



Boca Highland Beach Club & Marina Service & Pricing Guide





Dear Boca Highland Beach Club & Marina Residents,

At Blue Stream Fiber, we pride ourselves on our legacy of over 45 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 to be shared 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.

Boca Highland Beach Club & Marina Service Package Includes

TV SERVICE

- World-class TV service with Google Assistant, plus access to 5,000+ apps on the Google Play Store
- Digital Core TV Package with 200+ favorite channels, including, local and sports channels
- Digital Plus includes 52 additional channels including ESPNNEWS, BBC, Disney Junior
- Sports Plus includes 15 sports channels including NFL Network, Redzone and GOLTV
- HBO, 8+ HBO channels with access to the Max app
- (4) Set-Top Boxes
- (4) Voice Remotes with Google Assistant
- Blue Stream Fiber TV App perfect for watching TV on additional TVs in your home or on the go
- 5 Concurrent Streams with the 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
- 200 cloud DVR Hours (recordings saved in the cloud for added reliability)

INTERNET SERVICE

- Fiber network for blazing-fast symmetrical internet
- Up to 1 Gig Download
- Up to 1 Gig Upload
- ONT (Fiber Modem) that brings fiber-optic internet into your home
- (2) WiFi Pods
- HomePass WiFi App which allows you to control your home network from the palm of your hand

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 packages

\$19.99/MO.

CONNECT MORE PACK

- Up to 2 Gigs / 2 Gigs Upgrade
- 1 WiFi Pod
- 1 Set-Top Box
- 300 DVR Hours
- In-Home Tech Visits
- Home Protection Plan*

\$24.99/MO.

COMPLETE CONNECT PACK

- Up to 2.5 Gigs / 2.5 Gigs Speed Upgrade
- WiFi pods where needed for full in-home WiFi coverage*
- Additional Set-Top boxes for all your TVs*
- 500 DVR Hours
- In-Home Tech Visits
- Home Protection Plan*
- Unlimited In-home Concurrent Streams
This allows you to stream simultaneously on all your set-top boxes plus unlimited devices such as phones, tablets, smart TVs, Fire Sticks, Apple TV's, when using the Blue Stream Fiber TV App.

Add Phone Service to either PACK for only \$19/mo!

**All-you-need set-top boxes or WiFi pods per our professional technician evaluation*

**For information on what is included in the Home Protection Plan, please see the next page*

A La Carte Options

A LA CARTE OPTIONS

TV CHANNEL OPTIONS	PER MO.
Paramount+ with Showtime	\$11.99
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

ADDITIONAL DVR HOURS	
300 DVR Hours	\$10.00
500 DVR Hours	\$15.00
Additional Set-Top Box & Voice Remote	\$10.99

INTERNET	
2 Gigs Upload/Download	\$35.00/mo
2.5 Gigs Upload/Download	\$50.00/mo
Additional WiFi Pods.	\$5.00/each

PHONE OPTION	PER MO.
Unlimited Phone Service	\$19.95

- HOME PROTECTION PLAN \$7.95**
- 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
 - Assistance with seasonal return reconnection should it be needed

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



Channel Lineup

Blue channels are included as part of your package. Channels are subject to change. Channels with an asterisk (*) are only available in SD.

