



Coco Wood Lakes Service & Pricing Guide





Dear Coco Wood Lakes Residents,

At Blue Stream Fiber, we pride ourselves on our legacy of over 45 years of great customer service and our deep experience building the latest fiber optic networks.

We have worked hand-in-hand with your Board of Directors to provide your community with a new state-of-the-art fiber-optic network with industry-leading products, substantially better reliability, and world-class customer service.

We know the role our services play in your day to day life and we look forward to connecting you to what matters most.

On behalf of Blue Stream Fiber, I would like to take this opportunity to formally welcome you as a new Blue Stream Fiber customer. Thank you for entrusting us with your TV, Internet, and Phone needs. Stay tuned for additional information to be shared throughout the coming months.

Sincerely,

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

Gavin Keirans
Chief Executive Officer

Service guided by our mission:

We earn the trust of communities to provide their essential connection to the world, Internet Service. Using our service will improve our customers' daily experience because for once, they will have Internet, TV, and Phone that just work right every day and are backed by a team that cares.

Coco Wood Lakes Service Package Includes

TV SERVICE

- World-class TV service with Google Assistant, plus access to 5,000+ apps on the Google Play Store
- TiVo+ Streaming Channels with access to 300+ channels with popular hits, movies, and music videos
- Digital Core TV Package with 200+ favorite channels, including, local and sports channels
- (2) Set-Top Boxes
- (2) Voice Remotes with Google Assistant
- Blue Stream Fiber TV App perfect for watching TV on additional TVs in your home or on the go
- 5 Concurrent Streams with the ability to stream on your set-top boxes along with 5 additional devices simultaneously such as phones, tablets, smart TVs, Fire TV Sticks, Apple TVs, using the Blue Stream Fiber TV App
- 100 cloud DVR Hours (recordings saved in the cloud for added reliability)

INTERNET SERVICE

- Fiber network for blazing-fast symmetrical internet
- Up to 400 Mbps Download
- Up to 400 Mbps Upload
- ONT (Fiber Modem) that brings fiber-optic internet into your home
- (2) WiFi Pods
- Plume Home App which allows you to control your home network from the palm of your hand

The above TV and Internet services are included as part of your association dues. Should you wish to add any additional services like even faster Internet, more digital channels, or premium home phone service, we can accommodate those requests at our sign up events and during the sign up period.

Our Best add-on packages

\$59.99/MO.

Save over
\$300
Annually

STREAM PREMIUM

- Additional 500 Mbps Internet Speed
- 2 Set-Top Boxes and 500 DVR Hours
- Advanced Tech Care + Complete Device Protection*
 - o Your all-in-one plan for total peace of mind. Covers all your eligible connected home technology from smart home, wearables, computers, TVs and more. Plus support for software updates, help with device setup, troubleshooting and more.
- Blue Stream Fiber Home Protection Plan*
 - o Includes in-home tech visits for your Blue Stream Fiber equipment.*

\$39.99/MO.

STREAM CHOICE

- Additional 250 Mbps Internet Speed
- 1 Set-Top Box and 300 DVR Hours
- Advanced Tech Care + Entertainment Device Protection*
 - o All the benefits of Advanced Tech Care included plus coverage for your eligible home entertainment devices, from TVs to gaming consoles.
- Blue Stream Fiber Home Protection Plan*
 - o Includes in-home tech visits for your Blue Stream Fiber equipment.*

**For information on what is included in the Advanced Tech Care + Complete Device Protection, Advanced Tech Care + Entertainment Device Protection, and Home Protection Plan, please see page 5.*

