



SilverLakes Service & Pricing Guide





Dear SilverLakes Residents,

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.

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 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 coming throughout the coming months.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan".

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:

Fiber Internet with Total Home WiFi for easy control of your home network

TV:

World-class TV with 300+ channels, TiVo & Google TV, Network DVR, and Blue Stream Fiber TV App

Phone:

Unlimited with 29 popular features with online portal



844-644-3030

SilverLakes Service Package includes

TV SERVICE

- Digital Core IPTV Service with 200+ Channels
- 100 Hours of DVR Recording
- Video on Demand
- (3) Set-Top Boxes
- (3) Voice Remotes
- Blue Stream Fiber TV App
- 5 Concurrent Streams
(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)

INTERNET SERVICE

- Up to 800 Mbps Download
- Up to 800 Mbps Upload
- ONT (Fiber Modem)
- Total Home WiFi
- (3) WiFi Pods

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 most popular add-on package

\$19.99/MO.

SAVINGS OF MORE THAN **\$600!**

TOTAL CONNECT PACK*

- Up to 1 Gig Speed Upgrade
- WiFi pods where needed for full in-home WiFi coverage
- Additional Set-Top boxes for all your TV's
- 500 DVR Hours
- Unlimited In-home Concurrent Streams
- Home Protection Plan
- All home visits completely covered
- Plus 2 months free of HBO Max!

Add Unlimited Phone Service for only \$19!

A LA CARTE OPTIONS

TV CHANNEL OPTIONS

	PER MO.
Digital Plus	\$20.95
(52 additional channels including ESPNNEWS, BBC, and Disney Junior)	
Sports Plus	\$11.95
(Includes 19 sports channels including NFL Network, Redzone, and GOLFTV)	
HBO Max.	\$15.00
(8+ HBO Max Channels and access to HBO Max app)	
Showtime	\$10.99
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.	\$9.95

TV EQUIPMENT & ADDITIONAL DVR HOURS

	PER MO.
300 DVR Hours	\$10.00
500 DVR Hours	\$15.00
4th Set-Top Box	\$7.00
Additional Set-Top Boxes beyond 4th	\$9.99

INTERNET

1 Gbps Upload/Download	\$35.00
Additional WiFi Pods.	\$5.00

PHONE OPTION

Unlimited Phone Service	\$19.95
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HOME PROTECTION PLAN

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|--------------------------------|--------|
| HOME PROTECTION PLAN | \$6.95 |
|--------------------------------|--------|
- Accidental Fiber Damage
 - External wiring issue caused by animal or contractor damages
 - Accidental damage to phone wiring
 - Accidental damage to Modem or ONT
 - Basic customer education

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

*Package components may vary based on what is included in your community's agreement

844-644-3030



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.

Digital Core

ABC-WPLG	10	CNN	35	FXM	67	LMN	108	Syfy	48
NBC-WTVJ	6	Comedy Central	53	FXX	81	LocalX	178	TBN*	15
CBS-WFVJ	4	Comet-WSFL	148	Galavision	94	Me TV-WPLG*	68 & 141	TBS	27
PBS-WPBT	2	Court TV Mystery	151	Get TV-WAMJ*	173	Mega TV-WSBS*	26	TCM	60
PBS-WXEL*	16	Cozi TV-WTVJ	133	Golf Channel	39	Motor Trend	181	Telemundo-WSVC	22
FOX-WSVN	7	CSPAN	18	Grit TV-WAMI*	174	MSNBC	50	Telexitos-WSCV*	149
A&E	44	CW-WSFL	9	Hallmark Channel	70	MTV	40	Tennis Channel	144
ACC Network	84	Discovery Channel	28	Hallmark Drama	71	MTV2	77	The Weather Channel	24
AMC	59	Disney Channel	63	Hallmark Movies & Mysteries	80	My 33-WBFS	8	TLC	57
Animal Planet	62	E!	55	Heroes & Icons	69 & 163	National Geographic	78	TNT	30
Antenna TV-WSFL*	154	Escape-WLTV*	175	WPLG*	69 & 163	News Nation	14	Travel Channel	56
Bally Sports Florida	38	ESPN	32	HGTV	47	Nickelodeon	29	True Real	155
Bally Sports Sun	31	ESPN2	33	History	58	OWN	66	TruTV	52
Beacon-WBEC*	49	Estrella-WGEN	12	HLN	72	Oxygen	146	TUDN	136
BET	42	EWTN	74	HSN	96	Paramount Network	43	TV Land	54
Bounce-WAMI*	166	FOX Network	74	HSN	96	PBS-WLRN	17	Unimas-WAMI	23
Bravo	65	FOX Business Network	153	Investigation Discovery	79	PBS Create	177	Univision-WLTV	46
Broward County	64	FOX News	37	ION-WPXM	13	QVC	11	VH1	41
Cartoon/Adult Swim	75	Freeform	49	Jewelry TV	21	SEC Network	82	We TV	34
CMT	75	FS1	99	Lifetime	51	StartTV-WFOR*	176		
CNBC	36	FX	45						

