

Hérons Glen



***SERVICE & PRICING
INFORMATION PACKET***



Dear Herons Glen Residents,

Blue Stream Fiber has worked hand in hand with your board of directors to provide you with a new state of the art fiber optic network, industry leading products and substantially better reliability and customer services than your current provider.

At Blue Stream Fiber, we pride ourselves on our legacy of over 40 years of great customer service and our deep experience building the latest fiber optic networks. With this new agreement in place, Herons Glen will enjoy advanced products and services, as well as a customer service team with industry-leading ratings.

On behalf of Blue Stream Fiber, I would like to take this opportunity to welcome you as a new customer. We are thrilled to be providing your community with greater reliability, better products and improved customer services.

Thank you for entrusting Blue Stream Fiber with your TV and Internet needs. We are proud to serve you and look forward to providing you with more information throughout the coming year.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan", written over a light blue horizontal line.

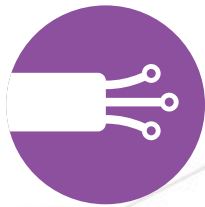
Joe Canavan
Chief Executive Officer

Service Guided by our Mission:

We are dedicated to providing our customers and neighbors with reliable communications and entertainment services that enrich their lives. All through the most trusted products and customer experience, from a team that cares.



***The Trusted South Florida
Communications Provider for Over 40 Years***



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



**Internet: Whole Home WiFi with
speeds up to 1Gbps**



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



**Phone: Unlimited with 29 popular
features with online portal**

Herons Glen Custom Communications Services Package

*THE DETAILS OF THE HERONS GLEN
SERVICE PACKAGE ARE BELOW*



TV SERVICE

- Digital Core & Plus Service with 200+ Channels
- Stream up to 5 devices at the same time
- HD & VOD (video on demand)
- Record up to 200 hours on your network DVR
- Direct Coax Connect Service
- (2) TiVo Android Boxes
- (2) Voice Remotes



INTERNET SERVICE

- Up to 300Mbps Download
- Up to 300Mbps Upload
- ONT (Fiber Modem)
- Managed Whole-Home WiFi
- No Data Overage Charges*
- Speed Upgrades Available

*Subject to acceptable use policy

The above TV and Internet services are the services that will be 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.

Channel Lineup

Included Channels

24/7 Weather-WINK*	166	CW-WXCW	6	FOX Sports Sun	31	LMN	108	SEC Alternate	83
AGE	44	Destination America	105	FOX-WFTX	4	MeTV-WZVN*	154	SEC Network	82
ABC-WZVN	7	Discovery Channel	28	Freeform	49	Military History Channel*	164	Sundance	180
AMC	59	Discovery Family	101	FS1	99	MLB Network	158	Syfy	48
American Heroes Channel	104	Discovery Life	167	FS2	119	Motor Trend	181	TBN	15
Animal Planet	62	Disney Channel	63	Fusion	169	MSNBC	50	TBS	27
Azteca-WANA	26	Disney Junior	109	FX	45	MTV	130	TCM	60
BBC America	115	Disney XD	106	FXM*	67	MTV Classic*	41	Teen Nick	126
BBC Worldnews	114	DIY	152	FXX	81	MTV2*	77	Tennis Channel	144
beIN Sports	160	E!	55	FYI	112	Nat Geo Wild	135	The Florida Channel- WGCU*	175
BET	42	EL REY	172	Galavision	94	National Geographic	78	The Weather Channel	24
BET Soul *	128	Escape-WFTX*	149	Golf Channel	39	NBC News 2 Now/ Heroes & Icons*	141	TLC	57
Big Ten Network	116	ESPN	32	GOLTV	138	NBC Universo	137	TNT	30
Boomerang	103	ESPN2	33	Grit-WFTX*	151	NBCSN	98	Travel Channel	56
Bravo	65	ESPNEWS	118	GSN	142	NBC-WBBH	2	TruTV	52
Cartoon/Adult Swim	61	ESPNU	117	Hallmark Channel	70	NFL Network	124	TUDN	136
CBS Sports Network	143	Estrella TV	133	Hallmark Drama	71	Nick Jr	125	TV Land*	54
CBS-WINK	5	EVINE LIVE	113	Hallmark Movies & Mysteries	80	Nickelodeon	29	TVG2	161
CMT	75	EWTN*	73	HGTV	47	Nickmusic*	129	UniMas - WUVF	19
CMT Music	130	Food Network	74	History	58	Nicktoons	127	Universal Kids	139
CNBC	36	FOX Business Network	153	HLN	72	Olympic Channel	145	Univision -WUVF	22
CNN	35	FOX College Sports - Atlantic	120	HSN	96	OWN*	66	USA	46
Comedy Central	53	FOX College Sports - Central	121	IFC	179	Oxygen	146	VH1	41
Cooking Channel	140	FOX College Sports - Pacific	122	Investigation Discovery	79	Paramount Network	43	Viceland	111
Create-WGCU*	174	FOX College Sports - Pacific	122	Jewelry TV	21	PBS-WGCU	3	WE TV*	34
Crime & Investigation	165	FOX Deportes	134	JLTV	107	POP!	156	WGN America	95
CSPAN 2	170	FOX News	37	Kids-WGCU*	176	QVC	11	World-WGCU*	173
CSPAN 3	171	FOX Sports Florida	38	Laff-WFTX*	150	QVC2	168	Yes Network	162
CSPAN*	18			Lifetime	51	Science	102		
CTN-WRXY	10								

