it's time to create the RFP and send it to the providers to bring your community's vision to life.



RFP Reminders

- **Be specific** — inform providers what your community non-negotiables are
- **Request references** — preferably ones from current customers that are similar to your community
- **Get a sample copy** of what your bill would be with all taxes & fees included
- **Request details** on resident upgrade pricing to ensure transparency & that residents will have the option to customize their services
- **Ask for a customized site survey** — every community is different, make sure you aren't getting an off-the-shelf solution



Sample questions have also been provided in following pages.

Recommended RFP Questions

Use this guide to build out your request for proposal to assess potential service providers. Collecting answers with a formal list of questions in an RFP will help you to compare responses and vendors objectively.

Explain your community details and needs

- Provide background and introduction of your community.
- Be sure to include details on the types of homes in the community (e.g., single-family homes, condos) and the total number of homes/units of each.
- Project goals and scope of services.
- Anticipated selection schedule.
- Time and place for submission of proposals.
- Evaluation criteria.

Ask about construction process

- How long will be needed for infrastructure installation?
- Do you provide a 100% new fiber Infrastructure?
- Where is the network hub located that would provide service to our community?
- How will the line from a distribution hub to each unit be run? How deep will it be buried? If all wiring is underground, how will roads be crossed?
- How will the termination in each unit be done?
- What access to residence units will be required during installation?
- How will fiber enter the unit/home from the outside?
- Provide an overview of the method of delivery to each resident unit and a list of on-premise equipment.
- Will landscaping be restored weekly throughout the construction process?
- Will there be a dedicated construction coordinator managing the project?

Ask about customer experience/service

- Is it 100% U.S.-based customer support?
- What are the guarantees around response time to answer the phone?
- Will there be a dedicated support phone number for the property?
- How long does it take to get support/technician to your house?
- Is there a charge if an onsite service call is required?
- Provide an overview of company history including a brief narrative pertaining to your current operating structure within the market, technical qualifications, and experience.
- Provide a minimum of three (3) references relating to communities you currently provide services comparable to those you are proposing.

Recommended RFP Questions (continued)

Ask about internet services

- Provide the sustained download/upload speeds that would be achieved by residents as part of the bulk Internet service.
- Are internet speeds symmetrical?
- What are the details of the WiFi equipment, including the generation of technology?
- Are there Data Capacity limits and overage charges?
- Do you offer whole-home managed WiFi technology in each home?
- What average size unit will WiFi cover?
- What internet speed is provided? What are the costs of higher internet speeds?
- Are internet speeds contractually guaranteed?
- Will you provide internet speed upgrades or technology upgrades throughout the time period in the contract?
- Do you offer a plan for internet capacity expansion?

Ask about phone services

- Provide pricing for local, long distance and international calling plans.
- List phone calling features included.

Ask about television services

- Is there a DVR capability, how many simultaneous recordings, what capacity?
- Are there additional costs for set-top boxes to watch on every TV?
- Am I able to watch my channel lineup at a secondary home if I am a seasonal resident?
- Is the remote control voice-capable?
- Provide your company's complete channel line-up and specify any provider supplied equipment (and its cost) required to enable viewing.
- Describe all equipment (i.e. Set top boxes), type and quantity, needed by individual residents to support the bulk video service delivery.
- Are live TV and Streaming apps all in one platform?
- Describe the entertainment features including On Demand, DVR, use with other platforms like Firestick, and viewing on other devices.
- Will there be flexibility in the agreement to potentially remove bulk video?



For an editable version of the RFP questions, click [HERE](#)

Sending your RFP to Providers



Before sending out your RFP, schedule an introductory meeting with potential providers to determine who you want to include in your RFP process.

1. Create a Word document or Excel sheet with your list of questions for each telecom provider.
2. Email the document to each participating provider.
3. Provide a clear deadline for all questions and final submissions.

Once you have received your RFP responses, the next section will walk you through evaluating providers and making your final selection.



RFP Tool Kit

Below are additional resources to help you craft a comprehensive RFP.

- » Editable RFP Questionnaire: [HERE](#)
- » Glossary of terms: [HERE](#) and [Appendix page 34](#)
- » A Guide on Creating Your Non-Negotiables: [HERE](#)



Don't forget to communicate your progress with your residents. Keeping them involved throughout helps to avoid surprises later on.

