

**Blue Stream**  
fiber



# Coco Wood Lakes

## Town Hall Meeting



# Agenda

- **About Blue Stream Fiber**
- **Network Construction**
- **In-Home Installation & Sign-Ups**
- **Products & Services**
- **Upgrade Options**
- **Customer Education Resources**
- **Questions**

**Blue Stream**  
fiber

# About Blue Stream Fiber

Trusted Florida Based Communications  
Provider for Over 45 Years



**Fiber:** Fiber-to-the-Home Service since 2002



**Internet:** Fiber Internet with Total Home WiFi



**TV:** 300+ channels available, TiVo+ & Google TV with Network DVR



**Phone:** Unlimited with 29 features & voicemail



# What Makes Blue Stream Fiber Different?

## RELIABILITY

- Fiber Optics (No Shared Network)
- Protected Network
- Wall-to-Wall WiFi Coverage

## CUSTOMER SERVICE

- Dedicated Account Manager
- 100% US-based customer service

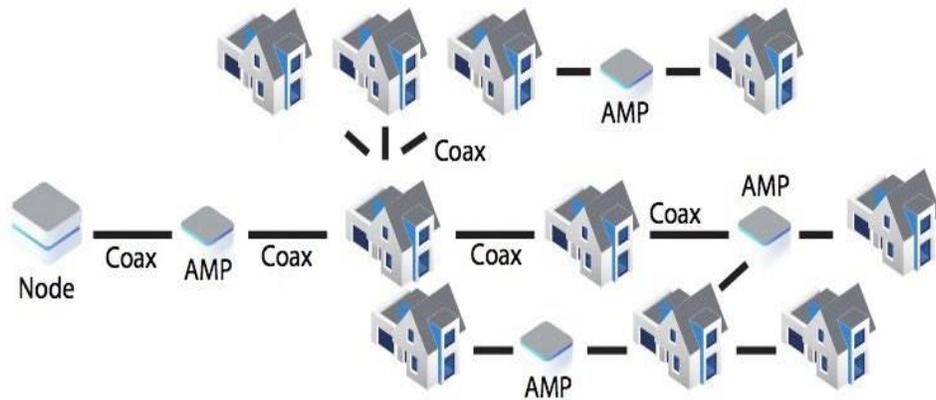
## BEST TECHNOLOGY

- Symmetrical Speeds from Fiber
- World-Class TV: TiVo DVR, Google Apps, Voice Remote
- Future Proof with Contractual Upgrades



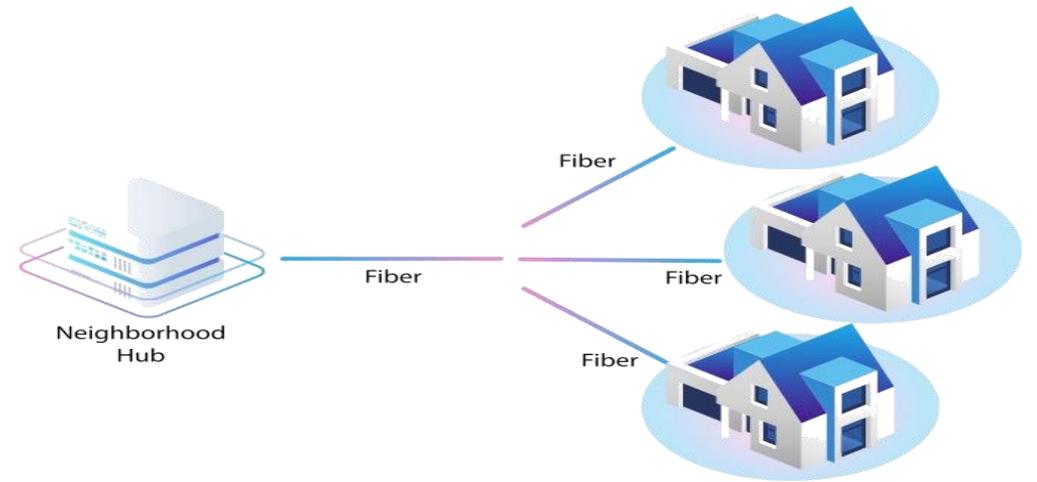
# What Makes Fiber Different?

## Traditional Coax Network



- Shared Bandwidth with ~ 300 Homes
- Amplification of Signals
- Limited Capacity
- Vulnerable to Environmental Factors

## New Blue Stream Fiber Network



- Improved Reliability & Uptime
- Faster Speeds
- Future Proof
- Increased Home Value

# Customer Service Guarantee

- Dedicated customer support line
- 1 minute or less average speed to answer
- 100% US-based customer service
- Guarantee speeds and 99% uptime
- Performance reports available
- In-home one-on-one training at installation



# Customers Love Blue Stream Fiber



**4.3 stars**

6.8K Google Reviews



**BBB Rating: A+**



**#1 Fastest Cable Provider Nationwide**

*Mid-Sized Provider Category*



# Easy Install: Highly Satisfied Residents

“Chad was extremely knowledgeable, **professional and prompt**. A credit to your company.”