Music Channels

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

Premiums

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

Sports Package

beIN Sports	160	ESPNU	117	FOX College Sports - Pacific	122	MLB Network	158	Tennis Channel	144
Big Ten Network	116	FOX College Sports - Atlantic	120	FOX Deportes	134	NFL Network	124	World Fishing Network	197
CBS Sports Network	143	FOX College Sports - Central	121	FOX Sports 2	119	NFL Redzone	200	Yes Network	162
ESPN Classic	195			GOLTV	138	Outside TV	199		
ESPNEWS	118					Sportsman Channel	198		

Blue Latino

beIN Sports Esp	421	Discovery en Espanol	404	FOX Deportes	134	NBC Universo	137	TV Venezuela	411
Canal 24 Horas	418	Disney XD en Espanol	409	FOX Life	424	Nuestra Tele	413	Viendo Movies	406
Canal Sur	412	ESPN Classic	195	GOLTV Esp	420	Semillitas	416		
Caracol	427	ESPN Deportes	410	History En Espanol	401	Tele N	415		
Cinelatino	405	EVTV	429	MTV Tres (Tr3s)	402	TUDN	426		
CNN Espanol	408	EWTN Esp	423	Nat Geo Mundo	425	TV Chile	414		

International Premiums

CIR	456	Globo TV	450	RTN	455	RAI	457	TV5Monde	458
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Upgrade Options

CABLE TV UPGRADE OPTIONS

Sports Plus	\$11.95/month
Cinemax	\$10.00/month
Encore	\$6.95/month
Blue Latino	\$11.95/month
HBO Max	\$20.95/month
Showtime	\$10.99/month
Starz	\$14.95/month
C1R (Channel 1 Russia)	\$14.95/month
RTN (Russia TV Network)	\$14.95/month
RAI (Italian)	\$9.99/month
RTN & C1R Combo	\$19.95/month
TV Globo	\$19.99/month
TV5Monde	\$9.95/month

ADDITIONAL SERVICE AND EQUIPMENT OPTIONS

600 Mbps/600 Mbps Internet Service
\$25.00/month

1 Gbps/1 Gbps Internet Service
\$35.00/month

Unlimited Phone Service
\$19.99/month

Additional Set-Top Box
\$9.99/month

Home Protection Plan
\$4.95/month

Additional DVR Hours &
Additional Streams

DVR 300 Hours \$5.00/month

DVR 500 Hours \$10.00/month

6 Concurrent Streams \$1.00/month

7 Concurrent Streams \$2.00/month

8 Concurrent Streams \$3.00/month

9 Concurrent Streams \$4.00/month

FAQs

When will my install be activated?

Installation will occur starting on 3/1/2021 and run through 5/31/2021. Services will be activated at that time of installation.

Will installations be done prior to the end of my bulk installation period?

Yes, we will be installing everyone's services prior to the end of the installation project.

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 Blue Stream at 239-344-9849 seven days prior to your arrival.

How long will the installation of my Blue Stream services take to complete?

On average, the installation will take anywhere from 3-4 hours per home to complete.

What will you be doing during my install?

Our technicians will install your bulk services and any additional services you requested. 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 Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Cable boxes will be placed in the same location where your televisions are located.

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.

Can I add other services from Blue Stream?

Yes, you can add additional services at any time by requesting this by calling our service center at 239-344-9849. Charges will be billed directly from Blue Stream to the customer for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated.

What options do I have for obtaining my bill if I have additional services from Blue Stream?

You can sign up for our electronic billing services for free as well as our auto payment feature. To do this, please register at www.mybluestream.com. You can receive a paper statement every month for a small fee that is currently \$3.49/month.

What do I get with Blue Stream 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 also has great international rates outside of the United States.

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, please have your current phone bill handy during your sign-up appointment. In addition, please do not cancel your phone service with your current carrier. It will be cancelled automatically.

I am a seasonal customer. Do you have seasonal rates to put my services on suspension at a reduced rate?

We do offer seasonal service rates. Please contact a Blue Stream Representative for details about this service and your available options.

The logo features a stylized graphic of a fiber optic cable or stream of light, consisting of several curved lines that form a partial circle around the word 'Stream'.

Blue Stream
fiber

www.bluestreamfiber.com