STEP 3

Evaluate Vendors

Comparing Provider Proposals

With all vendor proposals in hand, it's time to evaluate the vendors and narrow your options to your final choice. The steps below will help walk you through the process to get there.

1. Consolidate feedback from all vendors that can be shared with the entire board/committee
2. Review all of the proposals together. Utilize the comparison matrix [HERE](#) to measure providers' responses against your community's original needs (and 3- 5 non-negotiables)
3. Determine questions to ask providers during their presentation
4. Invite 3-4 providers to present their proposal to the board/committee
5. Re-evaluate remaining providers based on additional information collected during provider presentations
6. As a board/committee, select your two finalists to present to the community at a town hall.

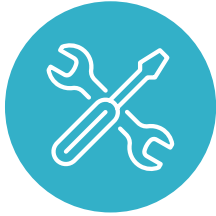


Pro tip: Don't rely on an emailed proposal. Have each provider walk you through their customized plan, pricing, and products. Don't settle for one-size-fits-all.

To support this process, we've provided a sample matrix along with additional tools and examples on the next page to help you thoroughly evaluate the proposals and related information.



Ensure the decision-makers on the board can try out the products for themselves. Remember that while WiFi and TV products from another provider may not work optimally on your current network, you will get an opportunity to see if they work as described during the sales process



Provider Evaluation Tool Kit

- » Provider Comparison Matrix: [HERE](#) and [Appendix page 33](#)
- » Site Survey Example: [HERE](#)
- » Understanding Reviews: [HERE](#)

Community Town Hall

Keeping the community engaged throughout this process has been crucial to reaching this point. Now that much of the groundwork is complete, it's time to share the progress with your residents.

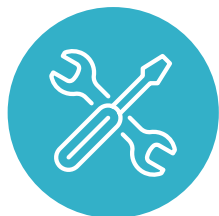
We recommend hosting a town hall at this stage. This meeting serves multiple purposes:

- **Showcases the board's commitment** to including the needs and wants of the community in the evaluation process
- **Provides transparency** into the selection process and how decisions were made
- **Builds strong community buy-in** to ensure support of the final decision
- **Offers an opportunity for residents** to hear directly from the top two providers

You should either hold this meeting in person or virtual, depending on your community's preference, but you should make sure to make the meeting succinct, informative, and engaging.



After the meeting, share the presentation with the community to ensure residents who couldn't attend have access to the information.



Town Hall Tool Kit

- » Town Hall Example Presentation: [HERE](#)
- » Navigating Challenging Conversations with Community Members: [HERE](#)

STEP 4

Making your Selection

Final Consideration

Before making your final decision, take a moment to compare the top factors that boards have told us matter most when choosing the right provider.

- **“Gotchas”:** This is your last chance to discover any gotchas that can add tens of thousands of dollars to your bill, or leave you with less than promised support.
- **Exact Copy of Your First Bill:** Make sure your bill example includes all taxes, fees and any and all equipment charges.
- **Contract:** Make sure everything you were promised throughout the sales process is included in the contract.
- **Site Survey Findings:** Does the provider have a plan for construction and installation yet for your community?
- **Channel Lineups:** If your community is adding TV service, make sure all your must-have shows are included



Reminder: For a rollup of “Gotchas” to look out for, click [HERE](#)

Before reaching your final decision, be sure to compare all key considerations against your final RFP, including any hidden fees and additional charges to residents.



If the provider has not done a site survey, this is a big red flag. Finding out that there are issues after contract signing can be devastating to your timeline.

Selection and Negotiation: Making the Final Decision

You've reached the final and most crucial step: selecting your telecom provider. This decision ties together all the insights you've gathered to ensure the provider you choose aligns with your community's needs. Follow the four steps below to confidently make your final choice:

1. Ensure your 3-5 non-negotiables have been met. Be sure to factor in key criteria like customer service and contractual guarantees.
2. As a committee/board, discuss your findings, the final considerations discussed on the previous page, and any intangibles that you discovered along the way (for example: your comfort with the provider's ability to deliver on-time construction, their proven experience with your community's intricacies, etc.).
3. Conduct a final vote. If necessary, reach out to your preferred provider to close any gaps on contract terms, pricing, or service offerings.
4. Request a finalized contract that includes all agreed-upon terms and conditions discussed during the process.



FREQUENTLY ASKED QUESTION

Do I need an Attorney?