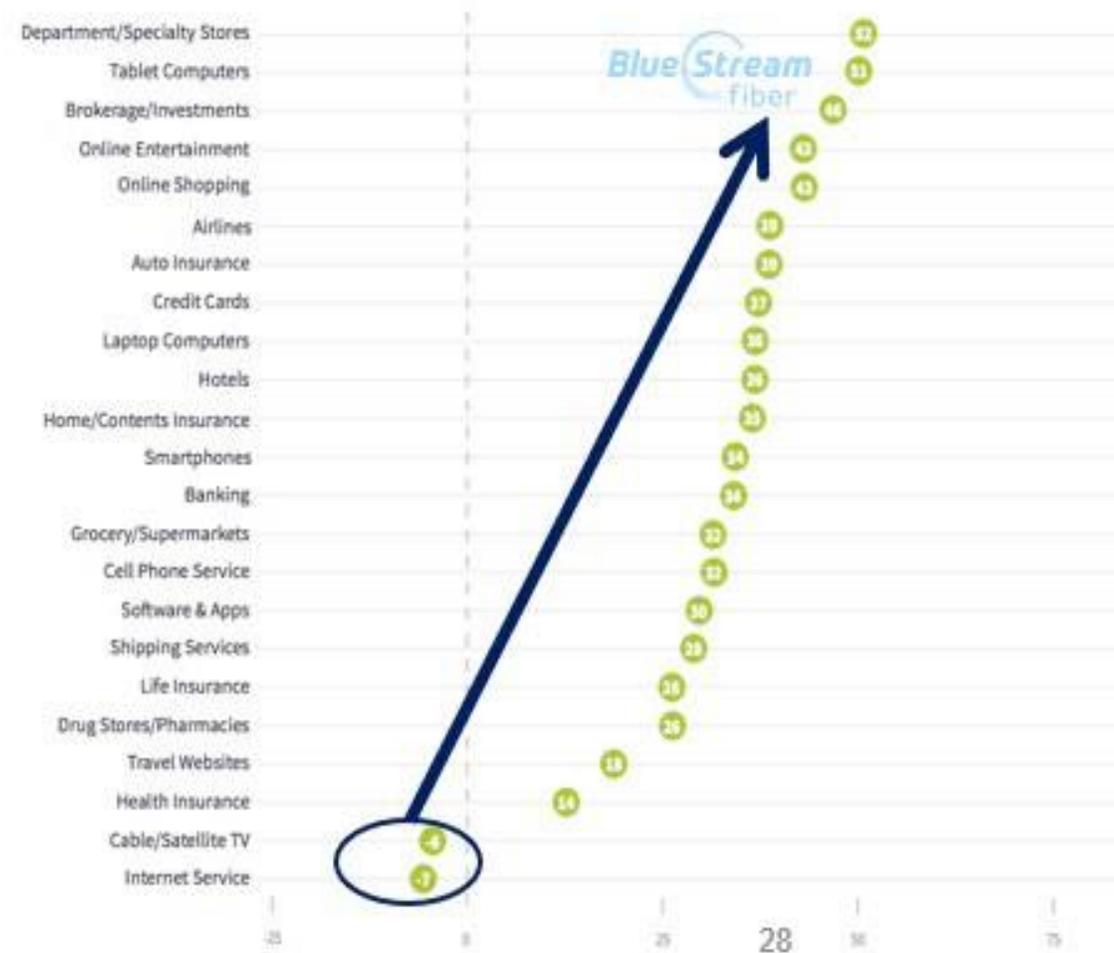
“**Courteous Efficient** and took care of the problem +++.”

“The technician was **very knowledgeable** and able to set up the TV and **made it look outstanding with color and explained the remote usage** as well. Plus, I was able to get service in 24 hours.”

“**Very knowledgeable and he was very informative**, and everything is working much better. Very glad we got this individual to take care of the problems we were having.”

## Average NPS by Industry

Net Promoter Scores vary widely by industry, as you can see from the average scores for 23 industries. Knowing what similar companies have achieved helps you to set realistic goals for improvement, and realism is key to the long-term success of your program.





