

*Heritage Village
of Palm Beach Lakes*



*SERVICE & PRICING
INFORMATION PACKET*

Heritage Village Custom Communications Services Package

*THE DETAILS OF THE HERITAGE VILLAGE
SERVICE PACKAGE ARE BELOW*

(Included in Monthly Association Dues)



INTERNET SERVICE

- Up to 200 Mbps Download
- Up to 200 Mbps Upload
- ONT (Fiber Modem)
- WiFi
- Speed Upgrades Available

*Subject to acceptable use policy

The above 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, TV Service, or premium home phone service, we can accommodate those requests at our sign up events.

Upgrade Options

(Additional Bill directly between Blue Stream and Customer)



TV SERVICE

- Cable Packages include (50 hours of Cloud DVR)
- HD & VOD
- 1 TiVo Android Set-Top Box
- 5 Concurrent Streams
- Voice Remotes Available

CABLE TV UPGRADE OPTIONS

Limited Basic	\$14.95/month
Expanded Basic	\$64.95/month
Digital Plus	\$74.95/month
Sports Plus	\$11.95/month
HBO Max	\$15.00/month
Cinemax	\$10.00/month
Starz	\$14.95/month
Encore	\$6.95/month
Blue Latino	\$11.95/month
Showtime	\$10.99/month
C1R (Channel 1 Russia)	\$14.95/month
RAI (Italian)	\$9.99/month
RTN & C1R Combo	\$19.95/month
C1R	\$14.95/month
RTN	\$14.95/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 Advantage Service \$4.95/month

(TiVo only)

DVR - 50 Hours included

Additional DVR Hours:

150 Hours	\$5.00/month
300 Hours	\$10.00/month
500 Hours	\$15.00/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

Limited Basic

\$14.95/Month

ABC-WPBF 10	Beacon-WBEC* 19	GritTV-WFLX* 174	PBS-WPBT 13	WPTV- Gat TV 173
NBC-WPTV 3	Bounce- WFLX* 166	HSN 96	QVC 7	WPTV- Laff 182
CBS-WPEC 9	Comet TV-WPEC* 148	ION-WPXP 8	TBN-WTCE 14	WTCN- Dabl 176
PBS-WXEL* 6	Court TV - WHDT 26	Jewelry TV 21	TWC 24	WTCN-TBD 155
FOX-WFLX 11	CSPAN 18	Me TV-WPTV* 141	Weather Nation-WPEC* 2	WWHB- Stadium 172
Antenna-WTCN* 154	CW-WTVX 4	MyTV-WTCN 15	WFLX-Court TV Mystery 157	WWHB-Charge 147
Azteca-WWHB* 12	Estrella TV-WPBF* 5	PBS-Create 177	WGN America 16	

Expanded

\$64.95/Month

A&E 44	Discovery Channel 28	FX 81	Motor Trend 181	TBS 27
ACC Network 84	Disney Channel 63	Galavision 94	MSNBC 50	TCM 60
AMC 59	E! 55	Golf Channel 39	MTV 40	Tennis Channel 144
Animal Planet 62	ESPN 32	Hallmark Channel 70	MTV2 77	TLC 57
Bally Sports Florida 38	ESPN2 33	Hallmark Drama 71	National Geographic 78	TNT 30
Bally Sports Sun 31	EWTN 73	Hallmark Movies	NBCSN 98	Travel Channel 56
BET 42	Food Network 74	& Mysteries 80	Nickelodeon 29	TruTV 52
Bravo 65	FOX Business Network 153	HGTV 47	OWN 66	TUDN 136
Cartoon/Adult Swim East 61	FOX News 37	History 58	Oxygen 146	TV Land 54
CMT 75	Freeform 49	HLN 72	Paramount Network 43	USA 46
CNBC 36	FS1 99	Investigation Discovery 79	SEC Alternate 83	VH1 41
CNN 35	FX 45	Lifetime 51	SEC Network 82	WE TV 34
Comedy Central 53	FXM 67	LMN 108	Syfy 48	

