



# **Waterside Village of Palm Beach**

Town Hall Meeting



# Agenda

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

# 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

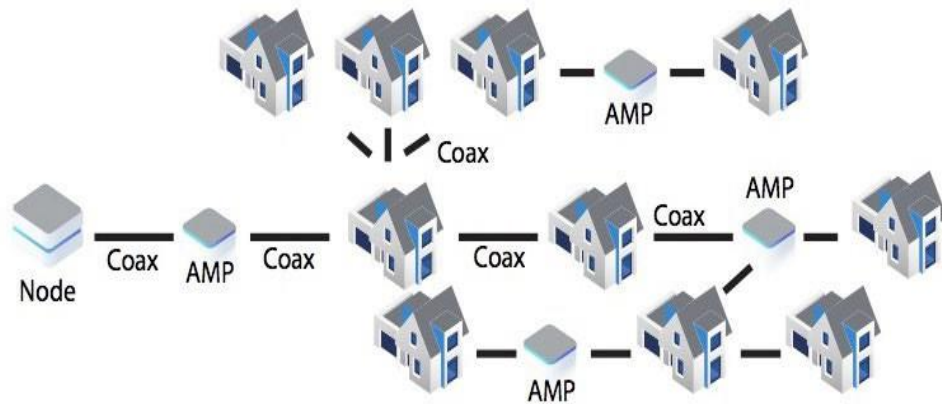
- Symmetrical Speeds from Fiber
- World-Class TV: TiVo DVR, Google Apps, Voice Remote
- Future Proof with Contractual Upgrades





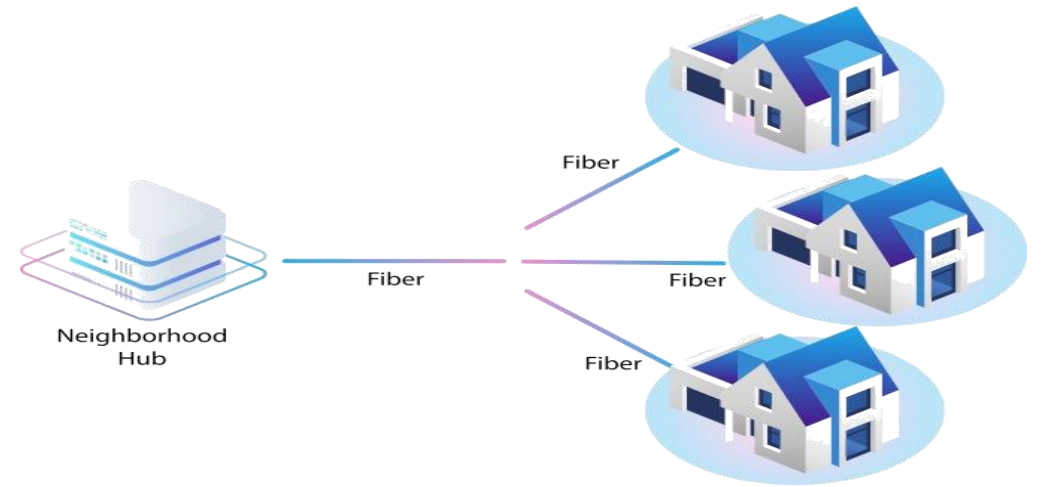
# What Makes Fiber Different?

## 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



**4.2 stars**

3,360 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.”