# **Network Construction, In-Home Installations, and Sign-Ups**

# A No-Stress Transition to Blue Stream Fiber

SMOOTH CONSTRUCTION + EASY INSTALLATION = BLUE STREAM FIBER GUARANTEE

- 100% underground network
- Dedicated construction oversight
- Fix and repair landscaping each week unless permitting required
- Strategic, minimally invasive techniques utilized

- One-visit install of fiber optics and all services
- In-home, one-on-one training at installation
- Configuring of WiFi devices, set-top boxes and voice remotes
- One-hour in-home training available during installation phase

- Redundancy to Keep Your Community Online
- Guarantee speeds and 99% uptime
- Virtual tech support
- 100% U.S.- based customer service team
- Same day/next morning in-home tech support prioritized for residents with a full-service impact

# Service Updates



- **On-Site Registration: 7/28-8/1**
- **Call-in registration begins: 7/29**
- **Installation period is expected to begin in August**



# Products & Services

# Bulk Internet Services (included with HOA Dues)

**Your Community will receive internet with speeds of 400/400**

Symmetrical Internet speeds of 400Mbps that include a modem, perfect for streaming, surfing, gaming, or working from home!

Every 2-years internet speeds increase by 100 Mbps.

24X7 remote monitoring of the home network, including nightly, automated health checks.

Total Home WiFi through our Latest-Generation WiFi Pod technology means reliably fast internet speeds throughout your home (requires professional install by Blue Stream Technician).

# TV Services (Included with HOA Dues)

## Your Community will receive below:

- Digital Core TV Package with 300+ Channels
- TiVo+ Streaming Channels
- TiVo with Android TV/Google Assistant
- Cloud DVR (100 hours included)
- (2) HD capable Set-Top Boxes
- (2) Voice Remotes
- Video on Demand
- Blue Stream Fiber TV App for watching TV at home or on the go!



# Sign Up for Your Registration Consultation

**Option 1:** On-site Consultation Appointment with a Blue Stream Fiber representative. You will receive a flyer via email with a link to sign up for these appointments.

- Monday – Friday 7/28/25-8/1/25
  - 9 AM to 12 PM & 1 PM to 5 PM

<https://www.signupgenius.com/go/10C0D4AA9AB22A6FFC43-57558141-coco>

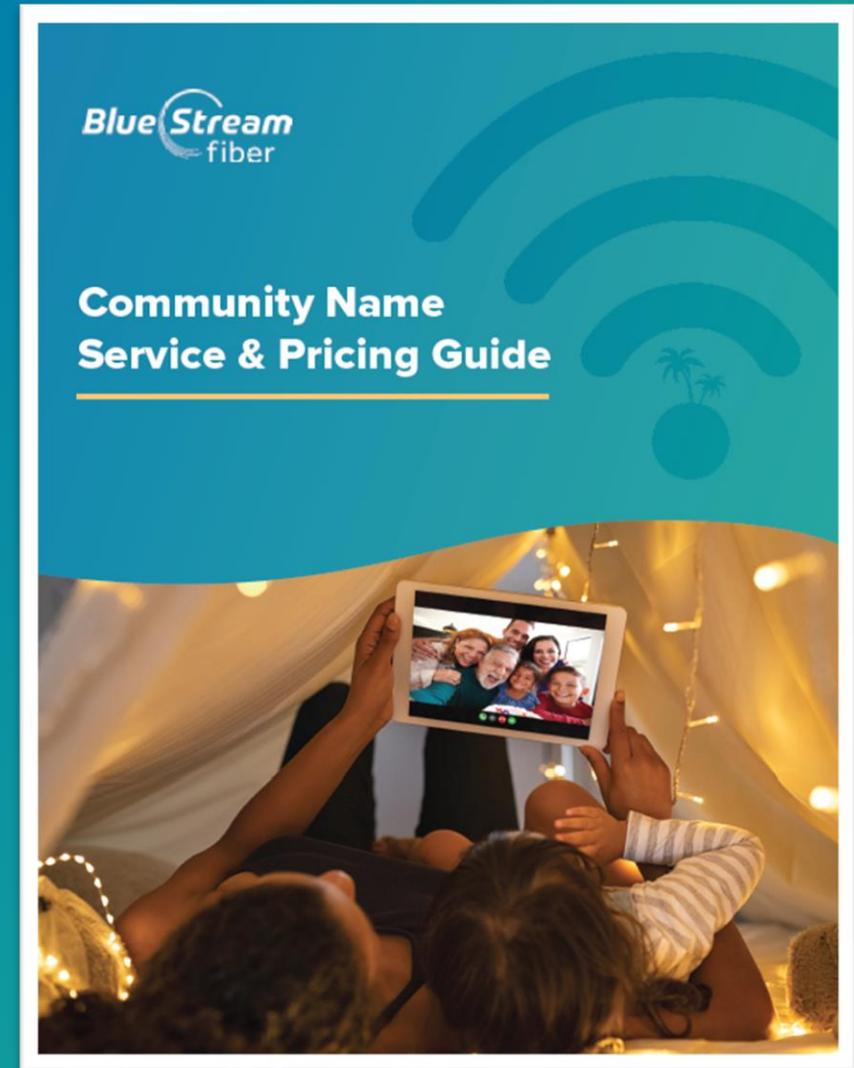


**Option 2:** Call-in Appointment to speak with a Blue Stream Fiber representative and schedule installation. We will release your dedicated community number via email.