A La Carte Options

A LA CARTE OPTIONS

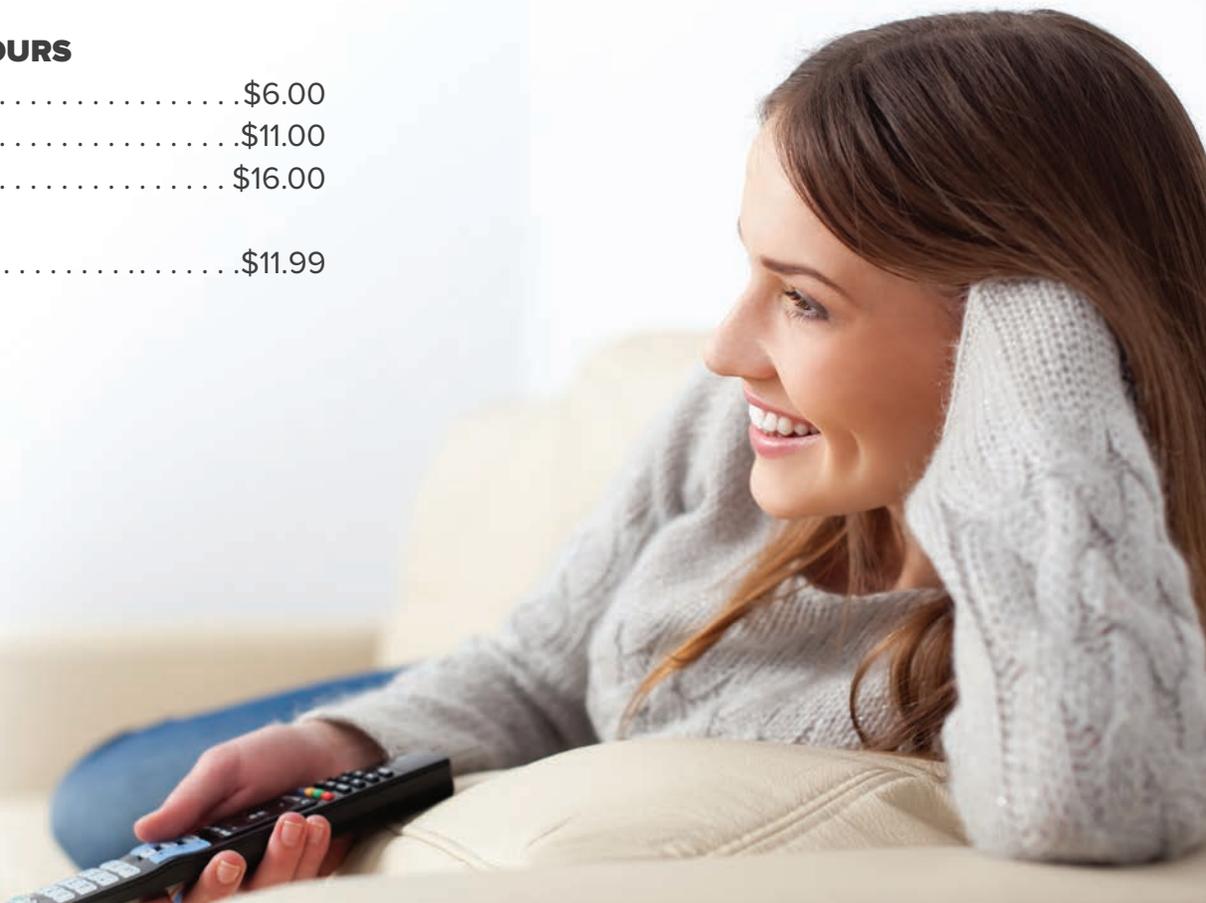
| TV CHANNEL OPTIONS | PER MO. |
|------------------------------------|---|
| Digital Plus TV | \$24.45 (Expanded TV and 52 additional channels including ESPN NEWS, BBC, and Disney Junior) |
| Sports Plus | \$13.95 (Includes 15 sports channels including NFL Network, Redzone and GOLTV) |
| HBO | \$17.00 (8+ HBO channels with access to the Max app) |
| Paramount+ with Showtime | \$11.99 |
| Cinemax | \$10.00 |
| Starz | \$14.95 |
| Encore | \$6.95 |
| Blue Latino | \$11.95 |
| RAI Italia (Italian) | \$9.99 |
| RTN (Russian TV Network) | \$14.95 |
| TV5 Monde | \$10.95 |

| ADDITIONAL DVR HOURS | |
|--|---------|
| 150 DVR Hours | \$6.00 |
| 300 DVR Hours | \$11.00 |
| 500 DVR Hours | \$16.00 |
| Additional Set-Top Box & Voice Remote | \$11.99 |

| INTERNET | PER MO. |
|------------------------------------|----------------|
| 600 Mbps Upload/Download | \$25.00 |
| 1 Gig Upload/Download | \$35.00 |
| Additional WiFi Pods | \$6.00/each |

| PHONE OPTION | |
|-----------------------------------|---------|
| Unlimited Phone Service | \$19.95 |

Pricing subject to change. For more information on disclaimers, taxes and fees, please visit: www.bluestreamfiber.com/taxes-fees.



Device Protection & Support Options

Pick the coverage that fits your needs — whether it's just your Blue Stream Fiber services or your entire home entertainment tech setup.

Protect Your Blue Stream Fiber Services Home Protection Plan **\$9.95/mo.**



- Accidental Fiber Damage
- External wiring issue caused by animal damages
- Blue Stream Fiber equipment including phone wiring, modem or ONT
- Basic customer education on Blue Stream Fiber services
- Assistance with seasonal return reconnection should it be needed

Coverage for Your Equipment Beyond Blue Stream Fiber Services

asurion

TOTAL TECH CARE POWERED BY ASURION

Support for your eligible connected home and entertainment devices 7 days a week, 7 AM — 11 PM EST.