It is a good idea for the board to consult with an attorney. Early involvement of an attorney ensures the final agreement is comprehensive and legally sound, helps avoid risks, and protects the community's interests.

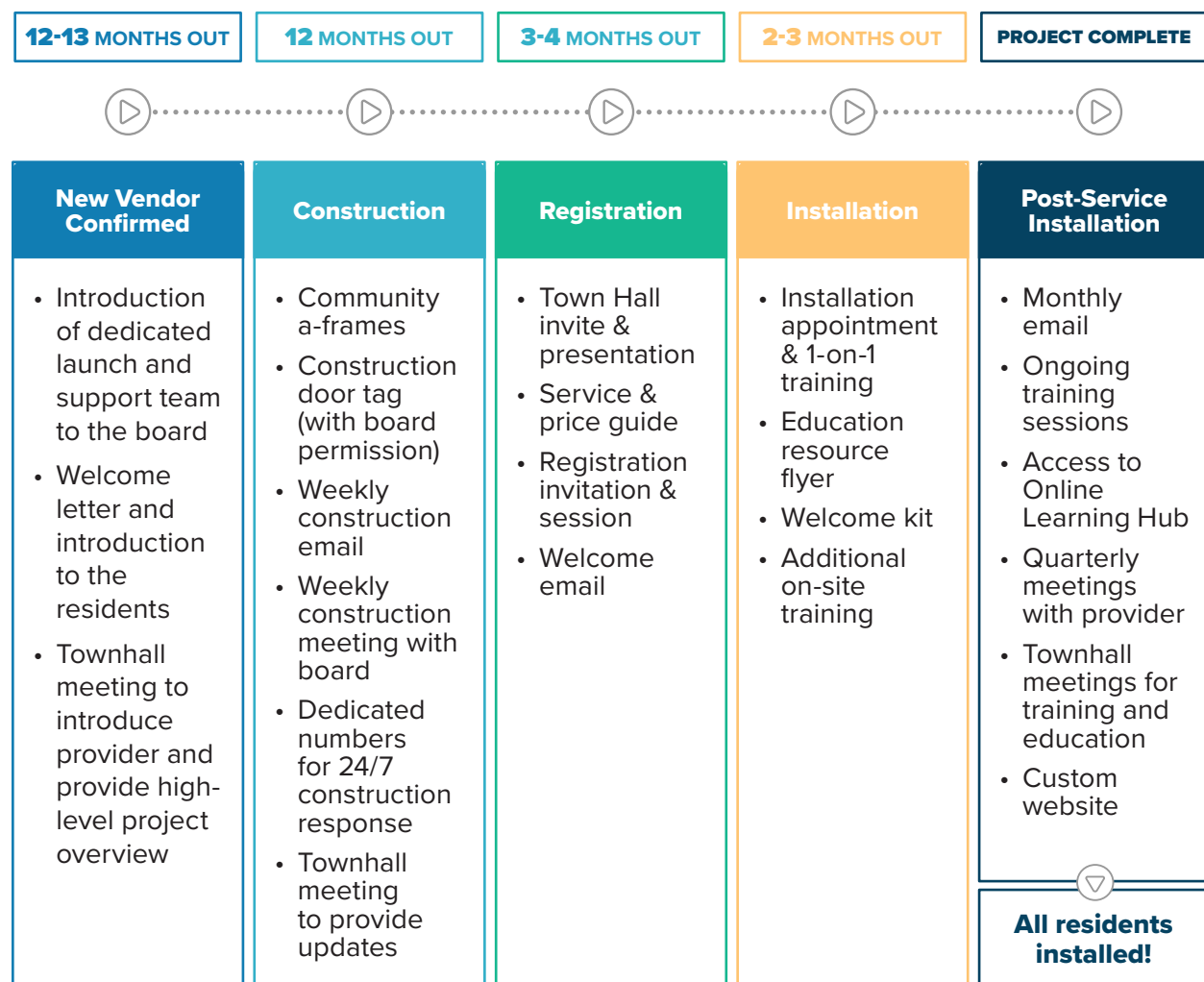
What Your Next Steps Look Like

NEXT STEPS

You Did It!