# Service and Price Guide

**At registration, residents will receive a packet that covers the following topics:**

- Community package details
- Upgrade package options
  - Channel Line Up
  - FAQs
- Customer education resources

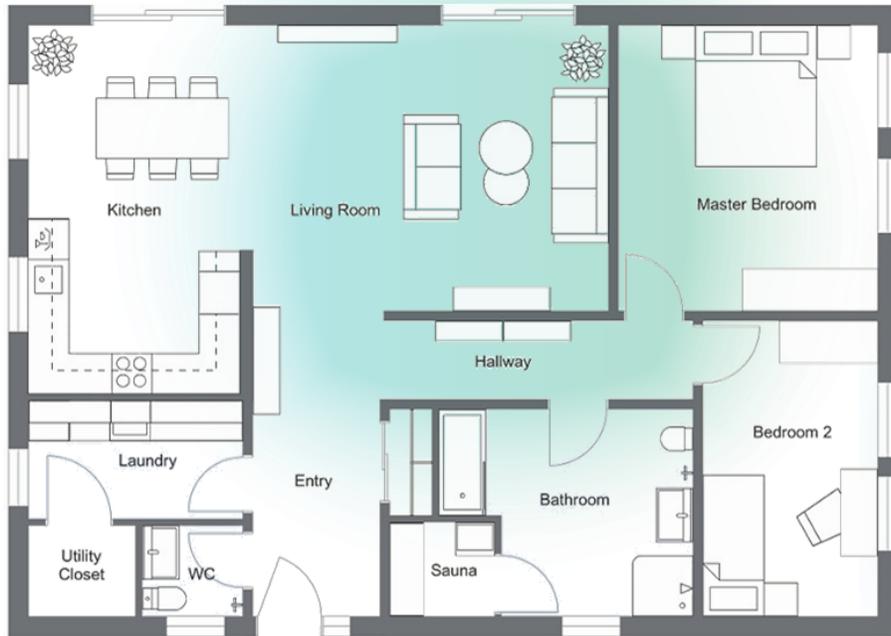




**Smart, Total Home WiFi**

# What Makes Total Home WiFi Better?

## Standard WiFi



## Blue Stream Fiber Total Home WiFi



# Total Home WiFi

Included with our Fiber Internet Service

## Better In-Home Service and Coverage

- Total Home Coverage – Not just a router
- WiFi Assessment by Engineering Team
- Automated WiFi Health Checks and adjustments

## Better For You

- Built-in security software for all devices
- Control your network via an app (if you want)
- Set up guest networks, control access





# Television Services



# Easy-to-use Voice Remote & Ultra Slim Set-Top Box

- Supports 4K HD TV
- Small set-top works when hidden behind TV!
- Enhanced customer support through virtual technician system



Say things like **“Fast forward three minutes”**, or **“Watch NCIS on now”**, or **“Find some action movies.”**

# The Power of Android TV & TiVo

## The Best of Traditional TV, Apps, and an Advanced Voice Remote

- Simple, easy-to-use guide
- Visual display with poster art
- Any screen in any room
- Easily find, play, record, and delete your shows
- Network DVR, Start Over & Catch Up
- Get recommendations on what to watch
- Say it. See it. Watch it
- Google Assistant



**TIVO**® **androidtv**





MY SHOWS

WHAT TO WATCH

TIVO+

APPS

SEARCH



## Record All Your Shows

- Cloud DVR Storage
- Set up single episodes or series recordings
- Watch recordings from any device, anywhere

# Easy Access to Your Favorite Apps & Google Assistant

- Access to over 5,000 apps on the Google TV Play Store
- Find movies with your favorite actor, quickly access the score of the football game or get tomorrow's weather – all from your set-top box
- Powerful Voice Search to simultaneously search across Live TV, Recordings, & Streaming Services



# Start Over & Catch Up

Never miss what's important to you



- Start Over: If you start watching a live show when it is already in progress, you can start over from the beginning.
- Catch Up: If you missed the episode when it aired, Catch Up lets you watch it after the fact.

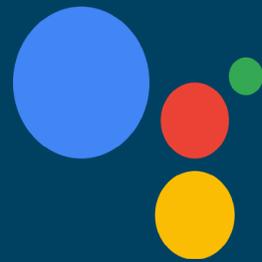


*\*Availability depends on show and programming rights*

# Google Assistant

**Use your voice to do more!**

Press and release the Google Assistant button & ask Google to give you the weather or check the score of the game. You can even connect to your Google Smart Home devices and dim the lights or adjust the thermostat!



## Hey Google

### **Plan Your Day**

Hey Google, will it rain today?"