Advanced Tech Care **\$9.99/month**

Get the help you need, when you need it — for your eligible non-Blue Stream Fiber devices. From syncing smart devices to troubleshooting printer issues, we've got you covered. Includes:

- Live support for eligible non-Blue Stream Fiber devices
- Support for software updates, file backups, new device setups, and more
- Expert tips to optimize your eligible connected home and entertainment devices

Advanced Tech Care + Entertainment Device Protection **\$14.99/month**

Get all the benefits of Advanced Tech Care — plus coverage for your eligible home entertainment devices, from TVs to gaming consoles. Enjoy added coverage, including:

- Coverage for mechanical and electrical breakdowns for eligible home entertainment devices including gaming consoles, TVs, tablets, etc.
- Accidental damage from handling (drops, spills, and cracked screen) coverage for select portable electronics*
- Easy claims process — no receipt needed

**Coverage for accidental damage from handling is available for portable gaming consoles, virtual reality headsets, headphones, and portable DVD/ Blu-ray players.*

Advanced Tech Care + Complete Device Protection **\$24.99/month**

Your all-in-one plan for total peace of mind. Covers all your eligible connected home technology — past, present, and future — under one solution. Includes everything in Advanced Tech Care + Entertainment Device Protection, plus:

- Worry-free coverage for eligible devices including smart home, wearables, computers, and more
- Coverage for eligible connected home technology
- Accidental damage from handling (in the event of drops, spills, and cracked screen) for eligible portable electronics*
- Two smart home device installations per year (\$99 service fee applies)

**Coverage for accidental damage from handling is available for laptops, tablets, portable gaming consoles, wearables, virtual reality headsets, headphones, and printer display screens.*

Channel Lineup

Blue channels are included as part of your package. Channels and Pricing are subject to change. Channels with an asterisk (*) are only available in SD.

To see channel lineups online visit bluestreamfiber.com/channel

DIGITAL CORE

| | | | | |
|------------------------------------|------------------------------------|--------------------------------------|----------------------------------|---------------------------------|
| A&E 44 | Discovery Channel 28 | Hallmark Channel 70 | Nickelodeon 29 | TruTV 52 |
| ABC-WPBF 10 | Disney Channel 63 | Hallmark Family 71 | OWN 66 | TUDN 136 |
| ACC Network 84 | E! 55 | Hallmark Mysteries 80 | Oxygen 146 | TV Land 54 |
| AMC 59 | Enlace 176 | HGTV 47 | Paramount Network 43 | USA 46 |
| Animal Planet 62 | ESPN 32 | History 58 | PBS-Create 177 | VH1 41 |
| Antenna-WTCN* 154 | ESPN2 33 | HSN 96 | PBS-WPBT 13 | WE TV 34 |
| BET 42 | Estrella TV-WPBF* 5 | IND-WHDT 5 | PBS-WXEL* 6 | WFGC- CTN 25 |
| Bounce- WFLX* 166 | EWTN 73 | Investigation Discovery 79 | PSL Channel 20 | WFLX - Heroes and Icons 175 |
| Bravo 65 | FanDuel Sports 38 | ION-WPXP 8 | QVC 7 | WFLX - |
| Cartoon/Adult Swim 61 | FanDuel Sun 31 | Jewelry TV 21 | SEC Network 82 | Oxygen True Crime 157 |
| Catchy Comedy - WTVX 187 | Food Network 74 | Lifetime 51 | StartTV-WFLX* 174 | WPTV- Get TV 173 |
| CBS-WPEC 9 | FOX Business Network 153 | LMN 108 | Syfy 48 | WPTV- Laff 182 |
| Charge-WPEC 185 | FOX News 37 | MeTV- WPBF 141 | TBD-WTVX 2 | WTCN- Dabl 186 |
| CMT 75 | FOX-WFLX 11 | Motortrend 181 | TBN-WTCE 14 | WTCN-TBD 155 |
| CNBC 36 | Freeform 49 | MSNBC 50 | TBS 27 | WWHB- Rewind TV 149 |
| CNN 35 | FS1 99 | MTV 40 | TCM 60 | WWHB- The Nest 172 |
| Comedy Central 53 | FX 45 | MTV2 77 | Tennis Channel 144 | WWHB-Charge 147 |
| Comet TV-WPEC* 148 | FXM 67 | MyTV-WTCN 15 | The Weather Channel 24 | |
| CSPAN 18 | FXX 81 | National Geographic 78 | TLC 57 | |
| CW-WTVX 4 | Galavision 94 | NBC-WPTV 3 | TNT 30 | |
| Defy-WPTV 184 | Golf Channel 39 | NewsNation 16 | Travel Channel 56 | |

MUSIC CHANNELS

| | | | | |
|-------------------------------------|-------------------------------------|------------------------------|---------------------------------|----------------------------------|
| Adult Alternative 528 | Easy Listening 527 | Holiday Hits 533 | No Fences 504 | Smooth Jazz 531 |
| Alt Country/Americana 544 | Eclectic Electronic 549 | Hot Country 530 | Nothin but '90s 522 | Soul Storm 511 |
| Bluegrass 534 | Everything 80's 523 | Jammin 536 | Pop Adult 506 | Swinging Standards 545 |
| Broadway 502 | Flashback 70's 524 | Jazz Masters 547 | Popular Classical 507 | The Blues 514 |
| Chamber Music 548 | Folk Roots 518 | Jazz Now 513 | Retro Latino 540 | The Chill Lounge 501 |
| Classic Masters 517 | Gospel 515 | Jukebox Oldies 535 | Rock 521 | The Light 520 |
| Classic R&B Soul 525 | Groove Disco and Funk 519 | Kids Stuff 537 | Rock Alternative 505 | The Spa 532 |
| Classic Rock 509 | Heavy Metal 516 | Latino Tropica 539 | Rock Classics 529 | Today's Latin Pop 541 |
| Country Classics 526 | Hip Hop 512 | Latino Urbana 538 | Rock En Espanol 542 | Urban Beats 510 |
| Dance Clubbin 546 | Hit List 503 | Maximum Party 508 | Romance Latino 543 | Y2k 550 |

