



Conquistador Service & Pricing Guide





Dear Conquistador 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 life 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 dark ink, appearing to read "Gavin Keirans", with a long, sweeping horizontal line extending to the right.

Gavin Keirans

President

Service guided by our mission:

We earn the trust of communities to provide their essential connection to the world, Internet Service. Using our service will improve our customers' daily experience because for once, they will have Internet, TV, and Phone that just work right every day and are backed by a team that cares.

Conquistador Service Package Includes

TV SERVICE

- World-class TV service with Google Assistant, plus access to 5,000+ apps on the Google Play Store
- TiVo+ Streaming Channels with access to 600+ channels with popular hits, movies, and music videos
- Digital Core TV Package with 200+ favorite channels, including, local and sports channels
- (2) Set-Top Boxes
- (2) 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
- 100 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
- Up to (2) or more WiFi Pods*
- Plume Home 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.

*If needed, per our professional technician evaluation. Does not apply to outdoor space including lanai, patio, or garage.

Our best add-on packages



\$54.99/MO.

STREAM PREMIUM

Save over
\$300
Annually

- Additional 500 Mbps Internet Speed Upgrade
- 2 Set-Top Boxes
- Total 500 Cloud DVR Hours
- Advanced Tech Care + Complete Device Protection Powered by Asurion*
 - Your all-in-one plan for total peace of mind. Covers all your eligible connected home technology from smart home, wearables, computers, TVs and more. Plus support for software updates, file backups, help with device setup, troubleshooting and more.
- Blue Stream Fiber Home Protection Plan
 - Includes in-home tech visits for your Blue Stream Fiber equipment, ensuring everything runs at its best.

\$34.99/MO.

STREAM CHOICE

- Additional 250 Mbps Internet Speed Upgrade
- 1 Set-Top Box
- Total 300 Cloud DVR Hours
- Advanced Tech Care + Entertainment Device Protection Powered by Asurion*
 - All the benefits of Advanced Tech Care included plus coverage for your eligible home entertainment devices, from TVs to gaming consoles.
- Blue Stream Fiber Home Protection Plan
 - Includes in-home tech visits for your Blue Stream Fiber equipment, ensuring everything runs at its best.

\$44.99/MO.

STREAM ESSENTIAL

- Additional 500 Mbps Internet Speed Upgrade
- 2 Set-Top Boxes
- Total 500 Cloud DVR Hours
- Blue Stream Fiber Home Protection Plan
 - Includes in-home tech visits for your Blue Stream Fiber equipment, ensuring everything runs at its best.

*All-you-need WiFi pods per our professional technician evaluation. For information on what is included in the Advanced Tech Care + Complete Device Protection, Advanced Tech Care + Entertainment Device Protection, and Home Protection Plan, please see the next page.

Device Protection & Support Options

Pick the coverage that fits your needs — whether it's just your Blue Stream Fiber services or your entire home entertainment tech setup.

Protect Your

Blue Stream Fiber Services

Home Protection Plan **\$10.95/mo.**



- Accidental Fiber Damage
- External wiring issue caused by animal damages
- Blue Stream Fiber equipment including phone wiring, modem or ONT
- Basic customer education on Blue Stream Fiber services
- Assistance with seasonal return reconnection should it be needed

Coverage for Your Equipment
Beyond Blue Stream Fiber Services

asurion

TOTAL TECH CARE POWERED BY ASURION

Support for your eligible connected home and entertainment devices 7 days a week, 7 AM — 11 PM EST.