DIGITAL CORE

A&E 44	Discovery Channel 28	HBO Comedy East 206	National Geographic 78	Travel Channel 56
ABC-WPBF 10	Disney Channel 63	HBO East 201	NBC-WPTV 3	TruTV 52
ACC Network 84	E! 55	HBO Family East 205	NewsNation 16	TUDN 136
AMC 59	ESPN 32	HBO Latino East 208	Nickelodeon 29	TV Land 54
Animal Planet 62	ESPN2 33	HBO Signature East 204	OWN 66	TWC 24
Antenna-WTCN* 154	Estrella TV-WPBF* 5	HBO West 202	Oxygen 146	USA 46
Bally Sports Florida 38	EWTN 73	HBO Zone East 207	Paramount Network 43	VH1 41
Bally Sports Sun 31	Florida 24 Network-	HBO Zone East 207	PBS-Create 177	WE TV 34
BET 42	WHDT 26	HBO2 East 203	PBS-WPBT 13	Weather Nation-WPEC* 2
Bounce- WFLX* 166	Food Network 74	HGTV 47	PBS-WXEL* 6	WFGC- CTN 25
Bravo 65	FOX Business Network 153	History 58	PSL Channel 20	WFLX - Outlaw 175
Cartoon/Adult Swim 61	FOX News 37	HSN 96	QVC 7	WFLX - Oxygen
Catchy Comedy - WTVX 187	FOX-WFLX 11	Investigation Discovery 79	SEC Alternate 83	True Crime 157
CBS-WPEC 9	Freeform 49	ION-WPXP 8	SEC Network 82	WPTV- Get TV 173
Charge-WPEC 185	FS1 99	Jewelry TV 21	StartTV-WFLX* 174	WPTV- Laff 182
CMT 75	FX 45	Lifetime 51	Syfy 48	WTCN- Dabl 186
CNBC 36	FXM 67	LMN 108	TBN-WTCE 14	WTCN-TBD 155
CNN 35	FXX 81	MeTV- WPBF 141	TBS 27	WWHB- Rewind TV 149
Comedy Central 53	Galavision 94	Motortrend 181	TCM 60	WWHB- The Nest 172
Comet TV-WPEC* 148	Golf Channel 39	MSNBC 50	Tennis Channel 144	WWHB-Charge 147
CSPAN 18	Hallmark Channel 70	MTV 40	The Weather Channel 24	
CW-WTVX 4	Hallmark Family 71	MTV2 77	TLC 57	
Defy-WPTV 184	Hallmark Mysteries 80	MyTV-WTCN 15	TNT 30	

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 Tropica 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+ (Streaming Channels)