DIGITAL PLUS

| | | | | |
|---------------------------------------|-------------------------------------|------------------------------|---|---------------------------|
| American Heroes Channel 104 | Cooking Channel 140 | ESPNU 117 | JLTV* 107 | Nicktoons 127 |
| BBC America 115 | Crime & Investigation 165 | FanDuel Racing 161 | Magnolia 152 | QVC2 168 |
| BBC Worldnews 114 | CSPAN 2 170 | FanDuel TV 159 | Military History Channel* 164 | Science 102 |
| beIN Sports 160 | CSPAN 3 171 | FOX Deportes 134 | MLB Network 158 | Sundance 180 |
| BET Soul* 128 | Destination America 105 | FS2 119 | MTV Classic* 131 | Teen Nick 126 |
| Big Ten Network 116 | Discovery Family 101 | FYI 112 | Nat Geo Wild 135 | Viceland 111 |
| Boomerang* 103 | Discovery Life 167 | GOLTV 138 | NBC Universo 137 | Yes Network 162 |
| CBS Sports Network 143 | Discovery Life 167 | GSN 142 | NFL Network 124 | |
| CMT Music* 130 | Disney Junior 109 | IFC 179 | Nick Jr 125 | |
| | Disney XD 106 | JBS* 110 | Nickmusic* 129 | |
| | ESPNNEWS 118 | | | |

SPORTS PLUS

| | | | | |
|----------------------------------|----------------------------|---------------------------|---------------------------------|-------------------------------------|
| beIN Sports 160 | ESPN NEWS 118 | FS2 119 | NFL Network 124 | Tennis Channel 144 |
| Big Ten Network 116 | ESPNU 117 | GOLTV 138 | NFL Redzone 200 | World Fishing Network 197 |
| CBS Sports Network 143 | FOX Deportes 134 | MLB Network 158 | Sportsman Channel 198 | Yes Network 162 |

BLUE LATINO

| | | | | |
|-------------------------------|------------------------------------|----------------------------------|-----------------------------|------------------------------|
| beIN Sports Esp 421 | CNN Espanol* 408 | FOX Deportes 134 | NBC Universo 137 | TV Chile* 414 |
| Canal 24 Horas* 418 | Discovery en Espanol 404 | GOLTV Esp 420 | Nuestra Tele* 413 | TVV 411 |
| Canal Sur* 412 | Disney XD en Espanol 409 | History En Espanol 401 | Semillitas* 416 | Viendo Movies* 406 |
| Caracol* 427 | ESPN Deportes* 410 | MTV Tres (Tr3s)* 402 | Tele N* 415 | |
| Cinelatino* 405 | EWTN Esp* 423 | Nat Geo Mundo 425 | TUDN 426 | |

MOVIE CHANNELS

| | | | | |
|------------------------------------|------------------------------------|--------------------------------|-----------------------------------|--------------------------------------|
| 5StarMAX 216 | Encore Westerns East 239 | MaxLatino 215 | SHO Familyzone East 225 | Starz Kids East 234 |
| ActionMAX 212 | Flix East 230 | MoreMAX East 211 | SHO Next East 224 | The Movie Channel East 227 |
| Cinemax East 209 | HBO Comedy East 206 | MovieMAX 214 | SHO Showcase East 221 | The Movie Channel West 228 |
| Cinemax West 210 | HBO East 201 | OuterMAX 217 | SHO Women East 226 | The Movie Channel |
| Encore Action East 243 | HBO Family East 205 | Paramount+ with | SHO*BET East 223 | Xtra East 229 |
| Encore Black East 242 | HBO Latino East 208 | Showtime East 218 | Starz Cinema East 235 | ThrillerMAX East 213 |
| Encore Classic East 240 | HBO Signature East 204 | Paramount+ with | Starz Comedy East 244 | |
| Encore East 238 | HBO West 202 | Showtime West 219 | Starz East 232 | |
| Encore Family East 237 | HBO Zone East 207 | SHO 2 East 220 | Starz Edge East 233 | |
| Encore Suspense East 241 | HBO2 East 203 | SHO Extreme East 222 | Starz in Black East 236 | |

INTERNATIONAL CHANNELS

| | | |
|-------------------|--------------------|------------------------|
| RAI 457 | RTN* 455 | TV5Monde 458 |
|-------------------|--------------------|------------------------|

Channel Lineup

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visit bluestreamfiber.com/channel