Advanced Tech Care \$9.99/month

Get the help you need, when you need it — for your eligible non-Blue Stream Fiber devices. From syncing smart devices to troubleshooting printer issues, we've got you covered. Includes:

- Live support for eligible non-Blue Stream Fiber devices
- Support for software updates, file backups, new device setups, and more
- Expert tips to optimize your eligible connected home and entertainment devices

Advanced Tech Care + Entertainment Device Protection \$14.99/month

Get all the benefits of Advanced Tech Care — plus coverage for your eligible home entertainment devices, from TVs to gaming consoles. Enjoy added coverage, including:

- Coverage for mechanical and electrical breakdowns for eligible home entertainment devices including gaming consoles, TVs, tablets, etc.
- Accidental damage from handling (drops, spills, and cracked screen) coverage for select portable electronics*
- Easy claims process — no receipt needed

**Coverage for accidental damage from handling is available for portable gaming consoles, virtual reality headsets, headphones, and portable DVD/ Blu-ray players.*

Advanced Tech Care + Complete Device Protection \$24.99/month

Your all-in-one plan for total peace of mind. Covers all your eligible connected home technology — past, present, and future — under one solution. Includes everything in Advanced Tech Care + Entertainment Device Protection, plus:

- Worry-free coverage for eligible devices including smart home, wearables, computers, and more
- Coverage for eligible connected home technology
- Accidental damage from handling (in the event of drops, spills, and cracked screen) for eligible portable electronics*
- Two smart home device installations per year (\$99 service fee applies)

**Coverage for accidental damage from handling is available for laptops, tablets, portable gaming consoles, wearables, virtual reality headsets, headphones, and printer display screens.*

A La Carte Options

A LA CARTE OPTIONS

TV CHANNEL OPTIONS	PER MO.
Digital Plus TV	\$24.45 (Expanded TV and 52 additional channels including ESPN NEWS, BBC, and Disney Junior)
Sports Plus	\$13.95 (Includes 14 sports channels including NFL Network and Redzone)
HBO	\$17.00 (8+ HBO channels with access to the Max app)
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	\$10.95

ADDITIONAL DVR HOURS	
150 DVR Hours	\$6.00
300 DVR Hours	\$11.00
500 DVR Hours	\$16.00
Additional Set-Top Box & Voice Remote	\$12.99

INTERNET	PER MO.
1.5 Gig Upload/Download	\$29.00
2 Gig Upload/Download	\$39.00
Additional WiFi Pods	\$6.00/each

PHONE OPTION	
Unlimited Phone Service	\$19.95

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 and Pricing are subject to change. Channels with an asterisk (*) are only available in SD.

To see channel lineups online visit bluestreamfiber.com/channel

DIGITAL CORE

A&E 44	Defy-WPTV 184	FXX 81	National Geographic 78	The Nest-WPEC 145
ABC-WPBF 10	Discovery Channel 28	Galavision 94	NBC-WPTV 3	The Weather Channel 24
ACC Network 84	Discovery Turbo 181	Golf Channel 39	NewsNation 16	TLC 57
AMC 59	Disney Channel 63	Hallmark Channel 70	Nickelodeon 29	TNT 30
Animal Planet 62	E! 55	Hallmark Family 71	OWN 66	Travel Channel 56
Antenna-WTCN* 154	Enlace 176	Hallmark Mysteries 80	Oxygen 146	TruTV 52
BET 42	ESPN 32	HGTV 47	Paramount Network 43	TUDN 136
Bounce- WFLX* 166	ESPN2 33	History 58	PBS-Create 177	TV Land 54
Bravo 65	Estrella TV-WPBF* 5	HSN 96	PBS-WPBT 13	USA 46
Cartoon/Adult Swim 61	EWTN 73	IND-WHDT 26	PBS-WXEL* 6	VH1 41
Catchy Comedy - WTVX 187	FanDuel Sports 38	Investigation Discovery 79	PSL Channel 20	WE TV 34
CBS-WPEC 9	FanDuel Sun 31	ION-WPXP 8	QVC 7	WFGC- CTN 25
Charge-WPEC 185	Food Network 74	Jewelry TV 21	SEC Network 82	WFLX - Heroes and Icons 175
CMT 75	FOX Business Network 153	Lifetime 51	StartTV-WFLX* 174	WFLX -
CNBC 36	FOX News 37	LMN 108	Sfy 48	Oxygen True Crime 157
CNN 35	FOX-WFLX 11	MeTV- WPBF 141	TBD- WTVX 2	WPTV- Get TV 173
Comedy Central 53	Freeform 49	MS NOW 50	TBN-WTCE 14	WPTV- Laff 182
Comet TV-WPEC* 148	FS1 99	MTV 40	TBS 27	WTCN-TBD 155
CSPAN 18	FX 45	MTV2 77	TCM 60	WWHB- Rewind TV 149
CW-WTVX 4	FXM 67	MyTV-WTCN 15	Tennis Channel 144	WWHB-Charge 147