70's Cinema 1188	Animation 1247	Kabillion 1136	Nick Jr. Pluto TV 1253	Spike jextremo! 1264
80's Rewind 1189	Comedy Central	Kartoon 1107	Nick Jr. en Español 1257	Sportswire 1124
90's Throwback 1190	en Español 1265	Kevin Hart LOL 1246	Nick en Español 1256	Star Trek 1206
Adventure Sports	Complex 1109	Latido 1140	OMG Network 1126	Stories by AMC 1207
Network 1120	Conde Nast Traveler 1101	Law and Crime 1139	One Piece 1250	Tastemade 1151
All Reality by WE TV 1235	COPS 1218	Little Baby Bum 1255	Pluto TV Action 1193	The Asylum 1116
Amantes del romance 1268	Crímenes imperfectos 1262	Live Music Replay 1269	Channel 1204	The New Detectives 1222
Ameba 1106	CSI 1224	Loop Music Videos 1179	People are Awesome 1103	the pet collective 1102
American Classics 1134	Deal or No Deal 1217	Love & Hip Hop 1233	PGA Tour 1130	The Price Is Right:
America's Test Kitchen 1229	Doctor Who Classic 1212	Lucha Libre AAA 1242	Pluto TV Action 1193	The Barker Era 1215
Anime All Day 1249	Dora TV 1254	MagellanTV Now 1143	Pluto TV Cars 1213	The Walking Dead
Antiques Roadshow UK 1210	Dust 1172	Maverick Black Cinema 1171	Pluto TV Comedy 1198	en español 1258
Atmosphere 1135	Electric Now 1173	Mi obsesión favorita 1266	Pluto TV Crime Drama 1223	This Old House 1228
batteryPOP 1122	FailArmy 1100	Midsomer Murders 1226	Pluto TV Drama 1200	TMZ 1119
Bein Sports Xtra 1146	Filmrise Classic TV 1112	Mixible 1230	Pluto TV Fantastic 1196	TODAY All Day 1187
BET Her 1209	Filmrise Family 1113	MLB 1239	Pluto TV Horror 1194	Tosh.0 1243
BET Pluto TV 1208	Filmrise Food 1114	Mobcrush 1142	Pluto TV Romance 1201	TV Land Sitcoms 1244
Black Cinema 1191	Filmrise Free Movies 1115	Moovimex 1147	Pluto TV Sci-Fi 1197	USA Today 1123
Black Ink Crew 1234	Filmrise True Crime 1148	Motorvision TV 1178	Pluto TV Spotlight 1203	Vevo 2K 1280
BNC Go 1149	Food52 1104	Mr.Bean and friends 1128	Pluto TV Suspense 1199	Vevo '70s 1277
bon appetit 1131	Foodies 1267	MTV Biggest Pop 1272	Pluto TV Terror 1195	Vevo '80s 1278
British TV 1211	Forensic Files 1220	MTV Flow Latino 1270	Pluto TV True Crime 1219	Vevo '90s 1279
BUZZR 1216	FOX Sports 1236	MTV Pluto TV 1231	Pluto TV Westerns 1192	Vevo Country 1282
CBS Sports HQ 1237	Funny or Die 1129	MTV Spankin' New 1271	Pongalo Novelclub 1144	Vevo Pop 1276
CBSN 2 1183	Glamour 1133	Music Baeble 1118	Power Nation 1111	Vevo R&B 1274
CBSN Los Angeles 1185	GQ 1132	Narcos 1225	Puddle Jumper 1108	Vevo Reggaeton & Trap 1275
CBSN New York 1184	Hallmark Movies & More 1170	Narcos en Español 1261	QVC 1176	VH1 Hip Hop Family 1232
Cheddar News 1141	HSN 1177	Naruto 1251	Reel Truth 1127	Wild 'N Out 1245
Cine Terror 1259	Investiga 1263	Naturevision 1110	Revy 1150	Wired 1138
CMT Equal Play 1281	It's Showtime	NBC News Now 1182	Séptimo arte 1260	World Poker Tour 1241
CNN 1181	at the Apollo 1174	NewsMax 2 1145	Showtime Selects 1205	Yo! MTV 1273
Cold Case Files 1221	Journey 1105	newsy 1137	Sky News 1186	Yu-Gi-Oh 1252
Comedy Central	Just for Laughs & Gags 1175	NFL Channel 1238	Slightly Off By IFC 1248	

Channel Lineup

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DIGITAL PLUS

American Heroes Channel 104	Cooking Channel 140	ESPN 117	JLTV* 107	Nicktoons 127
BBC America 115	Crime & Investigation . . . 165	FanDuel Racing 161	Magnolia 152	QVC2 168
BBC Worldnews 114	CSPAN 2 170	FanDuel TV 159	Military History Channel* .164	Science 102
beIN Sports 160	CSPAN 3 171	FOX Deportes 134	MLB Network 158	ShopHQ* 113
BET Soul* 128	Destination America . . . 105	FS2 119	MTV Classic* 131	Sundance 180
Big Ten Network 116	Discovery Family 101	FYI 112	Nat Geo Wild 135	Teen Nick 126
Boomerang* 103	Discovery Life 167	GOLTV 138	NBC Universo 137	Universal Kids 139
CBS Sports Network 143	Disney Junior 109	GSN 142	NFL Network 124	Viceland 111
CMT Music* 130	Disney XD 106	IFC 179	Nick Jr 125	Yes Network 162
	ESPNNEWS 118	JBS* 110	Nickmusic* 129	

SPORTS PLUS

beIN Sports 160	ESPN NEWS 118	FS2 119	NFL Network 124	Tennis Channel 144
Big Ten Network 116	ESPN 117	GOLTV 138	NFL Redzone 200	World Fishing Network . . 197
CBS Sports Network 143	FOX Deportes 134	MLB Network 158	Sportsman Channel 198	Yes Network 162

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	TVV 411
Caracol* 427	ESPN Deportes* 410	History En Espanol 401	Semillitas* 416	Viendo Movies* 406
Cinelatino* 405	EWTN Esp* 423	MTV Tres (Tr3s)* 402	Tele N* 415	

MOVIE CHANNELS

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

INTERNATIONAL CHANNELS

RAI 457	RTN* 455	TV5Monde 458
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Educational Resources

Explore the Resources to Help You Get the Most Out of Your Future Services

As we gear up to bring you a world of entertainment and seamless connectivity, we wanted to highlight the various resources available to help you make the most of your new services.