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 Topica	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

TiVo + Channels

70's Cinema	1188	Comedy Central en Español	1265	Kabillion	1136	Nick Jr. en Español	1257	Sportswire	1124
80's Rewind	1189	Complex	1109	Kartoon	1107	Nick en Español	1256	Star Trek	1206
90's Throwback	1190	Conde Nast Traveler	1101	Kevin Hart LOL	1246	OMG Network	1126	Stories by AMC	1207
Adventure Sports Network	1120	COPS	1218	Latido	1140	One Piece	1250	Tastemade	1151
All Reality by WE TV	1235	Crimes imperfectos	1262	Law and Crime	1139	Paramount Movie Channel	1204	The Asylum	1116
Amanates del romance	1268	CSI	1224	Little Baby Bum	1255	People are Awesome	1103	The New Detectives	1222
Ameba	1106	Dabl	1227	Live Music Replay	1269	PGA Tour	1130	the pet collective	1102
American Classics	1134	Deal or No Deal	1217	Loop Music Videos	1179	Pluto TV Action	1193	The Price Is Right	
America's Test Kitchen	1229	Doctor Who Classic	1212	Love & Hip Hop	1233	Pluto TV Cars	1213	The Barker Era	1215
Anime All Day	1249	Dora TV	1254	Lucha Libre AAA	1242	Pluto TV Comedy	1198	The Walking Dead en español	1258
Antiques Roadshow UK	1210	Dust	1172	Maverick Black Cinema	1171	Pluto TV Crime Drama	1223	This Old House	1228
Atmosphere	1135	Electric Now	1173	Mi obsesion favorita	1266	Pluto TV Drama	1200	TMZ	1119
batteryPOP	1122	FailArmy	1100	Midsomer Murders	1230	Pluto TV Fantastic	1196	TODAY All Day	1187
Bein Sports Xtra	1146	Faith TV	1214	Mixible	1230	Pluto TV Horror	1194	Tosh.0	1243
BET Her	1209	Filmrise Classic TV	1112	Mobcrush	1142	Pluto TV Love Stories	1202	TV Land Sitcoms	1244
BET Pluto TV	1208	Filmrise Family	1113	Moovimex	1147	Pluto TV Sci-Fi	1197	USA Today	1123
Black Cinema	1191	Filmrise Food	1114	Motorvision TV	1178	Pluto TV Spotlight	1203	Vevo 2K	1280
Black Ink Crew	1234	Filmrise Free Movies	1115	Mr.Bean and friends	1128	Pluto TV Suspense	1199	Vevo '70s	1277
BNC Go	1149	Filmrise True Crime	1148	MTV Biggest Pop	1272	Pluto TV Terror	1195	Vevo '80s	1278
bon appetit	1131	Food52	1104	MTV Block Party	1270	Pluto TV True Crime	1219	Vevo '90s	1279
British TV	1211	Foodies	1267	MTV Pluto TV	1231	Pluto TV Westerns	1192	Vevo Country	1282
BUZZR	1216	Forensic Files	1220	MTV Spankin' New	1271	Pongalo Novelclub	1144	Vevo Pop	1276
CBS Sports HQ	1237	FOX Sports	1236	MUSIC Baeble	1178	Power Nation	1111	Vevo R&B	1274
CBSN 2	1183	Funny or Die	1129	Narcos	1225	Puddle Jumper	1108	Vevo Reggaeton & Trap	1275
CBSN Los Angeles	1185	Glamour	1133	Narcos en Español	1261	QVC	1176	VH1 Hip Hop Family	1232
CBSN New York	1184	GO	1132	Naruto	1251	Reel Truth	1127	Voyager Documentaries	1143
Cheddar News	1141	Hallmark Movies & More	1170	Naturevision	1110	Revry	1150	Wild 'N Out	1245
Cine Terror	1259	HSN	1177	NBC News Now	1182	Séptimo arte	1260	Wired	1138
CMT Equal Play	1281	Investiga	1263	Newsmax	1145	Showtime Selects	1205	World Poker Tour	1241
CNN	1181	It's Showtime at the Apollo	1174	newsty	1137	Sky News	1186	Yo! MTV	1273
Cold Case Files	1221	Journey	1105	NFL Channel	1238	Slightly Off By IFC	1248	Yu-Gi-Oh	1252
Comedy Central Animation	1247	Just for Laughs & Gags	1175	Nick Jr. Pluto TV	1253	Spike jextremo!	1264		