TiVo+ (Streaming Channels)

| | | | | |
|------------------------------|--------------------------------|---------------------------------|-------------------------------|---------------------------------|
| 90210 1164 | Hot Bench..... 1177 | Plex - Fifth Gear (UK).... 1851 | Plex - So Yummy!..... 1825 | The Amazing Race 1199 |
| 48 Hours..... 1141 | HSN..... 1532 | Plex - FrightFlix 1758 | Plex - So... Real 1814 | The Beverly Hillbillies... 1172 |
| 60 Minutes..... 1217 | Investiga..... 1278 | Plex - GoUSA TV..... 1842 | Plex - Sonic TV..... 1881 | The Challenge..... 1200 |
| 70's Cinema..... 1131 | Jersey Shore..... 1202 | Plex - Gravitas | Plex - Space Science | The Judge Judy Channel1176 |
| 80's Rewind..... 1132 | Kevin Hart LOL..... 1193 | Adrenaline..... 1714 | Now..... 1823 | The New Detectives..... 1142 |
| 90's Throwback..... 1133 | Let's Make a Deal..... 1183 | Plex - Hallmark | Plex - Strongman | The Price is Right..... 1181 |
| Accuweather NOW..... 1405 | Little Angel's Playroom. 1250 | en Español..... 1889 | Champions..... 1861 | The Price is Right: |
| Alien Nation by DUST.. 1466 | Live Music..... 1285 | Plex - Highway to | Plex - Surfer..... 1866 | The Barker Era..... 1182 |
| All Reality by WE TV... 1214 | Love & Hip Hop..... 1212 | Heaven..... 1718 | Plex - T2..... 1865 | The Walking Dead |
| Amantes del romance... 1264 | Lucha Libre AAA..... 1238 | Plex - History & Warfare | Plex - The Boat Show.. 1837 | en Español..... 1268 |
| America's Test Kitchen. 1225 | Midsomer Murders..... 1152 | Now..... 1821 | Plex - The Carol Burnett | The Walking Dead |
| Anime All Day..... 1239 | MLB..... 1227 | Plex - Hi-YAH!..... 1922 | Show..... 1734 | Universe..... 1162 |
| Antiques Roadshow UK 1220 | MTV Biggest Pop..... 1302 | Plex - Hot Ones..... 1789 | Plex - The Ed Sullivan | This Old House..... 1224 |
| Baywatch..... 1165 | MTV Flow Latino..... 1303 | Plex - Johnny Carson TV1733 | Show..... 1732 | TNA Wrestling..... 1233 |
| Bellator MMA..... 1232 | MTV Pluto TV..... 1201 | Plex - Impossible - | Plex - The Hill..... 1703 | TODAY All Day..... 1180 |
| Best of Dr. Phil..... 1175 | MTV Spankin' New..... 1301 | Quiz Show..... 1818 | Plex - The Rifleman.... 1774 | Tosh.0..... 1189 |
| BET Pluto TV..... 1209 | Naruto..... 1241 | Plex - Infamous TV..... 1743 | Plex - Toon Googles... 1882 | True History..... 1486 |
| Black Cinema..... 1120 | NBC News Now..... 1102 | Plex - JAIL..... 1745 | Plex - Toony Planet..... 1883 | TV Land Drama..... 1160 |
| Black Ink Crew..... 1213 | NFL Channel..... 1226 | Plex - Johnny Carson TV1733 | Plex - Top Gear..... 1848 | TV Land Sitcoms..... 1190 |
| Blaze Live..... 1112 | Nick Jr. Pluto TV..... 1248 | Plex - JUBAO..... 1917 | Plex - TRACE Brazuca.. 1935 | Vevo 2K..... 1289 |
| British Drama..... 1170 | Nickelodeon en Español1255 | Plex - Judge Faith..... 1810 | Plex - TRACE Latina... 1936 | Vevo '70s..... 1286 |
| BUZZR..... 1184 | Nickelodeon Pluto TV.. 1247 | Plex - Judge Nosey.... 1809 | Plex - TRACE Urban... 1934 | Vevo '80s..... 1287 |
| CBS News 24/7..... 1104 | One Piece..... 1240 | Plex - KIDoodle tv..... 1877 | Plex - Trailer Park Boys: | Vevo '90s..... 1288 |
| CBS News Baltimore.... 1318 | Paramount | Plex - Lawless: | The SwearNet Show... 1788 | Vevo Country..... 1297 |
| CBS News Bay Area.... 1319 | Movie Channel..... 1130 | Crime & Action..... 1741 | Plex - Transformers... 1884 | Vevo Pop..... 1300 |
| CBS News Boston..... 1320 | Paramount+ Picks..... 1158 | Plex - Lone Star Network1777 | Plex - Tribeca Channel.. 1722 | Vevo R&B..... 1299 |
| CBS News Chicago..... 1321 | PBR RidePass..... 1228 | Plex - Love Pets..... 1796 | Plex - TruBlu..... 1750 | Wild 'N Out..... 1192 |
| CBS News Colorado.... 1322 | Peppa Pig..... 1249 | Plex - Music Legends... 1785 | Plex - TVB Pearl Drama | World Poker Tour..... 1231 |
| CBS News Detroit..... 1323 | Plex - 5-Minute Crafts.. 1835 | Plex - McLeod's | Plex - Unexplained..... 1773 | XUMO - American |
| CBS News Los Angeles 1324 | Plex - AfrolandTV..... 1924 | Daughters..... 1729 | Plex - Unidentified.... 1772 | Classics..... 1450 |
| CBS News Miami..... 1325 | Plex - Aliwko..... 1918 | Plex - Midnight Pulp... 1759 | Plex - Watch it Kid..... 1885 | XUMO - beIN Sports |
| CBS News Minnesota... 1326 | Plex - Always Funny... 1792 | Plex - Motorsport.tv... 1850 | Plex - Watch It Scream. 1760 | XTRA..... 1565 |
| CBS News New York.... 1327 | Plex - Always Funny | Plex - Music Legends... 1930 | Plex - Western Bound.. 1779 | XUMO - Cheddar News. 1414 |