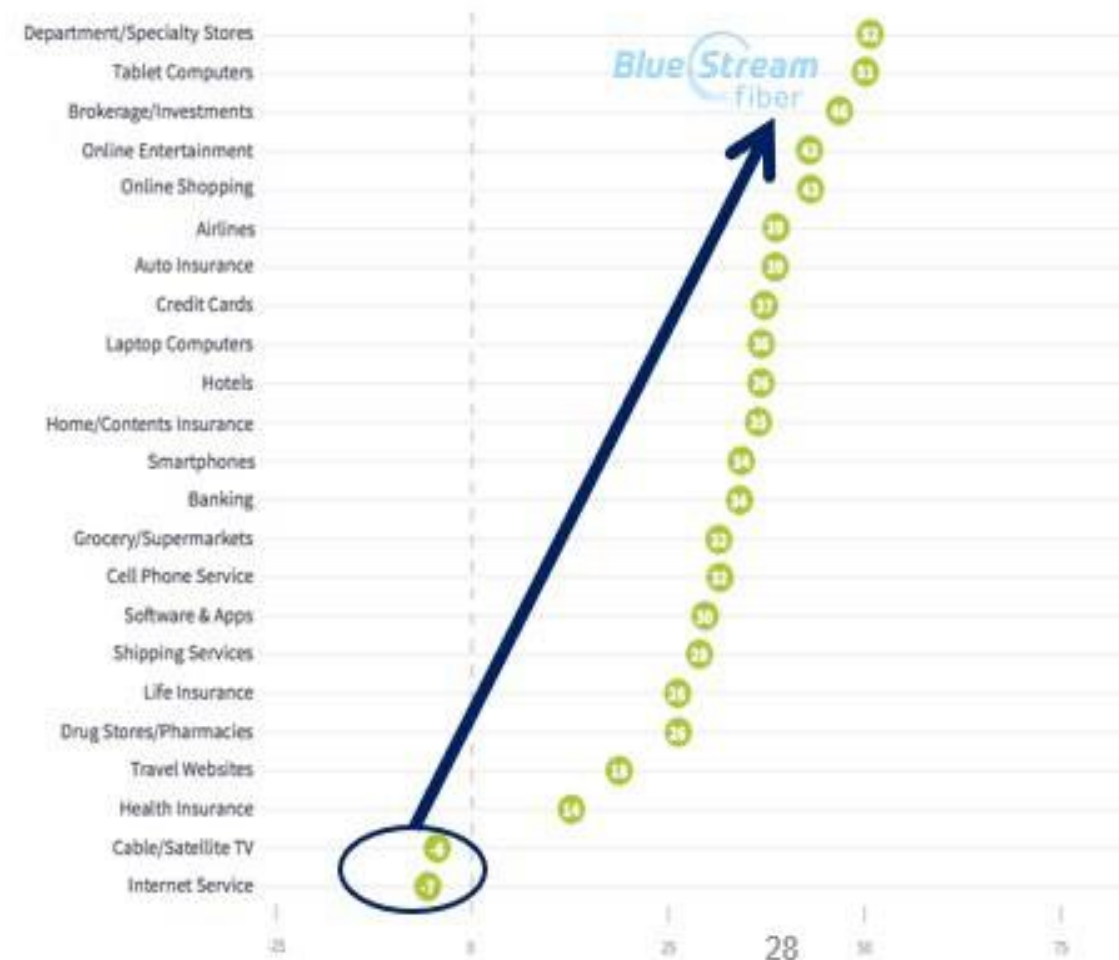
“**Courteous Efficient** and took care of the problem +++.”

“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.





A decorative graphic on the left side of the slide. It features three concentric teal arcs of increasing size, resembling a stylized signal or a rising sun. At the bottom left, there is a teal circular base with two palm trees growing from it. A single teal arc extends from the top left towards the center.