Congratulations on reaching this exciting milestone! By selecting a telecom provider, you've taken an important step toward enhancing connectivity and value for your community. With the contract finalized, your chosen provider will now take the lead on much of the remaining work. Some of the milestones you should expect to ensure a smooth transition and successful implementation include:

- Communication with residents about construction start dates
- Installation of the network
- Scheduling installation of services into each resident's home
- Offering training sessions for your residents



A Final Note From Blue Stream Fiber's President

At Blue Stream Fiber, we're thankful for the chance to share our experience and help your community navigate such an important decision. Choosing the right telecom provider is no small task, and it's clear that your dedication to a thorough and thoughtful process reflects your commitment to serving your community.

Whether or not Blue Stream Fiber was your final choice, I want to express my sincere appreciation for allowing us to be part of your journey. If you've chosen us, welcome to the Blue Stream Fiber family! I look forward to working together to elevate your community's connectivity experience.

If you decided on another provider, we respect your decision and encourage you to consider us again in the future. In the meantime, I welcome your candid feedback. If there's anything we could have done better or something I should know to help us improve, please don't hesitate to reach out.

Thank you for the trust you've placed in us during this process. It's communities like yours that inspire us to continuously innovate and improve.

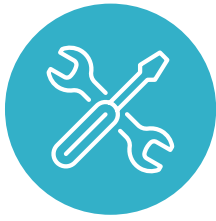
Sincerely,

A handwritten signature in purple ink, appearing to read "Gavin Keirans", with a long horizontal flourish extending to the right.

GAVIN KEIRANS

President, Blue Stream Fiber

Appendix



Resources and Links

Communication Tool Kit

- » Communication recommendations to residents: [HERE](#)
- » Tips on dealing with community concerns: [HERE](#)
- » Resident survey example questions: [HERE](#)
- » Community Survey Results Presentation: [HERE](#)

Establishing your Decision Criteria Tool Kit

Reliability

- » Hurricane Contingency Example: [HERE](#)
- » Fiber vs. Cable/Docsis: [HERE](#)

Products

- » Total Home WiFi: The Backbone of a Connected Community: [HERE](#)
- » Benefits of Fiber: [HERE](#)
- » Is Video Right for my Community: [HERE](#)

Community Transition

- » The Right Timeline: [HERE](#)

Contract Requirements

- » Example of Industry-Leading Guarantees: [HERE](#)

Economics

- » Door Fees: [HERE](#)
- » Gotcha Flyer: [HERE](#)

Resources and Links (continued)

RFP Toolkit

- » Editable RFP Questionnaire: [HERE](#)
- » Glossary of Terms: [HERE](#)
- » A Guide on Creating Your Non-Negotiables: [HERE](#)

Provider Evaluation Toolkit

- » Provider Comparison Matrix: [HERE](#)
- » Site Survey Example: [HERE](#)
- » Understanding Reviews: [HERE](#)

Townhall Toolkit

- » Town Hall Example Presentation: [HERE](#)
- » Navigating Challenging Conversations with Community Members: [HERE](#)

Broadband Provider Checklist



INTERNET

COMPANY A

COMPANY B

COMPANY C

100% underground Fiber infrastructure to the home

☐
☐
☐

10 Gig capable network

☐
☐
☐

Symmetrical internet speeds

☐
☐
☐

Built-in contractual speed upgrades

☐
☐
☐

Whole-home managed WiFi (mesh network)

☐
☐
☐

Network security included (not just free anti-virus software)

☐
☐
☐

Upload speeds provided

Download speeds provided



VIDEO

COMPANY A

COMPANY B

COMPANY C

Live HD TV and streaming apps all-in-one platform

☐
☐
☐

Voice Remote with Google Assistant

☐
☐
☐

4K capability

☐
☐
☐

Cloud DVR with innovative functionality to capture and manage content

☐
☐
☐

A fully-integrated streaming app for use on phones, TVs, Firesticks (take video wherever you go)

☐
☐
☐

Video on-demand libraries

☐
☐
☐

Flexibility in agreement (remove video from bulk package)

☐
☐
☐

Number of channels included in package



TELEPHONE

COMPANY A

COMPANY B

COMPANY C

Home Phone Service

☐
☐
☐

International Calling Plans with Pricing

☐
☐
☐


BASE BULK PRICE

COMPANY A

COMPANY B

COMPANY C

What are broadcast surcharges?

What are sports fees?

What are taxes?