Music Channels

Free with Expanded or Digital Plus

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

Digital Plus

\$74.95/Month

American Heroes Channel 104	CSPAN 2 170	FOX College Sports Central 121	Military History Channel* 164	Science 102
BBC America 115	CSPAN 3 171	FOX College Sports Pacific 122	MLB Network 158	Shope HQ* 113
BBC Worldnews 114	Destination America 105	FOX Deportes 134	MTV Classic* 131	Sundance 180
beIN Sports 160	Discovery Family 101	FOX Deportes 134	Nat Geo Wild 135	Teen Nick 126
BET Soul* 128	Discovery Life 167	FS2 119	NBC Universo 137	TVG* 159
Big Ten Network 116	Disney Junior 109	FYI 112	NFL Network 124	TVG2* 161
Boomerang* 103	Disney XD 106	GOLTV 138	Nick Jr 125	Universal Kids 139
CBS Sports Network 143	DIY 152	GSN 142	Nickmusic* 129	Viceland 111
CMT Music* 130	ESPNNEWS 118	IFC 179	Nicktoons 127	Yes Network 162
Cooking Channel 140	ESPNU 117	JBS* 110	Olympic Channel 145	
Crime & Investigation 165	FOX College Sports Atlantic 120	JLTV* 107	QVC2 168	

Movie Channels

See Channel Pricing - Ala Cart

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 Xtra East 229
Encore Classic East 240	HBO Latino East 208	SHO 2 East 220	Starz Cinema East 235	ThrillerMAX East 213
Encore East 238	HBO Signature East 204	SHO East 218	Starz Comedy East 244	
Encore Family East 237	HBO West 202	SHO Extreme East 222	Starz East 232	

Sports Tier

See Channel Pricing - Ala Cart

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

Blue Latino

\$11.95/month

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

International Premiums

See Channel Pricing - Ala Cart

C1R* 456	Globo TV* 450	RAI 457	RTN* 455	TV5Monde 458
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TV FEATURES



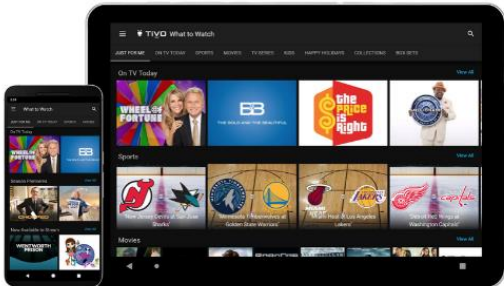
GREAT PRODUCTS TO KEEP YOU ENTERTAINED AND CONNECTED!

TV Features

With Blue Stream TV, you have the benefits of advanced technology made easy! Enjoy high quality TV service with amazing picture quality, HD, IPTV, On Demand, app store access and more.

Channel lineups that include choices with options for over 300 channels, 280+HD Channels and 25,000 On Demand choices.

Voice controlled remote powered by TiVo™



Industry leading channel lineup featuring channels you are used to ESPN, Golf Channel, Disney, National Geographic, Turner classic Movies, Bravo and many more (see enclosed lineup). Our 50 Music Channels all commercial free.