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

# A No-Stress Transition to Blue Stream Fiber

SMOOTH CONSTRUCTION + EASY INSTALLATION = BLUE STREAM FIBER GUARANTEE

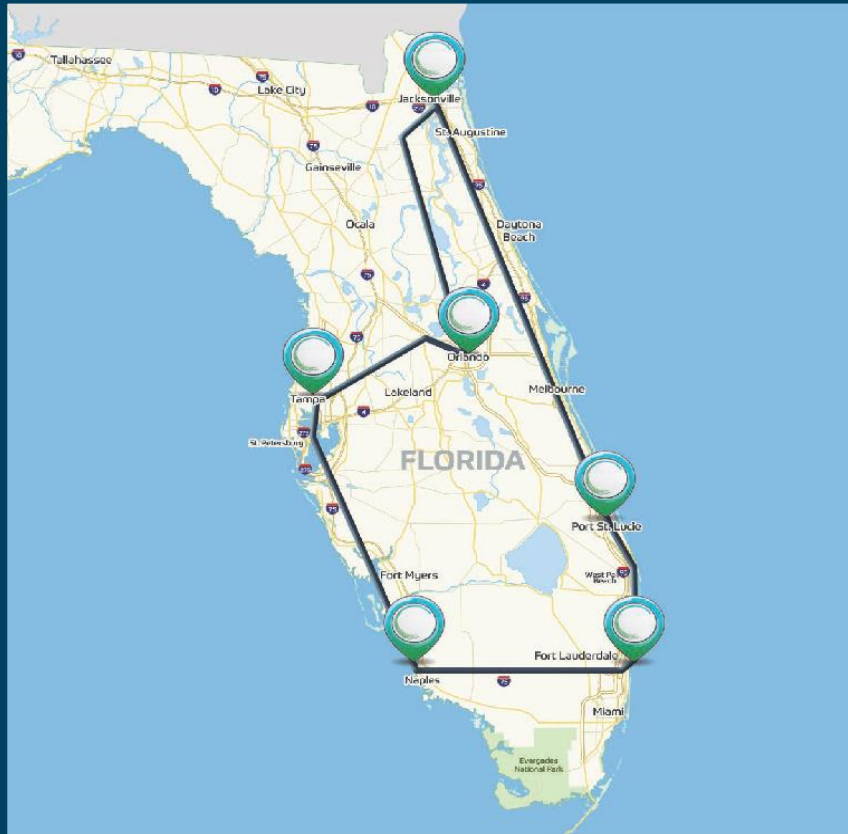
- 100% underground network
- Dedicated construction oversight
- Fix and repair landscaping each week unless permitting required
- Strategic, minimally invasive techniques utilized

- 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

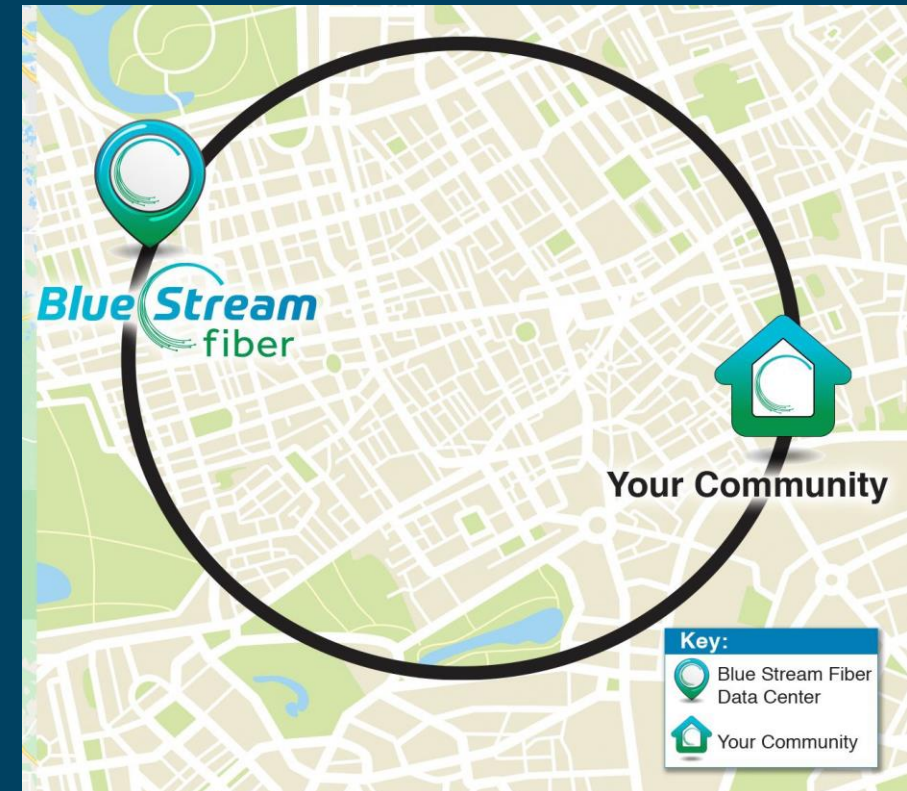
- Redundancy to Keep Your Community Online
- Guarantee speeds and 99% uptime
- Virtual tech support
- 100% U.S.- based customer service team
- Same day/next morning in-home tech support prioritized for residents with a full-service impact