| CBS News Philadelphia 1328 | en Español..... 1915 | Plex - MyTime Movie | Plex - WildEarth..... 1846 | XUMO - FailArmy..... 1494 |
| CBS News Pittsburgh.. 1329 | Plex - Antiques | Network..... 1717 | Plex - Wired2Fish..... 1859 | XUMO - Filmrise |
| CBS News Sacramento 1330 | Road Trip..... 1829 | Plex - Nolly Africa HD.. 1925 | Plex - Women's Sports | Classic TV..... 1449 |
| CBS Sports HQ..... 1230 | Plex - AsianCrush..... 1919 | Plex - Nosey..... 1808 | Network..... 1856 | XUMO - Filmrise Family. 1451 |
| Cine adrenalina..... 1262 | Plex - BABY SHARK TV 1876 | Plex - Nosey Escándalos 1914 | Plex - World's Wildest | XUMO - Filmrise Food.. 1517 |
| Cine en español..... 1261 | Plex - Backstage..... 1933 | Plex - Novelisima..... 1897 | Police Videos..... 1746 | XUMO - Filmrise Free |
| Cine Premiere..... 1260 | Plex - BBC Comedy.... 1786 | Plex - OUTtv Proud.... 1793 | Plex - Wu Tang | Movies..... 1433 |
| Cine Terror..... 1263 | Plex - BBC Earth..... 1843 | Plex - PBS Antiques | Collection..... 1923 | XUMO - Hallmark Movies |
| CineLife..... 1428 | Plex - BBC Food..... 1824 | Roadshow..... 1828 | Pluto TV Action..... 1119 | & More..... 1424 |
| CMT Equal Play..... 1296 | Plex - BBC Game Shows 1819 | Plex - PBS Food..... 1826 | Pluto TV Cars..... 1194 | XUMO - It's Showtime |
| CNN Headlines..... 1101 | Plex - BBC Home | Plex - PickelballTV.... 1863 | Pluto TV Comedy..... 1124 | at the Apollo..... 1479 |
| Cold Case Files by A&E 1140 | & Garden..... 1827 | Plex - PickleTV..... 1864 | Pluto TV Crime Drama.. 1151 | XUMO - Just for Laughs |
| Comedy Central | Plex - BBC Sci-Fi..... 1764 | Plex - Pocket.Watch | Pluto TV Crime Movies.. 1117 | & Gags..... 1495 |
| en Español..... 1275 | Plex - BBC Travel..... 1838 | Game-On..... 1878 | Pluto TV Drama..... 1125 | XUMO - Law & Crime.. 1440 |
| Comedy Central Pluto TV1187 | Plex - Beyond Belief: | Plex - Poker Night TV.. 1858 | Pluto TV Fantastic..... 1126 | XUMO - Maverick Black |
| COPS..... 1138 | Fact or Fiction..... 1767 | Plex - PokerGO..... 1857 | Pluto TV Horror..... 1121 | Cinema..... 1480 |
| Crímenes imperfectos . 1277 | Plex - Britbox Mysteries 1740 | Plex - Power Rangers.. 1879 | Pluto TV Paranormal... 1163 | XUMO - |
| CSI..... 1148 | Plex - butaca tv..... 1899 | Plex - PursuitUP..... 1860 | Pluto TV Romance..... 1128 | MOTORVISION.TV.... 1550 |
| CSI en Español..... 1265 | Plex - Canela | Plex - Qwest TV..... 1931 | Pluto TV Sci-Fi..... 1123 | XUMO - NatureVision... 1541 |
| CSI: Miami..... 1149 | Telenovelas..... 1898 | Plex - RACER Select... 1853 | Pluto TV Spotlight..... 1129 | XUMO - People Are |
| CSI: Miami en español . 1266 | Plex - Cheaters..... 1813 | Plex - Racing America.. 1852 | Pluto TV Terror..... 1122 | Awesome..... 1503 |
| CSI: NY..... 1150 | Plex - Choppertown... 1854 | Plex - Real Wild..... 1845 | Pluto TV True Crime... 1143 | XUMO - PowerNation.. 1549 |
| CSI: NY en español.... 1267 | Plex - Comedy Dynamics1791 | Plex - RetroCrush..... 1870 | Pluto TV Westerns..... 1118 | XUMO - Scripps News... 1413 |
| Dallas Cowboys | Plex - COPS en Español 1891 | Plex - Reuters TV..... 1701 | QVC..... 1531 | XUMO - Swerve Combat1555 |
| Cheerleaders..... 1215 | Plex - Court Sports | Plex - Ryan and Friends 1880 | Revry..... 1485 | XUMO - The Asylum... 1464 |
| Deal or No Deal..... 1185 | Network..... 1862 | Plex - Samuel Goldwyn | Sky News..... 1111 | XUMO - the Griot..... 1481 |
| Degrassi..... 1171 | Plex - CraftsTV..... 1836 | Classics..... 1720 | Smithsonian Channel | XUMO - The Pet |
| Doctor Who Classic... 1174 | Plex - Desi Play TV... 1926 | Plex - Scream Factory | Selects..... 1216 | Collective..... 1502 |
| ET..... 1186 | Plex - Documentary+... 1724 | TV..... 1757 | Spike jextremo!..... 1273 | XUMO - USA Today |
| Family Ties..... 1173 | Plex - Dove..... 1719 | Plex - Screambox TV... 1756 | Star Trek..... 1153 | News..... 1415 |
| Foodies..... 1276 | Plex - DREAD TV..... 1755 | Plex - Shemaroo | Stories by AMC..... 1159 | YO! MTV..... 1298 |
| Forensic Files..... 1139 | Plex - El Conflicto TV.. 1913 | Bollywood..... 1927 | Supernatural Drama... 1161 | Yu-Gi-Oh..... 1242 |
| Fox Sports..... 1229 | Plex - Estrella TV Plex.. 1901 | Plex - Shout! Factory | Survivor..... 1198 | |
| Golazo Network..... 1234 | Plex - Farscape..... 1766 | TV Stream..... 1790 | Tastemade..... 1516 | |
| Gusto TV..... 1511 | Plex - Fear Factor..... 1817 | Plex - Slopes tv..... 1867 | Teen Mom..... 1203 | |