Digital Plus

American Heroes Channel	104	CSPAN 2	170	FOX Deportes	134	MTV Classic*	131	Atlantic	120
BBC America	115	CSPAN 3	171	FS2	119	Nat Geo Wild	135	Stadium College Sports - Central	121
BBC Worldnews	114	Destination America	105	FYI	112	NBC Universo	137	Stadium College Sports - Pacific	122
beIN Sports	160	Discovery Family	101	GOLTV	138	NFL Network	124	Sundance	180
BET Soul*	128	Discovery Life	167	GSN	142	Nick Jr.	125	Teen Nick	126
Big Ten Network	116	Disney Junior	109	IFC	179	Nickmusic*	129	Universal Kids	139
Boomerang	103	Disney XD	106	JBS*	110	Nicktoons	127	Viceland	111
CBS Sports Network	143	ESPNNEWS	118	JLTV*	107	QVC2	168	Yes Network	162
CMT Music*	130	ESPNU	117	Magnolia	152	Science	162		
Cooking Channel	140	FanDuel Racing*	161	Military History Channel*	164	Shop HQ*	113		
Crime & Investigation	165	FanDuel TV*	159	MLB Network	158	Stadium College Sports -			

Sports Plus

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

Blue Latino

beIN Sports Esp.	421	CNN Espanol*	408	FOX Deportes	134	Nat Geo Mundo	425	TUDN	426
Canal 24 Horas*	418	Discovery en Espanol	404	FOX Life*	424	NBC Universo	137	TV Chile*	414
Canal Sur*	412	Disney XD en Espanol	409	GOLTV Esp.	420	Nuestra Tele*	413	TV Venezuela*	411
Caracol*	427	ESPN Deportes*	410	History En Espanol	401	Semillitas*	416	TVE International	419
Cinelatino*	405	EWTN Esp*	423	MTV Tres (Tr3s)*	402	Tele N*	415	Viendo Movies*	406

Premiums

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

International Premiums

RAI	457	RTN	455	TV5Monde	458
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FAQs

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 seven days prior to your arrival.

I am a seasonal customer. Do you have seasonal rates to put my optional 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.

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 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 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 wiring. For service requests or needs outside of the above, there is a \$99 fee per home visit.

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. 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 bluestreamfiber.com. You can receive a paper statement every month for a small fee that is currently \$5.49/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.

What does your Total Upgrade Package 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.



www.bluestreamfiber.com/silverlakes