# Blue Stream Fiber Guarantee: Redundancy

## Statewide Ring



## Local Ring





# Service Updates

- Construction of Fiber expected to be completed by end of July
- On-Site Registration is expected to be in early August.
- Call-in registration is expected to begin early August, more information to come
- Installation period is expected to begin mid-August.







# Products & Services

# Bulk Internet Services (included with HOA Dues)

**Your Community will receive internet with speeds of 300 Mbps**

Symmetrical Internet speeds of 300 Mbps 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).

# 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.

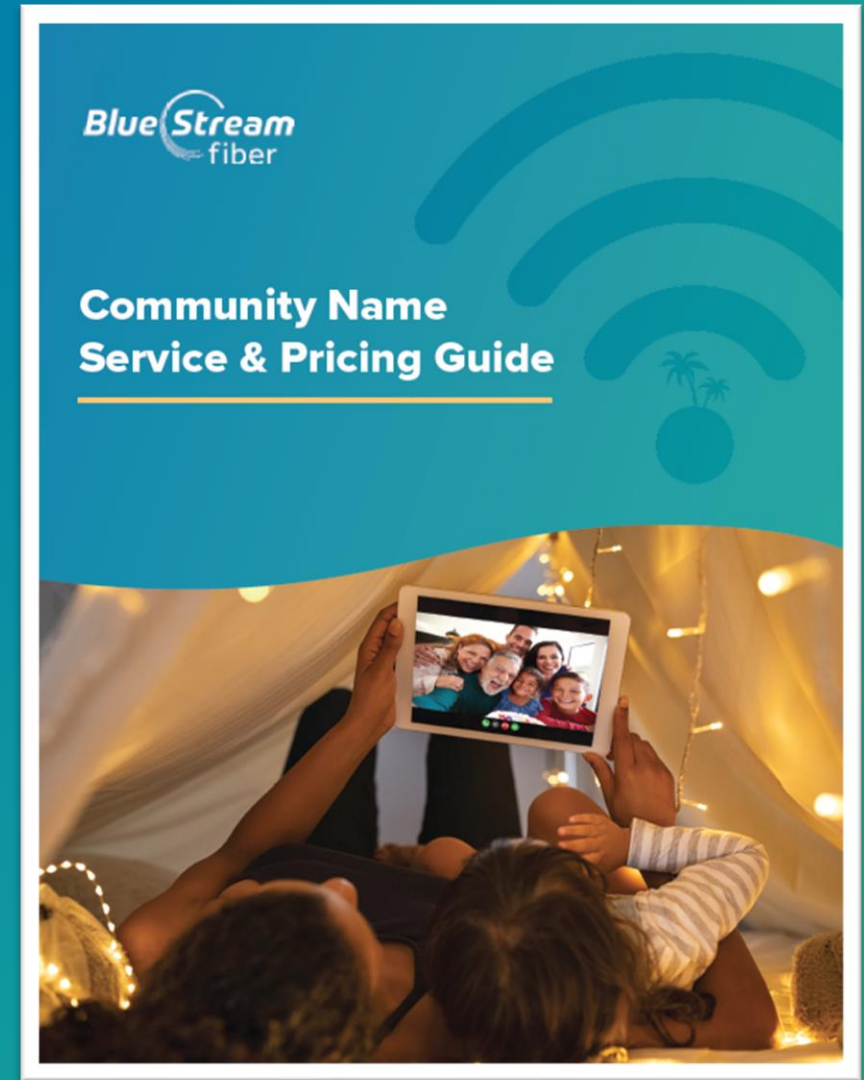


**Option 2:** Call-in Appointment to speak with a Blue Stream Fiber representative and schedule installation. We will release your dedicated community number via email in early August.