Educational Resources

Explore the Resources to Help You Get the Most Out of Your Future Services

As we gear up to bring you a world of entertainment and seamless connectivity, we wanted to highlight the various resources available to help you make the most of your new services.

If additional support is needed beyond these comprehensive resources, an additional one-hour in-home training is available with a tech education specialist during the installation phase through two weeks after your community live date.

Our main goal is to ensure a smooth and enjoyable transition to our services. With these resources at your fingertips, you'll be able to confidently explore all the fantastic features of your Internet and TV services in no time.

Thank you for choosing us as your service provider. We look forward to delivering an exceptional experience and connecting you to a world of entertainment.

WELCOME GUIDE CARD:

During the installation, our technician will walk you through our digital comprehensive Welcome Guide. This guide contains all the essential information you need to get started and is available online.

PERSONAL IN-HOME TRAINING:

Our installation team is not only there to set up your services but also to provide you with personal in-home training. They'll ensure that you understand how to navigate through the features and functionalities of your new Internet and TV services and that your devices are connected and ready to go.

ON-SITE GROUP TRAINING SESSIONS:

Apart from individual training, we also offer on-site group training sessions for our valued customers. These sessions provide an opportunity to interact with other customers and share knowledge about making the most of our services. Be on the lookout for communications highlighting dates and times for these.

ONLINE LEARNING RESOURCE HUB:

Our online learning resource hub shares a wealth of knowledge tailored to various learning styles. Whether you prefer written guides, infographics, or interactive tutorials, you'll find it all in one convenient location under bluestreamfiber.com/learning.

INSTRUCTIONAL VIDEOS:

We understand that visual instructions can be incredibly helpful. That's why we have created step-by-step instructional videos to guide you through mastering the new services and features included in your subscription. Find these under bluestreamfiber.com/learning.

FAQs

Seasonal Residents

I am a seasonal resident and will not be back before you finish your installations. What should I do when I am ready to return?

Seasonal residents can be installed when they return. Simply call your Blue Stream Fiber Community number 561-264-2880 seven days prior to your arrival.

I am a seasonal customer. Do you have seasonal rates to put my optional phone service on hold at a reduced rate?

We do offer seasonal service rates for additional services added above your HOA included services. For phone, the seasonal rate is \$6/month plus taxes and fees. Seasonal residents are able to put services on hold once a year for 2 - 9 months.

Installation Experience

What will you be doing during my install?

Our technicians will install your services and any additional services you requested. On average, the installation will take anywhere from 3-4 hours per home to complete. This will include the set-up of your wireless devices as well as the programming of your remote controls. Moreover, we will provide an in-home training experience on how to use your new equipment and services.

Where will your equipment be located in my home?

The Blue Stream Fiber Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Set-Top boxes will be placed in the same location where your televisions are located.

Products & Services

How do I access the Blue Stream Fiber TV App?

In order to get started, please have your Watch TV Everywhere credentials. For a step-by-step on how to download and log in, please visit bluestreamfiber.com/bluestreamtv.