CONTRACT TERMS

COMPANY A

COMPANY B

COMPANY C

Dedicated phone number and Dedicated Account Manager

☐
☐
☐

Two call centers for disaster recovery

☐
☐
☐

Redundant circuit design in and out of community

☐
☐
☐

Same day/next day in-home service

☐
☐
☐

Contractually guaranteed internet speeds

☐
☐
☐

One minute or less answer times for customer service & Tech support

☐
☐
☐

Performance reports available

☐
☐
☐

Glossary

Bulk: A type of telecommunications agreement where the association provides TV, Internet and/or phone service as an amenity.

Distribution Hub: An enclosure that provides the connection for fiber optic cables to the homes in a community.

Download: Data that is downloaded from the internet to your device like watching videos or playing games.

Dual Band WiFi Router: Equipment that allows you to transmit and receive data using both 2.4 and 5 GHz frequencies which is better for gaming and streaming.

Fiber (Fiber Optic Cable): A flexible cable made of glass that transmits data as pulses of light. A fiber infrastructure provides fast, reliable, and secure internet service.

Internet Pod Technology: Access points that connect to your home internet to provide coverage throughout the entire home.

Network Hub: A major connection point in the fiber optic network such as a data center.

Provider: A company that provides TV, Internet and/or phone service.

Retail: A telecommunications agreement where an association allows a provider to provide TV, Internet and/or phone services to individual homes in the community. Residents pay for services individually.

RFP (Request for Proposal): A formal document that outlines an organization's intent to purchase a good or service. The buyer issues the RFP to provide background information to potential vendors.

Redundant Circuit: Multiple network routes are created as a safety net. If one goes down, the other picks up the signal without any interruption of service.

Symmetrical Internet: An internet connection that offers the same download and upload speeds.

Telecommunications: TV, Internet and Phone services for residential or home use.

Total Home WiFi: The ability to monitor your home internet that includes automated network health check, security, and controls via an app.

Upload: Data that is uploaded from your device to the Internet. Upload speeds matter for things like posting on Facebook and video conferencing like Zoom.

Sample Resident Survey

Sending a survey is a great way to gather resident feedback to understand their needs. Below is a list of questions to include. Use this as a guide to build your own survey or Blue Stream Fiber can build one for you.

Name: _____

1. Who is your current internet provider?

2. What speed is your internet connection?
☐ Under 200 Mbps
☐ Between 201 Mbps and 1 Gig
☐ 1 Gig or higher
☐ Unsure
3. How often do you experience slow or lost internet connections?
☐ Daily
☐ Weekly
☐ Monthly
☐ Rarely
4. What is the longest period of time that your internet services have been out?

5. Are there areas of your home with poor WiFi/internet services?
☐ Yes
☐ No
6. What do you pay per month for internet services?

7. How reliable would you say your internet services are?

8. Are you interested in your community upgrading to fiber-optic internet services?
☐ Yes
☐ No
9. Do you ever work from home using your internet connection?
☐ Yes
☐ No
10. Do you have connected devices in your home like a video doorbell (e.g. Ring), a WiFi thermostat (e.g. Nest), or a smart speaker (e.g. Alexa)?
☐ Yes
☐ No
 a. How many connected devices do you have in your home?

11. Do you notice slower speeds or buffering in peak hours of the evening (6pm-9pm)?
☐ Yes
☐ No
12. Are you concerned about cyber-security when browsing the internet in your home?
☐ Yes
☐ No
13. Who is your current TV provider?

Continued on next page

Resident Survey (continued)

- 14.** How much do you pay per month for your TV services?

- 15.** How many total TVs do you have in your home?

- 16.** How many set-top boxes do you have connected to TVs in your home?

- 17.** What streaming services do you use? (e.g. Netflix, Hulu, etc.)

- 18.** Do you use DVR functions like record, play back, pause, fast forward or rewind?

- ☐ Yes
☐ No

- 19.** How reliable are your TV services?



- 20.** How often do you get pixels on your TV set?

- ☐ Daily
☐ Weekly
☐ Monthly
☐ Rarely

- 21.** Do you have a home phone line?

- ☐ Yes
☐ No

- 22.** Do you have mobile phone service?

- ☐ Yes
☐ No

- b.** If so, how many lines?

- 23.** How satisfied are you with the customer support from your TV / Internet provider?



- 24.** Are you a seasonal customer that would benefit from taking your TV services to your secondary home?