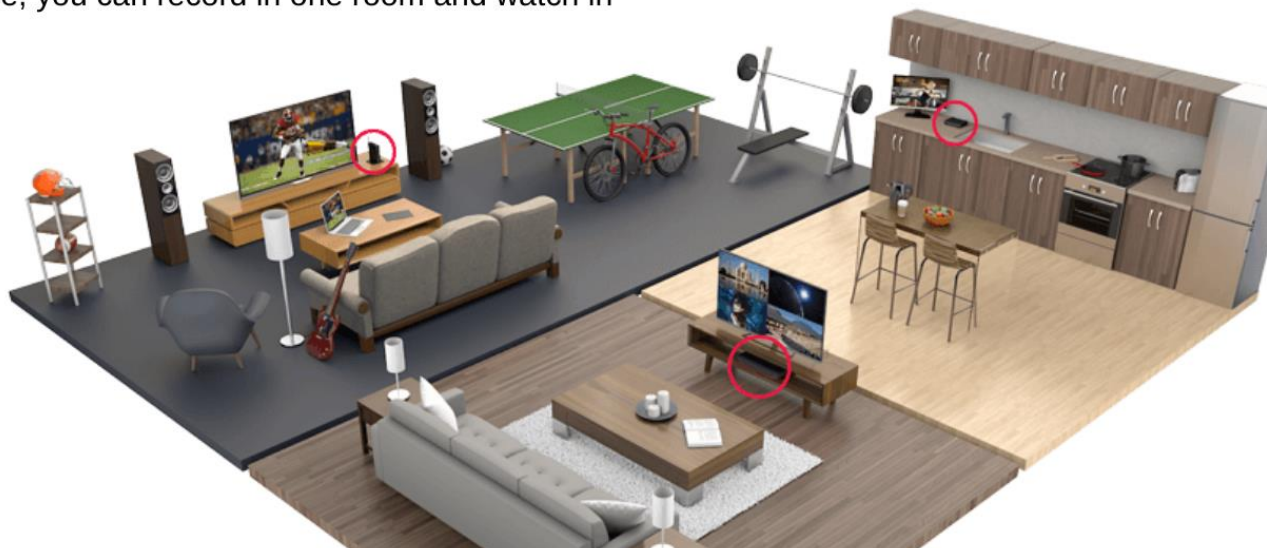


TIVO®

TiVo™ TV, combine the best of traditional TV with all your favorite Apps. Our set to boxes give you access to the app store to download Netflix, Hulu, Amazon Prime, YouTube, Vudu and Movie rentals. All within the Blue Stream TiVo experience.

VuIT – Watch TV anytime, anywhere, on your portable devices!

Cloud DVR - Our whole house DVR system allows you to record up to 6 shows at once, you can record in one room and watch in another.



ON DEMAND MOVIES + TV



GREAT PRODUCTS TO KEEP YOU ENTERTAINED AND CONNECTED!



Movies, Movies, and MORE Movies!

You get nonstop blockbuster movies in the comfort and convenience of your own home with Blue Stream On-Demand!

You have access to the hottest new release movies.

EASY ordering! Just touch a button on your remote control. Order movies when you want and take up to 24 to 48 hours to watch them

Interactive TV Program Guide with **Parental Control**. Now it's easier than ever to find out what programs are on and to block programs you don't want your children to see! Parental control lets you block programming by title, rating, or an entire channel.

Advanced Searching Features. Search what's on by time, title, or category. Set reminders so you won't miss your favorite program. Channel surf with the flip bar! Find out what's on other channels without leaving the program you are watching.



Child's Play



John Wick: Chapter 3



Men in Black: International



X-Men: Dark Phoenix



Aladdin



Ma

The best of primetime,
anytime

Premium entertainment
at your fingertips



VOICE REMOTES



POWERFUL SEARCH ACROSS ALL PLATFORMS

The Blue Stream Voice Remote dramatically improves your TV experience! Push the blue microphone button and speak into the remote control. TiVo understands your command and does the rest, simultaneously searching across your live TV, recordings and streaming services to deliver personalized results based on what you watch and when you watch it.

In the mood for a comedy but can't decide which one to watch? Let our remote help. "Show me comedies on tonight" and instantly see what's playing. Now you can avoid time-consuming and clunky text entry searches

Trying to find something specific but can't remember the name? Tell our remote to "Show me action movies" and then dig further by saying "Just the ones with Bruce Willis". Our remote will get you to what you're looking for faster!

Don't feel like digging through endless pages of the Program Guide? "Show me what's on tonight" And system will display shows and movies you might like to watch based on shows you've watched before.



Fast. Smart. Intuitive.