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

DIGITAL PLUS

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

SPORTS PLUS

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

BLUE LATINO

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

MOVIE CHANNELS

Cinemax 215	Encore East 238	HBO Latino 208	SHO Familyzone East 225	Starz in Black East 236
Cinemax Action 212	Encore Family East 237	HBO Movies 207	SHO Next East 224	Starz Kids East 234
Cinemax Classics 216	Encore Suspense East 241	HBO West 202	SHO Showcase East 221	The Movie Channel East 227
Cinemax East 209	Encore Westerns East 239	Paramount+ with	SHO Women East 226	The Movie Channel West 228
Cinemax Hits 211	Flix East 230	Showtime East 218	SHO*BET East 223	The Movie Channel Xtra East 229
Cinemax West 210	HBO Comedy 206	Paramount+ with	Starz Cinema East 235	
Encore Action East 243	HBO Drama 204	Showtime West 219	Starz Comedy East 244	
Encore Black East 242	HBO East 201	SHO 2 East 220	Starz East 232	
Encore Classic East 240	HBO Hits 203	SHO Extreme East 222	Starz Edge East 233	

INTERNATIONAL CHANNELS

RAI 457	RTN* 455	TV5Monde 458
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Channel Lineup

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TiVo+ (Streaming Channels)

90210 1164	Let's Make a Deal 1183	Plex - Highway to	Show 1734	TNA Wrestling 1233
48 Hours 1141	Little Angel's Playroom. 1250	Heaven 1718	Plex - The Ed Sullivan	TODAY All Day 1180
60 Minutes 1217	Live Music 1285	Plex - History & Warfare	Show 1732	Tosh.O 1189
70's Cinema 1131	Love & Hip Hop 1212	Now 1821	Plex - The Hill 1703	True History 1486
80's Rewind 1132	Lucha Libre AAA 1238	Plex - Hi-YAH! 1922	Plex - The Rifleman 1774	TV Land Drama 1160
90's Throwback 1133	Midsomer Murders 1152	Plex - Hot Ones 1789	Plex - Toon Googles 1882	TV Land Sitcoms 1190
Accuweather NOW 1405	MLB 1227	Plex - Humor Mill 1784	Plex - Toony Planet 1883	Vevo 2K 1289
Alien Nation by DUST 1466	MTV Biggest Pop. 1302	Plex - Impossible -	Plex - Top Gear 1848	Vevo '70s 1286
All Reality by WE TV 1214	MTV Flow Latino 1303	Quiz Show 1818	Plex - TRACE Brazuca. 1935	Vevo '80s 1287
America's Test Kitchen 1225	MTV Pluto TV 1201	Plex - JAIL 1745	Plex - TRACE Latina. 1936	Vevo '90s 1288
Anime All Day 1239	MTV Spankin' New 1301	Plex - Johnny Carson TV1733	Plex - TRACE Urban 1934	Vevo Country 1297
Antiques Roadshow UK 1220	Naruto 1241	Plex - JUBAO 1917	Plex - Trailer Park Boys:	Vevo Pop 1300
Bellator MMA 1232	NBC News Now 1102	Plex - Judge Faith 1810	The SwearNet Show 1788	Vevo R&B 1299
Best of Dr. Phil 1175	NFL Channel 1226	Plex - Judge Nosey 1809	Plex - Transformers 1884	Wild 'N Out 1192
BET Pluto TV 1209	Nick Jr. Pluto TV 1248	Plex - KIDoodle tv 1877	Plex - Tribeca Channel 1722	World Poker Tour 1231
Black Cinema 1120	Nickelodeon en Español 1255	Plex - Lawless:	Plex - TruBlu 1750	XUMO - American