# Service and Price Guide

**Residents will receive  
a packet that covers the  
following topics:**

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



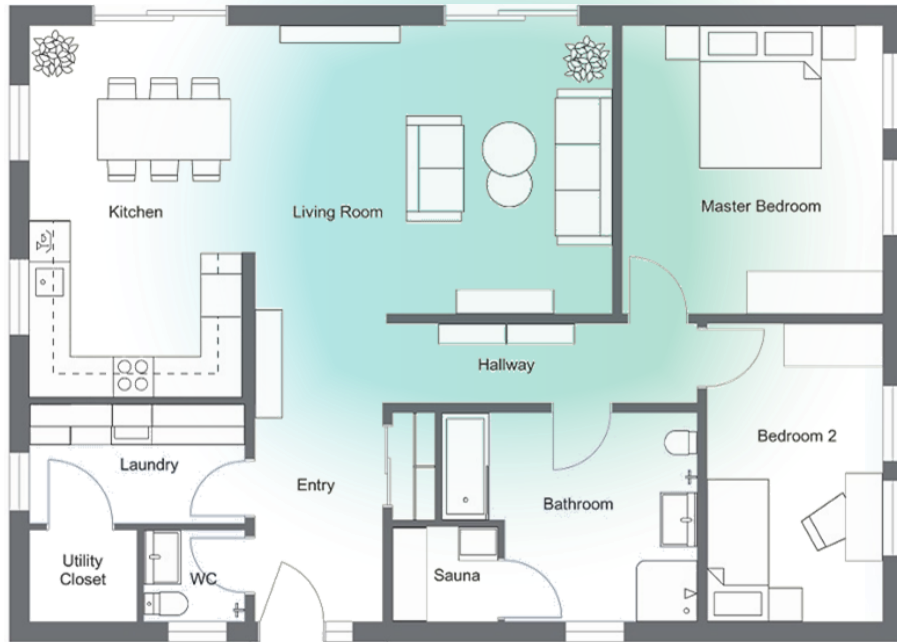




**Smart, Total Home WiFi**

# 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

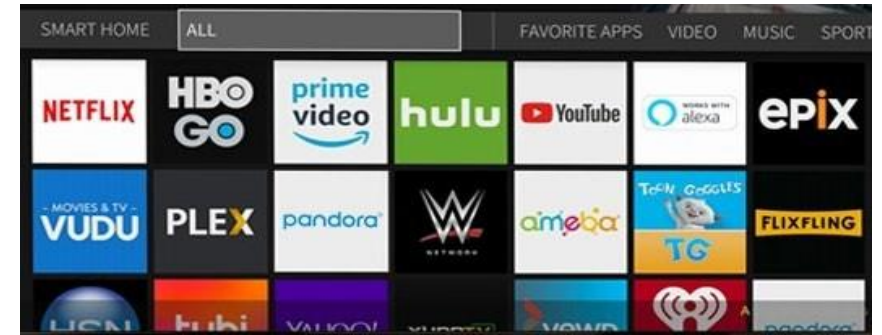


Say things like **“Fast forward three minutes”**, or **“Watch NCIS on now”**, or **“Find some action movies.”**