- ☐ Yes
☐ No

- 25.** Below, can you please rate the importance of the following factors in choosing a Cable and Internet Service Provider? Rate 1-5, with 1 being the most important factor.

_____ **a.** 24 hr tech support

_____ **b.** Customer education training

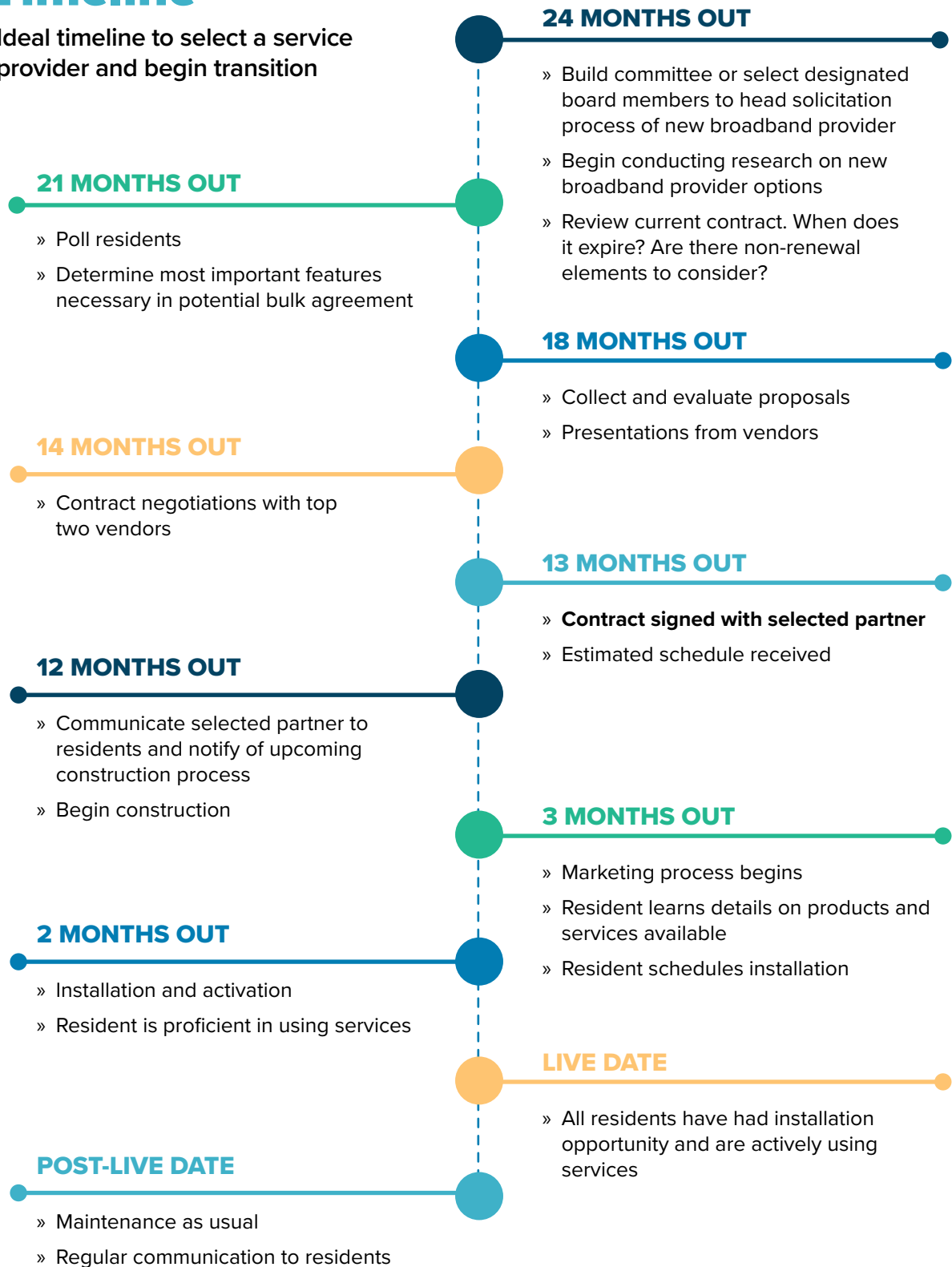
_____ **c.** Dedicated account manager for your community

_____ **d.** Same day/next day service calls

_____ **e.** Local call center

Timeline

Ideal timeline to select a service provider and begin transition





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