"How long will it take to get to Fort Myers?"

### **Get Answers**

"Who won the Super Bowl in 1995?"

"What is the date of Easter in 2021?"

### **Play & Discover Content**

"Play Chicago Fire"

"Show me Action Movies with Bruce Willis"

### **Control Google Home Devices**

"Dim the bedroom lights"

"Set the temperature to 73 degrees"

# Our TV Service Works With Your Devices



Phones & Tablets



Amazon Fire TV Sticks

androidtv



Apple TV

Watch Live TV, On Demand and Recordings in Your Home

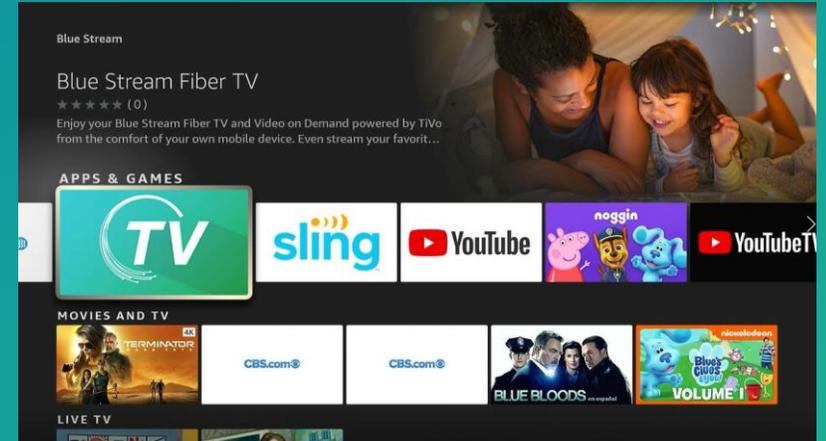
# Blue Stream Fiber TV App



Watching Live TV  
and more on-the-go

With new Blue Stream Fiber TV app, customers can watch live TV, access recordings, and watch on demand content on the go! Simply download the app on a mobile device, Fire TV stick or Apple TV, enter the WatchTVEverywhere log in and enjoy!

For more information on the Blue Stream Fiber TV services and the App, access [bluestreamfiber.com/tivo](http://bluestreamfiber.com/tivo)



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# Blue Stream Fiber TV Experience

## Set-Top Box

### *Full functionality*

- Live TV
- Interactive guide
- DVR Recordings
- PPV
- Voice Remote
- Access to apps on Google Play Store (Netflix, Hulu, etc.)
- Integrated search across live TV and many apps
- Plus, an additional 160+ free, binge-worthy channels via TiVo+



## Blue Stream Fiber TV

### **App on streamer**

### *Modified functionality*

- Live TV
- Interactive guide
- DVR Recordings
- Video on Demand
- Access to apps on Google Play Store (Netflix, Hulu, etc.)

# Seasonal Resident Information

## What you need to know!

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**Q. I am a seasonal resident and will not be in town during my installation, what should I do?**

A: Seasonal residents can be installed when they return. Simply call your Blue Stream Fiber Community number seven days prior to your arrival.

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

A: We do offer seasonal service rates. For phones, the seasonal rate is \$6/month plus taxes and fees. Seasonal residents can put services on hold once a year for 2 - 9 months.

**Q. Can I take my TV services with me when I go back up north or travel?**

A: Yes, by downloading the Blue Stream Fiber App to an Amazon Fire Stick, Apple TV, or Android TV. Please note, local channels will not work outside of your local TV area due to FCC regulations.



# Upgrade Options

# OUR MOST POPULAR ADD-ON PACKAGES!

## **CONNECT MORE PACK**

**just \$32.99/mo**

- Up to 1 Gig / 1 Gig Upgrade
- Home Protection Plan
- All home visits are completely covered
- 1 additional WiFi Pod based on technician recommendation
- 1 Set-Top Box
- 300 DVR Hours

## **COMPLETE CONNECT PACK**

**\$24.99/mo**

- Up to 1.5 Gig/1.5 Gig Speed Upgrade
- Home Protection Plan
- All home visits are completely covered
- WiFi pods where needed for full in-home WiFi coverage
- Additional Set-Top boxes for all your TV's
- 500 DVR Hours

**ADD UNLIMITED PHONE SERVICE FOR ONLY \$19/mo! ~ This offer is for a limited time. Promo expires 12/29/25**

**NOTE:** Package components may vary based on what is included in your community's agreement. For more information on disclaimers, taxes, and fees, please visit [www.bluestreamfiber.com/taxes-fees](http://www.bluestreamfiber.com/taxes-fees).