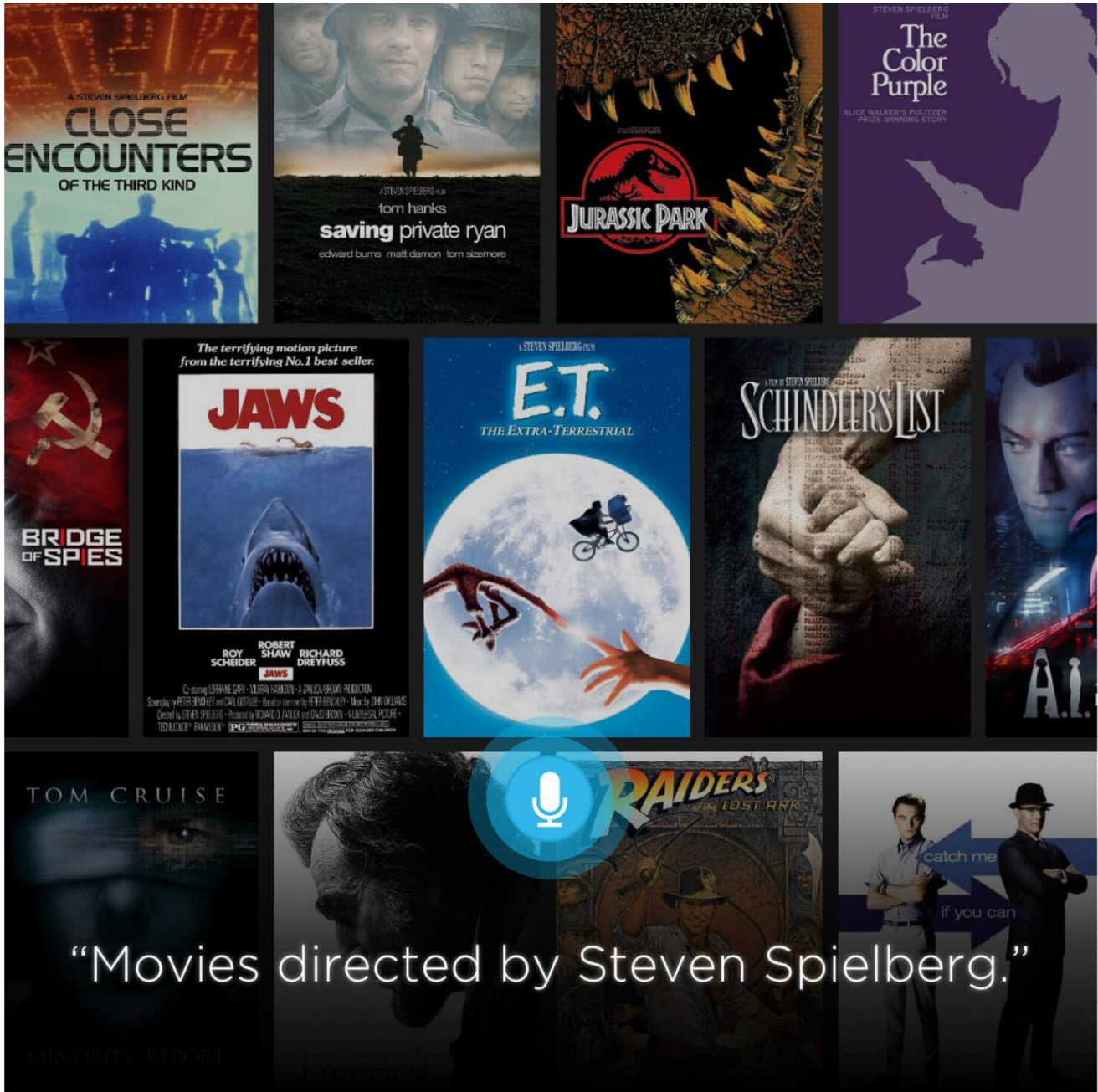
ADVANCED SEARCHING

Search by movie or show title, franchise, or genre.



