

FAQs

When are residents going to receive the new Bluestream services?

The construction phase will be completed by September 1, 2024 at which time Bluestream will make an appointment with each homeowner for the last phase of installation which occurs inside each home. Registration and installation appointment date/time selections starts September 3 in the clubhouse and by phone starting September 4 (call 561-264-2880).

The Bluestream service that officially begins October 1, 2024 is **INTERNET ONLY**; it *does not affect your current television service*. TV will continue to be provided by Comcast until October 2025 due to contractual terms. In October 2025, Bluestream will add TV services for the entire community and install all additional hardware needed to support television. No further wiring will be necessary; that is completed when your internet is installed. All of the Bluestream TV boxes that will be added next year are wireless and will use the advanced WiFi services that are being installed at the time of your internet installation.

How much do I have to pay for installation?

The BMTC negotiated for a completely free initial installation, both for internet (starting in October 2024) and TV (starting in October 2025). This includes any and all wiring, hardware, installation services, etc. These are the two times that installation will be offered for free. Seasonal residents that may not be in town can simply have installation done when they return, also at no cost.

How much is the HOA paying Comcast for television?

The HOA currently pays Comcast **\$46.31** per household per month (inclusive of taxes), but this amount rises on the annual anniversary date, October 1, 2024, to **\$48.16**.

What is the HOA paying now to Comcast for internet?

Nothing. The HOA does not have an agreement with Comcast for internet services, only television service. Internet services are obtained by each household on its own, mostly (but not all) from Comcast. Those costs range widely, from \$10/month to \$130/month, with an average of about \$70 per household, per month, according to data directly supplied by Comcast. Of course, faster services cost more; some have a basic 75 Mbps, others pay for faster speeds such as 150 Mbps, 300 Mbps or 600 Mbps. This internet service amount often does not include ancillary costs such as modem rental charges or Comcast XFi. The feedback received from the BMTC survey indicated that only about a dozen homes of the 157 that responded pay \$30 or less per month for internet services.

What, if anything, is Comcast paying the HOA for? Where is that money?

The door fee incentive that was contracted for was \$150 per house for a total of \$58,950. Those funds were received at the start of the Comcast contract and were deposited into the HOA operating account (although these funds are *posted* monthly as deferred payments, for tax purposes).

What services are HOA members paying for out of pocket direct to Comcast?

If a member does not subscribe or order anything other than the standard television package in the contract, there is no charge from Comcast to any member. However, if a member elects different/additional hardware (such as a wireless TV box or DVR), additional channels, premium or international TV channels, streaming, etc., they are paying for those, and will continue to pay for those, directly to Comcast.

What, if anything, will the HOA be paying Bluestream per household?

The full service package that kicks in October 2025 will be **\$76.95 (\$79.67 after government taxes)** per household, per month for *both* TV and internet.

The total cost for internet and TV services will go down substantially for most homeowners, in addition to a marked improvement of the services provided. This was one of the justifications for (and advantages of) including internet in the new bulk media agreement. One major reason why HOAs enter into bulk agreements in the first place is to save owners money over the normal, retail rates they would have to pay without bulk service.

What, if anything, will Bluestream be paying the HOA for? Where is that money?

The up-front door fee incentive that was negotiated by the BMTC and approved by the BOD is \$200 per house for a total of \$78,600. Those funds are paid in two parts – the first half has already been received and was deposited into the HOA's operating account; the last half will be paid after October 1, 2024 and deposited similarly.

What, if anything, will each household have to pay Bluestream for basic services common to all HOA households?

Nothing. The HOA will be paying all costs of the bulk media contract. However, if a member elects faster speeds, additional hardware, additional channels, premium TV or streaming, etc., they will be billed by Bluestream directly, and will have to pay for those additional services, whether for internet (available 10/2024) or television (available 10/2025).

If each household pays nothing to Bluestream for services, what, if anything will they have to pay to the HOA instead?

Just like with the current Comcast TV service, members pay for the bulk contract costs through payment of their maintenance fees to the HOA. The current TV-only bulk contract with Comcast is being replaced by Bluestream (internet only as of 10/2024 and both internet and TV as of 10/2025). The full Bluestream bulk service (effective 10/2025) will also be paid for by the HOA. This will require an increase in HOA maintenance fees. But for almost all HOA members, this increase will be *more* than offset by cancellation of their current internet services. Any changes to HOA fees remain to be addressed by the budget committee and finalized by the BOD, but here is a quick summary of the financial considerations that will go into the final calculations:

- The HOA currently pays **\$46.31** to Comcast for TV service only; this rises to **\$48.16** on 10/1/2024 (and would become **\$50.01** in 10/2025 if the Comcast bulk agreement were extended). Internet is paid by each individual household; the cost varies widely, but the

average is \$70 per household, per month. Therefore, the total average cost for both internet and TV as of October 2025 would be about **\$120** per household, per month.

- Once Bluestream's full service begins (10/2025), the HOA's monthly fee per household will be **\$76.95 (\$79.67 after government taxes)**, including both TV and internet. This represents a substantial savings for the average HOA member (about \$40 per household, per month) compared to what they pay now for internet and TV.
- Comcast services that match (as much as possible) Bluestream TV plus fast fiber-based internet would cost at least **\$125** per household per month. The discounted, contracted rate with Bluestream results in a savings of about **\$45 per month, or \$131 per quarter, or \$540 per year**, per household below this figure. Note that the two services are apples and oranges, since Bluestream's services include many more features and functions than Comcast offers.
- The new contract will represent an increased cost to the HOA of **about \$31.51** (per household, per month). As a result, the HOA budget for media services will likely be increased to cover the additional services that will be provided to the community.