# OUR BEST POPULAR ADD-ON PACKAGES!

## ***STREAM CHOICE***

**\$39.99/mo**

- Additional 250 Mbps Internet Speed
- 1 Set-Top Box and 300 DVR Hours
- Advance Tech Care + Entertainment Device Protection
  - 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
  - Includes in home tech visits for your Blue Stream Fiber Equipment.

## ***STREAM VALUE***

**\$24.99/mo**

- Additional 100 Mbps Internet Speed
- Advance Tech Care
  - For your eligible non-Blue Stream Fiber devices from synching smart devices to trouble shooting printer issues and more.
- Blue Stream Fiber Home Protection Plan
  - Includes in home tech visits for your Blue Stream Fiber Equipment.

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# A-LA-CARTE OPTIONS

## Cable Upgrade TV Options

**Digital Plus** **\$24.45/mo**

*(52 additional channels including ESPNNEWS, BBC, and Disney Junior)*

**Sports Plus** **\$13.95/mo**

*(Includes 15 sports channels including NFL Network, Redzone, and GOLTV)*

HBO with access to the Max App	\$17.00/mo
Paramount+ with Showtime	\$11.99/mo
Cinemax	\$10.00/mo
Starz	\$14.95/mo
Encore	\$6.95/mo
Blue Latino	\$11.95/mo
RAI Italia (Italian)	\$9.99/mo
RTN (Russian TV Network)	\$14.95/mo
TV5 Monde	\$10.95/mo

## Internet Upgrade Options

600 Mbps/ 600 Mbps	\$25.00/mo
1000 Gbps / 1000 Gbps	\$35.00/mo

## Additional Service & Equipment Options

Additional WiFi Pods	\$6.00/mo
Additional Set-Top Box & Voice Remote	\$11.99/mo

## Additional DVR Hours\*

DVR 300 Hours	\$11.00/mo
DVR 500 Hours	\$16.00/mo

*\*Recordings are stored for up to 200 days unless deleted by customer.*

Pricing subject to change.

For more information on taxes and fees, please visit: [www.bluestreamfiber.com/taxes-fees](http://www.bluestreamfiber.com/taxes-fees).

# Device Protection & Support Options

Support for all your personal tech, smart devices, and connected equipment 7 days a week, 7 AM – 11 PM, ET.

## Protect your Blue Stream Fiber Services

### Home Protection Plan **\$9.95/mo**

- Accidental Fiber Damage
- External wiring issue caused by animal damages
- Accidental damage to phone wiring, modem or ONT
- Basic customer education on Blue Stream Fiber services
- Assistance with seasonal reconnect

Pricing subject to change.

For more information on taxes and fees, please visit: [www.bluestreamfiber.com/taxes-fees](http://www.bluestreamfiber.com/taxes-fees).

## Coverage and support for Your equipment beyond Blue Stream Fiber Services with Total Tech Care

### Advanced Tech Care **\$9.99/mo**

From syncing smart devices to troubleshooting printer issues, we've got you covered. Includes:

- Tech care for non-Blue Stream Fiber devices including help with setup, troubleshooting, and backups
- Smart tips to help optimize your connected devices and connected tech

### Advanced Tech Care + Ent. Device Protection **\$14.99/mo**

Get all the benefits of Advanced Tech Care — plus extra protection for your home entertainment devices. Includes:

- Coverage for mechanical and electrical breakdowns for eligible home entertainment devices (TVs, gaming consoles, etc.)
- Coverage for accidental damage from handling (drops, spills, cracked screens)
- Easy claims — no receipt required!

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

Your all-in-one plan for total peace of mind. Includes everything in Advanced Tech Care + Entertainment Device Protection, plus:

- Coverage for mechanical and electrical breakdowns for all eligible home devices, computers, tablets, wearables, & more
- Easy claims process
- Two smart home device installations per year (just \$99 service fee per visit)

# Phone Services

## A Service You Can Count On

- Perfect sounding connection
- Never worry about your call coverage
- 29 popular calling features including call waiting and anonymous call rejection

## Great International Rates

- Competitive rates for international calling
- Stay connected with family, friends and colleagues overseas

**\*NOTE: If you select to add phone option, great news, you can keep your current phone number! Please call Blue Stream Fiber prior to confirm the process to port your phone number.**

**NOTE:** Package components may vary based on what is included in your community's agreement. Pricing subject to change. For more information on disclaimers, taxes and fees, please visit: [www.bluestreamfiber.com/legal](http://www.bluestreamfiber.com/legal).

*Special Community  
Rate!*

**\$19.95/mo**



# Total Tech Care Powered by Asurion FAQs

**Q: What is the difference between The Home Protection Plan and the Total Tech Care Powered by Asurion packages?**

The Home Protection Plan covers basic support and accidental damage to Blue Stream Fiber equipment like modems, ONTs, and phone wiring. The Advanced Tech Care packages by Asurion go beyond that to support your personal and connected devices, offering everything from tech troubleshooting to device protection and installation help. Benefits vary by plan.