# 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.



3	HD	TV	« The Dr. Oz Show	NEW	25 Words or Less	America Says	Judge Judy	Jud
4	HD	NBC	« The Ellen DeGeneres Show	NEW	News4 at 4		News4 at 5	»
5	HD	FOX	Judge Judy	NEW	Fox 5 News @ 4		Fox 5 News @ 5	»
7	HD	abc	Hot Bench	NEW	ABC7 News at 4		ABC7 News at 5	»
8	HD	RCN8DC	« RCN-TV Movie Vault		Eat Well Be Happy	Wicked Good Food	The Chef's Kitchen	Cook
9	HD	CBS	Inside Edition	NEW	Dr. Phil		WUSA 9 News at 5pm	WU
10	HD	DCPUB-95	« DCTV Public Access District Cablevision					»

Press & hold OK for options

all channels

*\*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

androidtv



Phones & Tablets



Amazon Fire TV Sticks



Apple TV

Watch Live TV, On Demand and Recordings in Your Home

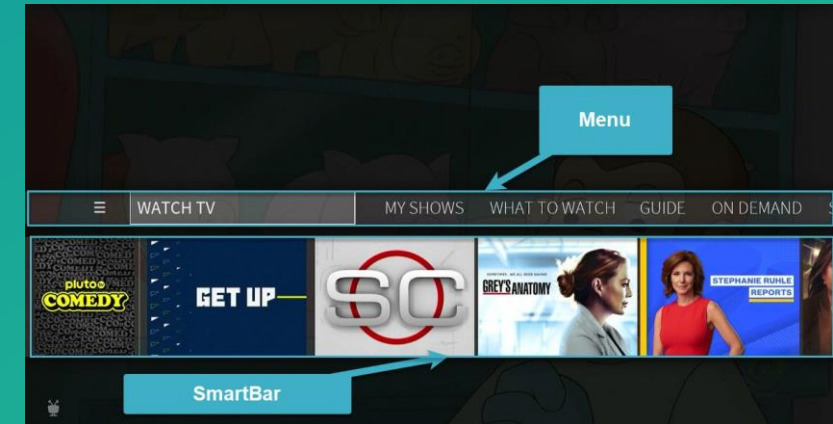
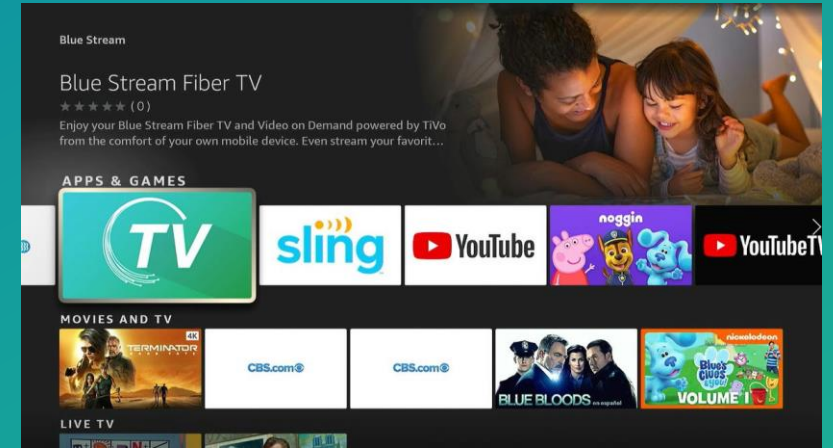
# Blue Stream Fiber TV App



**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)**



**Blue Stream**  
fiber



# 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 TV and Internet, the season rate is \$8/month plus taxes and fees. 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

# A-LA-CARTE OPTIONS

## Cable Upgrade TV Options

<b>TiVo+ TV</b> <i>(Stand Alone, includes 1 box but no DVR hours or Video On Demand capability)</i>	<b>\$5.95/mo</b>
<b>Limited TV</b> <i>(39 Channels and Included 50 Hours of Cloud DVR)</i>	<b>\$16.95/mo</b>
<b>Expanded TV</b> <i>(61 Channels and Included 50 Hours of Cloud DVR)</i>	<b>\$68.95/mo</b>
<b>Digital Plus</b> <i>(52 additional channels including ESPNNEWS, BBC, and Disney Junior)</i>	<b>\$79.95/mo</b>
<b>Sports Plus</b> <i>(Includes 15 sports channels including NFL Network, ESPN, and GOLFTV)</i>	<b>\$12.95/mo</b>
HBO access to Max	\$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	\$9.95/mo