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 your community live date.

Our main goal is to ensure a smooth and enjoyable transition to our services. With these resources at your fingertips, you'll be able to confidently explore all the fantastic features of your Internet and TV services in no time.

Thank you for choosing us as your service provider. We look forward to delivering an exceptional experience and connecting you to a world of entertainment.

WELCOME KIT GUIDE BOOKLET OR CARD:

During the installation, our technician will walk you through our comprehensive Welcome Kit Guide. This guide contains all the essential information you need to get started and will be left behind with you for future reference.

PERSONAL IN-HOME TRAINING:

Our installation team is not only there to set up your services but also to provide you with personal in-home training. They'll ensure that you understand how to navigate through the features and functionalities of your new Internet and TV services and that your devices are connected and ready to go.

ON-SITE GROUP TRAINING SESSIONS:

Apart from individual training, we also offer on-site group training sessions for our valued customers. These sessions provide an opportunity to interact with other customers and share knowledge about making the most of our services. Be on the lookout for communications highlighting dates and times for these.

ONLINE LEARNING RESOURCE HUB:

Our online learning resource hub shares a wealth of knowledge tailored to various learning styles. Whether you prefer written guides, infographics, or interactive tutorials, you'll find it all in one convenient location under bluestreamfiber.com/learning.

INSTRUCTIONAL VIDEOS:

We understand that visual instructions can be incredibly helpful. That's why we have created step-by-step instructional videos to guide you through mastering the new services and features included in your subscription. Find these under bluestreamfiber.com/learning.

FAQs

Seasonal Residents

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 your Blue Stream Fiber Community number 561-264-2889 seven days prior to your arrival.

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

We do offer seasonal service rates for additional services added above your HOA included services. For phone, the seasonal rate is \$6/month plus taxes and fees. Seasonal residents are able to put services on hold once a year for 2 - 9 months.

Installation Experience

What will you be doing during my install?

Our technicians will install your services and any additional services you requested. On average, the installation will take anywhere from 3-4 hours per home to complete. 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 Fiber Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Set-Top boxes will be placed in the same location where your televisions are located.

Products & Services

How do I access the Blue Stream Fiber TV App?

In order to get started, please have your Watch TV Everywhere credentials. For a step-by-step on how to download and log in, please visit bluestreamfiber.com/bluestreamtv.

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

Can I add other services from Blue Stream Fiber?

Yes, you can add additional services at any time by calling your dedicated number 561-264-2889. Charges will be billed directly from Blue Stream Fiber for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated. When you add on additional services, please note additional fees and taxes will apply. For more information, please visit bluestreamfiber.com/taxes-fees.

What do I get with Blue Stream Fiber 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 Fiber also has great international rates.

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 Fiber, please have your phone bill and your account Pin number 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 upgraded packages 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.

FAQs

Educational Resources

Where can I access resources on my recently installed services?

For a variety of how-to-guides and videos on our services, please visit bluestreamfiber.com/welcome.

Miscellaneous

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.

How do I avoid paying the \$6.49 paper bill fee, applicable only if additional services are added above your included services?

You can avoid paying the fee by signing up for E-bill.

How do I sign up for E-bill or autopay (only applicable if you have services above your included services)?

Sign up for E-bill or auto pay by visiting bluestreamfiber.com and click on Account in the top right corner of your screen. Select Bill Pay, then “residential customers” from the drop-down menu. You will then be taken to the Blue Stream Fiber Billing Website. On the right side of the screen, enter your Account Number and Zip Code then click Register.

What can I expect on my first bill?

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.



bluestreamfiber.com/boca-highland
561-264-2889