**Q: Is there a limit to how many times I can call for support with Total Tech Care?**

No. Once you are enrolled you can call as many times as you need.

**Q: Where can I find more information on these services?**

For more information, visit [bluestreamfiber.com/asurion](https://bluestreamfiber.com/asurion)

# How do connected devices affect my speed?

- How many connected devices do you have?
- It's important to consider the number of devices you have connected to your network and what internet speed you may need.
- Some examples of devices are computers, TVs, phones, tablets, and ancillary equipment like HVAC thermostats, doorbells, refrigerators, washing machines, security cameras, door locks, monitors, Echo and Alexa devices, pool pumps, pool water heaters, etc.



**100-250 Mbps**

Ideal for 1-3 devices

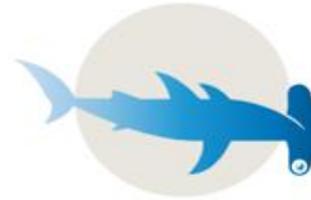
Download a 10 GB file in under  
14 minutes



**300-400 Mbps**

Ideal for 4-7 devices

Download a 10 GB file in under  
5 minutes



**500-600 Mbps**

Ideal for 8+ devices

Download a 10 GB file in under  
3 minutes



**1 Gig**

Ideal for 8 or more devices

Download a 10 GB file in under  
2 minutes

# Understanding Your WiFi Speeds

## Bandwidth - Home Network Speeds vs. Wireless Speeds

- Your internet speed over WiFi “wireless speed” will not be identical to the speed you subscribe to, known as your “home network speed.” In reality, the internet speed over WiFi will rarely match the subscribed home network speed, due to the nature of WiFi technology.
- If you want to determine if you are receiving your subscribed internet speed, you must perform the speed test while the device is hard-wired to your home network.
- When you are testing your WiFi speeds, you are really testing the MAXIMUM speed that the device running the test can attain, not the maximum that your home network provides.



# E-bill, First Bill, Taxes and Fees

## Understanding the billing process and billing cycle:

- 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.
- If the resident signs up for an e-bill, they can save the \$8.49 monthly paper bill fee.

## Here are our fees for those residents who add-on to their bulk package and what they cover:

### Network Recover Fee \$7.99

Helps defray costs associated with building and maintaining Blue Stream's fiber-rich TV and broadband network and enables us to expand network capacity.

### Taxes

Sales and other taxes are required to be collected by Blue Stream Fiber as part of normal local, state, and federal regulations. For more information on disclaimers, taxes, and fees, please visit [www.bluestreamfiber.com/taxes-fees](http://www.bluestreamfiber.com/taxes-fees).

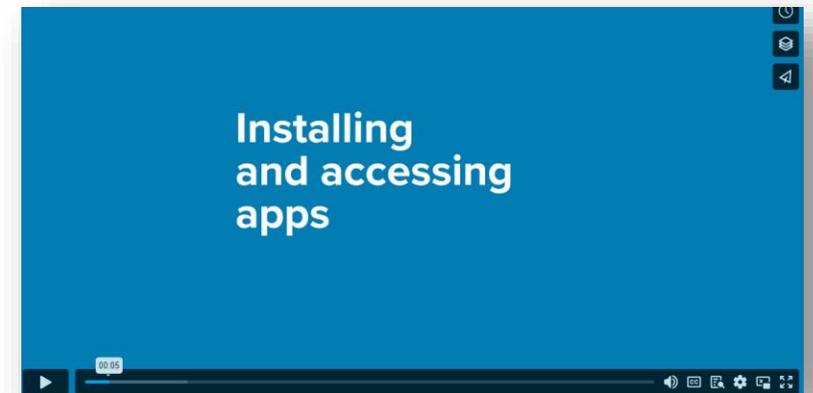
**For questions or  
informational  
updates, please  
call your dedicated  
customer service  
line at  
561- 264-2880.**