## Internet Upgrade Options

600 Mbps/600 Mbps	\$25.00/mo
1 Gbps/1 Gbps Internet Service	\$35.00/mo

## Additional Service & Equipment Options

Additional WiFi Pods	\$5.00/mo
Home Protection Plan	\$8.95/mo
Additional Set-Top	\$10.99/mo
Box & Voice Remote	

## Additional DVR Hours

DVR 150 Hours	\$5.00/mo
DVR 300 Hours	\$10.00/mo
DVR 500 Hours	\$15.00/mo

Pricing subject to change.

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



# 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.



**300-400 Mbps**

Ideal for 4-7 devices

Download a 10 GB file in under  
5 minutes

# OUR MOST POPULAR ADD-ON PACKAGES!

## **CONNECT MORE PACK**

**just \$19.99/mo**

- Up to 600 / 600 Mbps Upgrade
- Home Protection Plan
- All home visits are completely covered
- 1 additional WiFi Pod based on technician recommendation
- 1 additional Set-Top Box
- 300 DVR Hours

## **COMPLETE CONNECT PACK**

**\$24.99/mo**

- Up to 1 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!**

**NOTE:** Package components may vary based on what is included in your community's agreement. \*After 30 days the current rate for HBO will be applied unless canceled by the customer prior to the end of the complimentary 30-day period. Pricing is subject to change. For more information on disclaimers, taxes, and fees, please visit [www.bluestreamfiber.com/taxes-fees](http://www.bluestreamfiber.com/taxes-fees).

# 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

*Special Community  
Rate!*

**\$19.95/mo**



**\*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).

# 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 \$7.49 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 \$6.99

#### (IF ADD SERVICE ABOVE BULK AGREEMENT)

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

### Broadcast TV Fee \$29.87

Blue Stream Fiber is mandated to pay broadcast fees to local TV networks as part of "Retransmission Consent" laws passed by congress in the Cable Act of 1992. Blue Stream Fiber absorbs most of the cost increase, but we pass on a portion of this as part of this fee.

### Sports Programming Fee \$18.95

The fee is charged to all video customers who Expanded TV and above. Most sporting events are carried on popular networks like TNT, TBS, and USA and sports programming can't be segmented out from other content.

### 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).



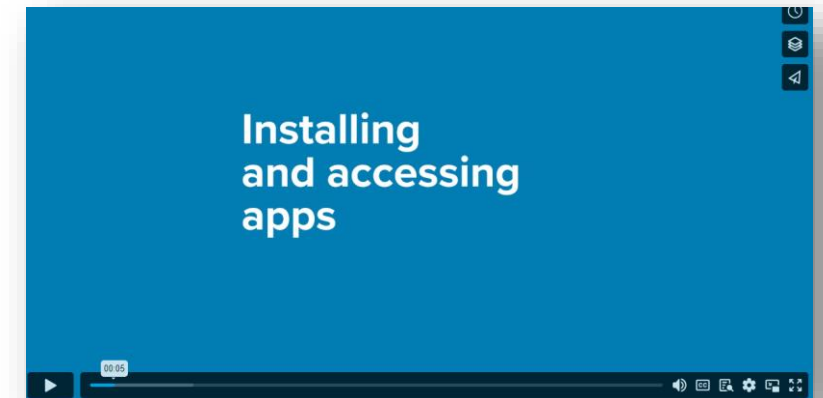
**For questions or  
informational  
updates, please  
call your dedicated  
customer service  
line at  
561-264-2885.**



# **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 resource 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.*