What if a member doesn't want Bluestream internet before October 2025? Should they still sign up to get the modem installed? Will they be charged regardless?

Members are not "charged". Rather, the quarterly HOA maintenance fee that everyone pays will cover any and all Bluestream contract charges, including internet for the next year. Therefore, all members are paying for it through their quarterly maintenance. We strongly suggest that everyone sign up for internet immediately whether you plan on using Bluestream internet now or not. If you sign up now, you will be able to start using it now or any time during the current year at no cost.

It would likely not make sense waiting to sign up for Bluestream internet services because you would essentially be paying for internet twice ... for Bluestream internet services through the HOA maintenance fees and again directly to your current provider if you choose to keep them after 10/2024. In addition, since most HOA members will save money every month after the switch to Bluestream internet, you would also lose the benefit of up to 12 months of savings. Once Bluestream internet is installed and tested in each home, members can discontinue their current internet services. Naturally, the monthly internet bill from their supplier will cease when the services are cancelled.

What of seasonal residents who may not be back until November or later? When will they have to pay? When do they sign up? Will they be charged regardless?

Seasonal residents who are not at CWL right now should sign up for an installation appointment to take place when they return to CWL. For now, they can just continue to pay their maintenance fee as always. Note that for seasonal residents, in particular:

(1) Many seasonal residents wish internet to remain active even though they are not living at CWL because they may have devices that use the internet at all times, such as security cameras, smart door locks, alarm systems, thermostats, etc. Bluestream internet service will operate at all times regardless of whether a resident is home or not.

(2) Once Bluestream-provided TV services become active in October 2025, the resident can still use most of those TV services (including the DVR) even when they are not residing in Florida. That's a substantial benefit for seasonal residents who now pay for video services (through their HOA maintenance fees) whether they are at CWL or not, but they are not able to use them whatsoever when they are out of town. In addition, seasonal residents very likely pay for TV services wherever their off-season home is. Once Bluestream TV service is active, seasonal residents will be able to use Bluestream TV at their off-season home for no additional cost, and can avoid having to activate cable TV services at their off-season home, thereby saving additional money.

What optional services does Bluestream offer?

Bluestream distributed a brochure at the town hall meeting that is available [here](#).

This brochure outlines optional services available and the corresponding costs. We expect most households will not select additional internet services or hardware beyond the standard services package, and therefore will receive no bill from Bluestream. Remember, TV services from Bluestream will not start at Coco Wood Lakes until October 2025 and will remain with Comcast for now, so until then, you don't even need to consider any of the TV upgrades, enhancements or options. However, should you wish to implement a new home phone service, or move your existing one to Bluestream, please refer to the brochure for the costs involved.

Where will my modem be installed?

The modem, or ONT (Optical Network Terminal) as it is formally known, will typically take the place of your Comcast (or other) modem. However, the homeowner can also choose to locate the ONT in another location rather than where their existing modem is.

Each homeowner will discuss and decide on the final location of the ONT with the installer at the start of their installation appointment. The installer will run the optical fiber from where it enters the house to the selected location for the ONT. Power must be available at the final location, of course, since the ONT plugs into a wall outlet. The garage is NOT an ideal location for the ONT as Florida garages can become quite hot since they are not typically environmentally controlled.

Note that one of the many installation options uses a "tape with fiber" that becomes completely invisible along molding, unlike the large wire currently used by Comcast. Another available, no-cost option if necessary to get to the preferred location, is to run the fiber through the attic and down the inside of the wall. The location and installation procedure will vary from home to home, depending upon layout, homeowner preferences and any technical limitations.

What will happen to the community channel 1075?

For now, nothing. It will stay the same. But when television services are moved over from Comcast to Bluestream in October 2025, the community channel will then run on Bluestream's TV service. We do not yet know if the channel number will be the same. However, the community channel will also be accessible from any Bluestream software application, whether

that is on a TV, phone, tablet or another remote device.

What do I do with my Comcast equipment when Bluestream installs their equipment?

The Comcast equipment must be returned to Comcast when Comcast services are discontinued. In October 2024, after Bluestream internet is fully functional, you will need to return your Comcast modem (if you have one ... some people use their own modem). And then, in October 2025, when Comcast TV service ends, you will also return all your Comcast TV boxes (including DVRs).

Equipment can be returned to the Comcast/Xfinity store on Atlantic Avenue, but a much quicker way is to bring the equipment (unboxed) to any UPS store. The UPS Store is under contract with Comcast to pack and ship Comcast equipment back to them at absolutely no cost to you. Of course, be sure you get a receipt from the shipping store. This receipt lists the serial numbers of equipment you have returned and will serve as proof of your equipment return.

I have more questions. Who can answer them for me?

We have set up an email response system whereby any owner can ask questions directly of the BMTC, which is primarily responsible for everything bulk media at CWL.

Please send any questions via email to: BMTC-questions@CocoWoodLakes.com