

Silver Lakes Community Association

A Corporation Not-for-Profit

Blue Stream Fiber Town Hall Meeting

January 19, 2023 7:00PM

via Zoom



Laura Santiago, SilverLakes Master Board President, opened the meeting at 7:15pm. She explained the goal of the meeting was to explain where we are at with Blue Stream. This is a meeting for SilverLakes Residents only. Questions can be asked at the end of the presentation.

Blue Stream Fiber Services & Terms

TV Service	Internet Service	Terms
<ul style="list-style-type: none">• Digital Core and IPTV Service with 200+ Channels• 100 Hours of DVR Recording• HD & VOD• Start Over & Catch Up• Network DVR• HD Service• (3) TiVo Android Boxes• (3) TiVo Voice Remotes	<ul style="list-style-type: none">• Up to 600 Mbps Symmetrical Speeds• ONT (Fiber Modem)• 3 WiFi Mesh Pods• 100 Mbps internet speed upgrades every 2 years up to 1 Gig	<ul style="list-style-type: none">• \$62.49 rate per unit• Modest annual increase capped at 3.75% (per increase) beginning in 2025• Door Fee of \$400 per unit• 45 courtesy HSD services• Community channel

Joe Canavan, the CEO of Blue Stream Fiber, introduced himself and advised the stringent bid process Blue Stream went through with SilverLakes. He advised that the geographic location of SilverLakes is challenging with limestone, etc. Some of the underground vendor lines deviate from where they are supposed to be located. He advised Blue Stream will repair any issues. Some issues can be repaired quickly and other issues the city has to be involved in, ie sewer lines, etc. He assured residents that Blue Stream tries to remedy issues as quickly as possible.

Daniel Aparicio, Senior Project Manager provided an update.

2338 units in active construction

5 completed subcommunities.

4 more to completed in the coming weeks.

Communication was reviewed, i.e., door hangers, street signs etc.

Daniel reviewed how Blue Stream handles issues and the logs that are kept.

Joe reviewed the Bulk Internet Services and Standards, Whole Wi-Fi, discussed UPS-Uninterrupted Power Source and TV Services, Start Over & Catch Up. He also advised how the service is mobile and that the Blue Stream username and password can be used wherever you are.

He also discussed the easy to use remote.

The Blue Stream Experience Center will be opened in March.

It will be located at 18215 Pines Blvd.

Blue Stream support address:

silverlakes@bluestreamfiber.com

Omar Padron 844-644-3030

Daniel advised Blue Stream will continue to work on improving the process.