# 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!

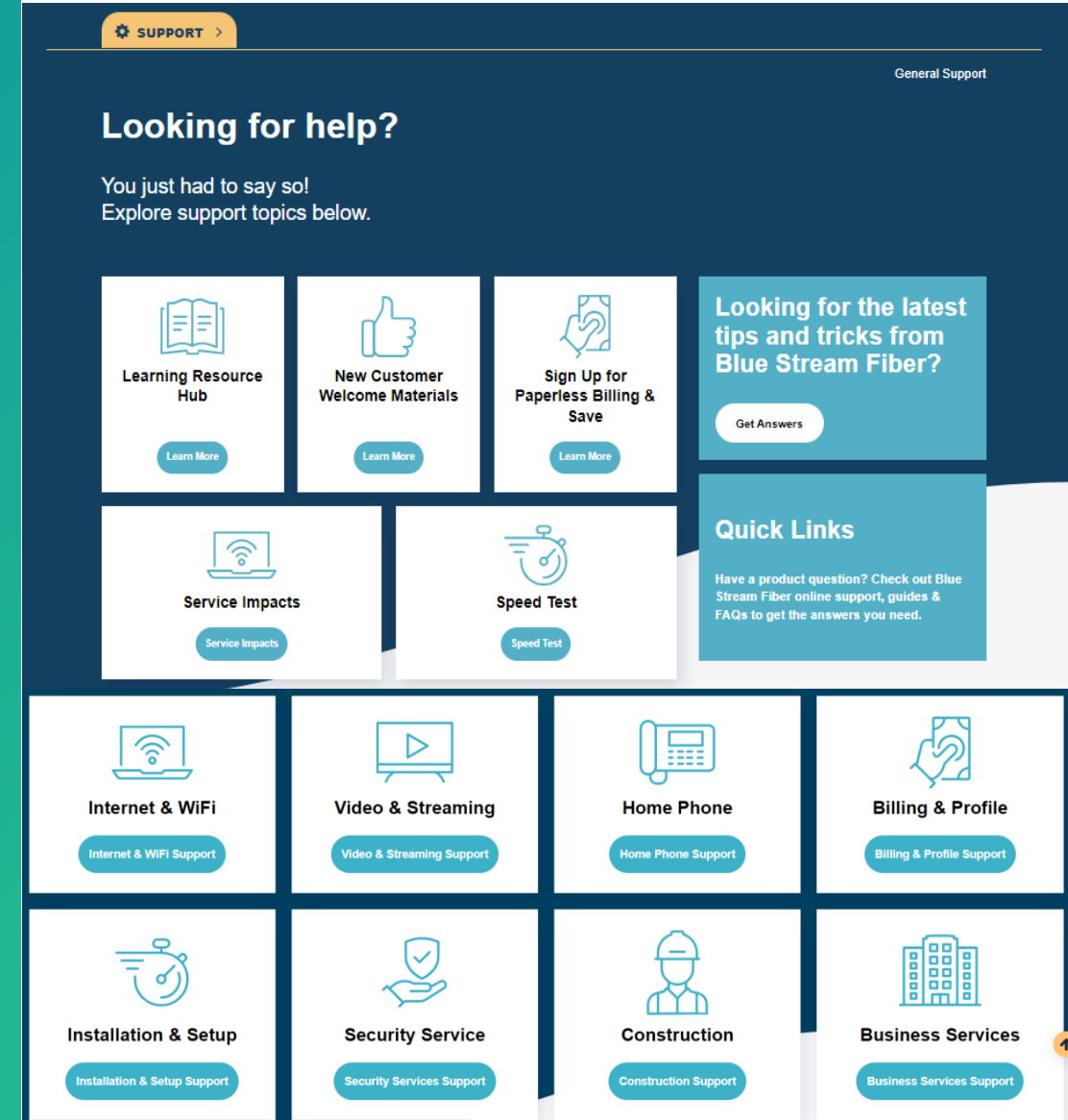
We encourage all customers to look here for common FAQs or easy troubleshooting tips prior to calling in to ensure the best experience!

## 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.



**QUESTIONS?**