What in home visits are covered by Blue Stream Fiber in our association's package?

Blue Stream Fiber will be responsible for in-home visits to repair faulty equipment or wiring owned and maintained by Blue Stream Fiber. An example of this would be if you experienced service issues related to a faulty piece of

equipment like an ONT (Fiber Modem) or Set-Top Box. In this case, Blue Stream Fiber would come to your home and replace the equipment free of charge. Another example of this would be if you experienced service issues related to faulty internal wiring in your home. In a similar way, there would be no charge to replace or repair that faulty Blue Stream Fiber wiring. For service requests or needs outside of the above, there is a \$99 fee per home visit.

Can I add other services from Blue Stream Fiber?

Yes, you can add additional services at any time by calling your dedicated community number 561-264-2880. Charges will be billed directly from Blue Stream Fiber for any additional services outside your Association's agreement. 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.

What do I get with Blue Stream Fiber Phone Services?

Unlimited local and long distance calling to the United States and Canada, Voicemail, Call Waiting, 3-Way Calling and 29 calling features. Blue Stream Fiber also has great international rates.

What do I need to do if I want to sign up for home phone service?

If you choose to sign up for home phone service and wish to transfer (port) your home phone number to Blue Stream Fiber, please have your phone bill and your account Pin number handy during your sign-up appointment. In addition, please do not cancel your phone service with your current carrier. It will be cancelled automatically.

What do your upgraded packages cover when it comes to in-home visits?

All home visits related to customer education, accidental damage of equipment and wiring and even changes of service are covered. Examples include assistance to connect a new wireless device like a laptop or printer to your home WiFi network or to pair your remote with a new TV. We will even cover accidental damage to internal wiring and equipment free of charge. No charge for the visit or the replacement of wires and/or equipment. It's simple, worry-free coverage.

FAQs

Device Protection & Support Options

What is Asurion?

Asurion provides comprehensive tech care and protection solutions designed to help customers with the devices they rely on every day. From smart TVs and tablets to laptops, printers, and smart home gear, residents can get live help from real experts—when and where they need it.

What is the difference between the Asurion Packages and Blue Stream Fiber's Home Protection Plan?

The Blue Stream Fiber Home Protection Plan covers basic support and accidental damage to Blue Stream Fiber equipment like modems, ONTs, and phone wiring. The Total Tech Care packages by Asurion offer support for eligible connected home and entertainment devices, offering everything from tech troubleshooting over the phone to device protection and installation help. Benefits vary by plan.

How does filing a device protection claim work?

With an approved claim, you may be presented various options for a repair or replacement. One convenient option may be uBreakiFix by Asurion. With 600 repair shops across the nation, to have in-store technicians diagnose troubles with devices for those living within 20 miles of one. Alternatively, customers can mail-in devices to Asurion for repairs should a uBreakiFix repair store not be available within 20 miles of their residence. Should repairs not be possible, or cost more than the cost of the device, Asurion can offer product replacement, or a digital payment for the cost of the covered device. Specific details may vary by device and a service fee may apply per claim. File a claim 24/7 on asurion.com/claims/blue-stream-fiber.

I have HPP, why should I get Total Tech Care powered by Asurion?

Home Protection Plan, and Total Tech Care powered by Asurion are fundamentally different services, and encompass different benefits. Home Protection Plan offers coverage related to Blue Stream Fiber's physical equipment issues that require techs to visit customers in person to service the equipment for issues such as accidental fiber damage or damage to the ONT. Total Tech Care powered by Asurion, on the other hand, offers both customer education over the phone, as well as device protection for non-Blue Stream Fiber equipment such as TVs. These services compliment each other, rather than compete, to ensure customer's devices and equipment are properly functioning.

Educational Resources

Where can I access resources on my recently installed services?

For a variety of how-to-guides and videos on our services, please visit bluestreamfiber.com/welcome.

Miscellaneous

What do I do with the equipment from my former provider?

Each provider has their own process for returning their equipment. We encourage you to contact customer service for your previous provider to learn how to return their equipment.

How do I avoid paying the \$8.49 paper bill fee?

If you have added upgraded services above what is included in your community agreement, you can avoid paying the fee by signing up for E-bill.

How do I sign up for E-bill or autopay?

If you have added upgraded services above what is included in your community agreement, sign up for E-bill or auto pay by visiting bluestreamfiber.com and click on Account in the top right corner of your screen. Select Bill Pay, then "residential customers" from the drop-down menu. You will then be taken to the Blue Stream Fiber Billing Website. On the right side of the screen, enter your Account Number and Zip Code then click Register.

What can I expect on my first bill?

Your first bill for any upgraded services will cover the cost of your first month. 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.

How do I disconnect my Blue Stream Fiber services when moving out?

Call us at 561-264-2880, 7 to 14 days before your move out date, Monday–Saturday, 7:30 AM–4:30 PM. Let our representative know you are moving and need to disconnect services on your move-out day. Once your disconnection date is set, we will provide instructions for returning the equipment.



bluestreamfiber.com/coco-wood-lakes
561-264-2880