ADVANCED SEARCHING

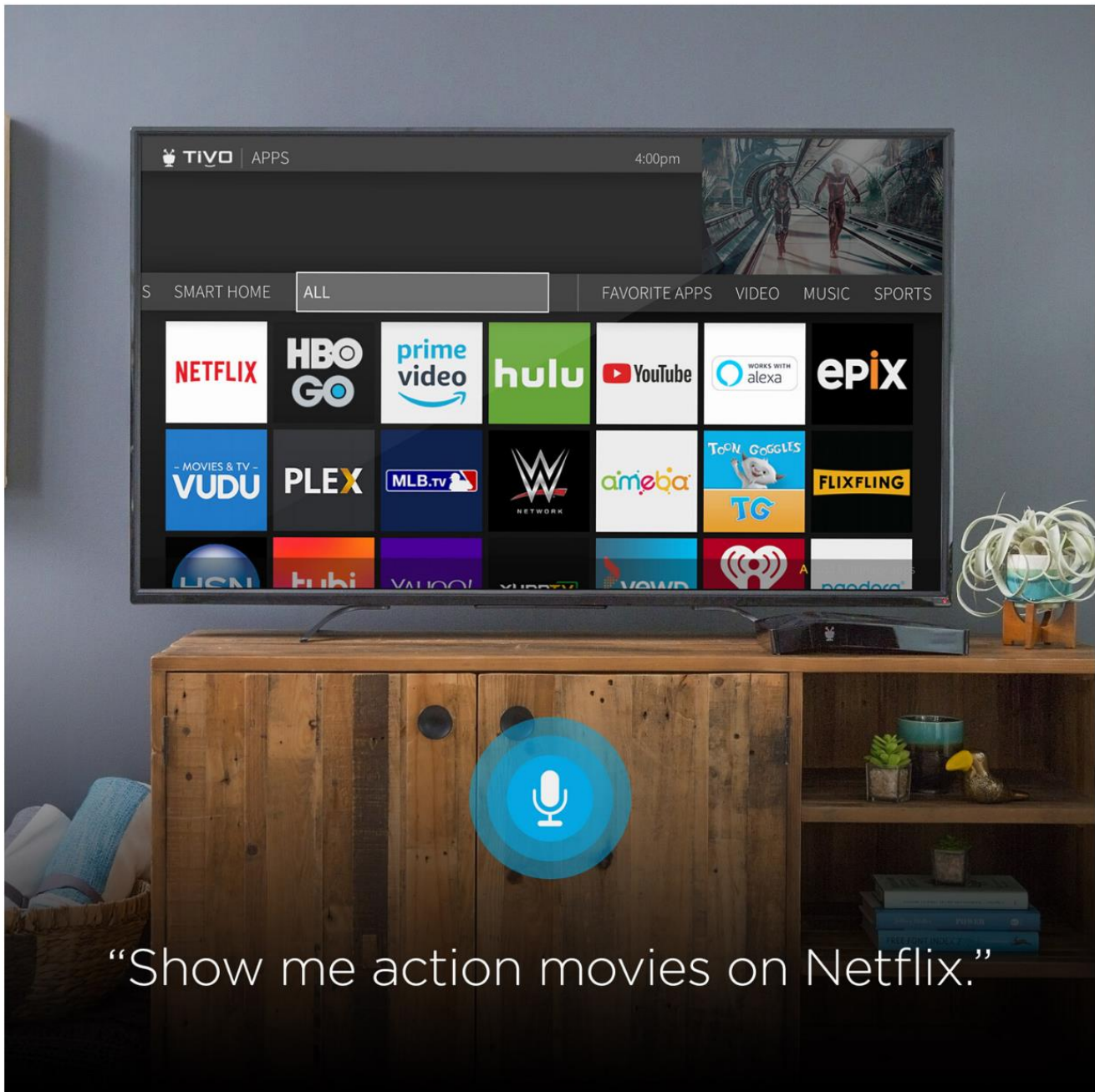
Search by actor, director, or producer.



“Movies directed by Steven Spielberg.”

INTEGRATED APPS *BlueStream* fiber

Launch your favorite app.



CUSTOMIZED ONE-PASS

Instantly set up a OnePass™.



Select OnePass

A OnePass will find all available episodes of a TV show and make them available in My Shows.

OK Skip this ✓ A OnePass has been created.

“Set up a OnePass for *Big Bang Theory*.”

FAQs

When will my install be activated?

Installation will occur starting on 8/30/2021 and run through 9/30/2021. 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 561-486-0097 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 561-486-0097. 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.



Dear Heritage Village 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, Heritage Village 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 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".

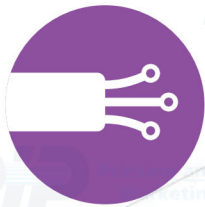
Joe Canavan
Chief Executive Officer

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**

The logo features a stylized graphic of a fiber optic cable or stream of light, consisting of several curved lines that converge towards the right, ending in small circular nodes. This graphic is positioned behind the text.

Blue Stream
fiber

www.bluestreamfiber.com