# Customer Education Resources

# Customer Education Resources

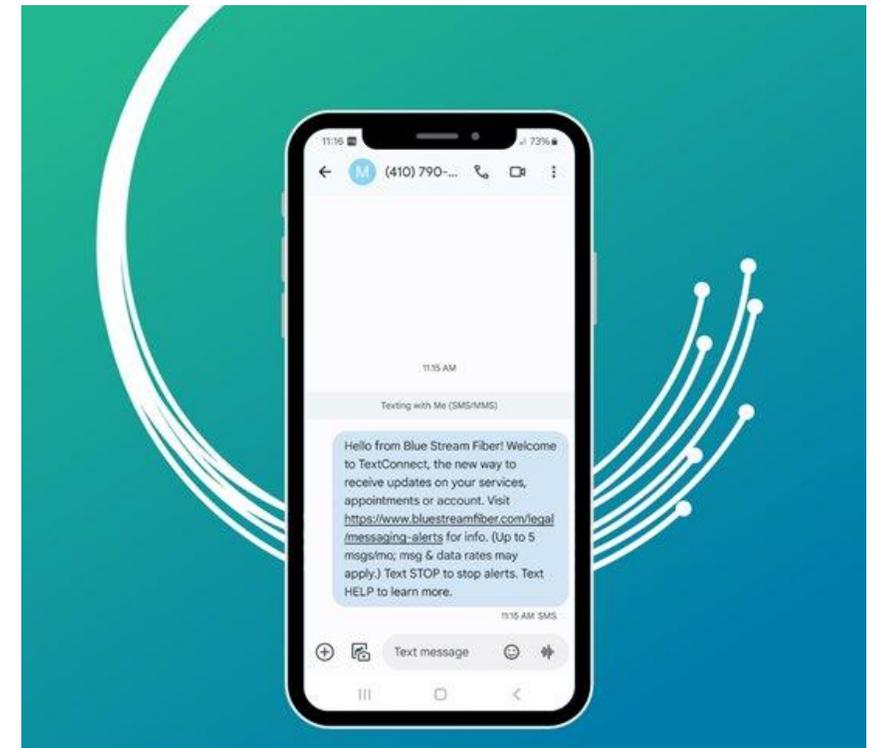
- **Welcome booklet** walked through and left behind during install
- **Personal in-home training** during install
- **On-site group training** sessions
- **Online Learning Hub** with a variety of resources tailored to all learning styles
- **Instructional videos** with step-by-step instructions on how to master new services and features included
- *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 our go-live date.*



# Customer Communication

## TextConnect

- Our way of keeping customers informed via SMS text messaging and email!
- Whether it's appointment confirmation and reminders, or other important communications, you'll receive timely information to make your experience smoother and more convenient—all without needing to go out of your way to contact us directly.
- Tip! You'll receive a text message after registering for service opting you in. Be on the lookout!
- For more information visit **[bluestreamfiber.com/messaging](https://www.bluestreamfiber.com/messaging)**



## What is a Welcome Booklet?

The welcome kit is the most important customer education material during their installation phase.

Its contents are curated to include all necessary info about our products and services, preemptively addressing common questions, and reducing the need for support calls or trucks rolls.

## Key Sections of the Welcome Booklet

Welcome & credentials log, table of contents

Top tips & tricks, TV Service, WTVE & the Blue Stream Fiber TV App

Internet service, phone service, FAQs, and Upgrade options available



# What is the Online Learning Hub?

Our learning hub is like an online university filled with materials that you can use anytime!

We encourage all customers to look here for common FAQs or easy troubleshooting tips prior to calling in to ensure the best experience!

## Key Sections of the Online Resource Hub

Comprehensive guides for all products, step-by-step videos, FAQs, troubleshooting tips, and more.

## Where can I find the Online Resource Hub?

The online hub is conveniently available on our website at [bluestreamfiber.com/learning](https://bluestreamfiber.com/learning) or can be reached by going to the support page on our site and then clicking on Online Learning Hub.

The screenshot displays the 'SUPPORT' page of the Blue Stream Fiber website. At the top right, there is a 'General Support' link. The main heading is 'Looking for help?' followed by the text 'You just had to say so! Explore support topics below.' Below this, there are several interactive cards:

- Learning Resource Hub**: Includes an icon of an open book and a 'Learn More' button.
- New Customer Welcome Materials**: Includes a thumbs-up icon and a 'Learn More' button.
- Sign Up for Paperless Billing & Save**: Includes an icon of a hand holding a document and a 'Learn More' button.
- Service Impacts**: Includes a laptop with a Wi-Fi signal icon and a 'Service Impacts' button.
- Speed Test**: Includes a speedometer icon and a 'Speed Test' button.
- Looking for the latest tips and tricks from Blue Stream Fiber?**: Includes a 'Get Answers' button.
- Quick Links**: A section with the text 'Have a product question? Check out Blue Stream Fiber online support, guides & FAQs to get the answers you need.'

Below these cards is a grid of 16 support categories, each with an icon and a corresponding support link button:

- Internet & WiFi (Internet & WiFi Support)
- Video & Streaming (Video & Streaming Support)
- Home Phone (Home Phone Support)
- Billing & Profile (Billing & Profile Support)
- Installation & Setup (Installation & Setup Support)
- Security Service (Security Services Support)
- Construction (Construction Support)
- Business Services (Business Services Support)

**QUESTIONS?**

*Blue Stream*  
fiber

The logo features the text "Blue Stream" in a white, italicized sans-serif font. The word "Stream" is partially enclosed by a white, multi-lined arc that resembles a stylized wave or a fiber optic path. Below "Stream" is the word "fiber" in a white, lowercase sans-serif font.