Black Ink Crew 1213	Nickelodeon Pluto TV 1247	Crime & Action 1741	Plex - TVB Pearl Drama 1920	Classics 1450
Blaze Live 1112	One Piece 1240	Plex - Lone Star Network1777	Plex - Unidentified. 1772	XUMO - beIN Sports
BUZZR 1184	Paramount Movie	Plex - Love Pets 1796	Plex - Watch it Kid 1885	XTRA 1565
CBS News 24/7 1104	Channel 1130	Plex - Mansa Mix 1785	Plex - Watch It Scream 1760	XUMO - Cheddar News . 1414
CBS News Baltimore 1318	Paramount+ Picks 1158	Plex - McLeod's	Plex - Western Bound 1765	XUMO - FailArmy 1494
CBS News Bay Area 1319	PBR RidePass 1228	Daughters 1729	Plex - WildEarth 1846	XUMO - Filmrise Classic
CBS News Boston 1320	Peppa Pig 1249	Plex - Midnight Pulp 1759	Plex - Wired2Fish 1859	TV 1449
CBS News Chicago 1321	Plex - 5-Minute Crafts 1835	Plex - Motorsport.tv 1850	Plex - Women's Sports	XUMO - Filmrise Family . 1451
CBS News Colorado 1322	Plex - AfrolandTV 1924	Plex - Music Legends 1930	Network 1856	XUMO - Filmrise Food . . 1517
CBS News Detroit 1323	Plex - Aliwko 1918	Plex - MyTime Movie	Plex - World's Wildest	XUMO - Filmrise Free
CBS News Los Angeles 1324	Plex - Always Funny 1792	Network 1717	Police Videos 1746	Movies 1433
CBS News Miami 1325	Plex - Always Funny	Plex - Nolly Africa HD 1925	Plex - Wu Tang	XUMO - Hallmark Movies
CBS News Minnesota 1326	en Español 1915	Plex - Nosey 1808	Collection 1923	& More 1424
CBS News New York 1327	Plex - Antiques	Plex - Nosey Escándalos 1914	Pluto TV Action 1119	XUMO - It's Showtime
CBS News Philadelphia 1328	Road Trip 1829	Plex - Novelisima 2071	Pluto TV Cars 1194	at the Apollo 1479
CBS News Pittsburgh 1329	Plex - AsianCrush 1919	Plex - OUTtv Proud 1793	Pluto TV Comedy 1124	XUMO - Just for Laughs
CBS News Sacramento 1330	Plex - BABY SHARK TV 1876	Plex - PBS Antiques	Pluto TV Crime Drama 1151	& Gags 1495
CBS Sports HQ 1230	Plex - Backstage 1933	Roadshow 1828	Pluto TV Crime Movies 1117	XUMO - Law & Crime . . 1440
Cine adrenalina 1262	Plex - BBC Comedy 1786	Plex - PBS Food 1826	Pluto TV Drama 1125	XUMO - Maverick Black
Cine en español 1261	Plex - BBC Earth 1843	Plex - PickleballTV 1863	Pluto TV Fantastic 1126	Cinema 1480
Cine Premiere 1260	Plex - BBC Food 1824	Plex - PickleTV 1864	Pluto TV Horror 1121	XUMO -
Cine Terror 1263	Plex - BBC Game Shows 1819	Plex - Pocket.Watch	Pluto TV Paranormal 1163	MOTORVISION.TV 1550
CineLife 1428	Plex - BBC Home &	Game-On 1878	Pluto TV Romance 1128	XUMO - NatureVision . . 1541
CMT Equal Play 1296	Garden 1827	Plex - Poker Night TV 1858	Pluto TV Sci-Fi 1123	XUMO - People Are
CNN Headlines 1101	Plex - BBC Sci-Fi 1764	Plex - PokerGO 1857	Pluto TV Spotlight 1129	Awesome 1503
Cold Case Files by A&E . 1140	Plex - BBC Travel 1838	Plex - Power Rangers 1879	Pluto TV Terror 1122	XUMO - PowerNation . . 1549
Comedy Central	Plex - Beyond Belief:	Plex - PursuitUP 1860	Pluto TV True Crime 1143	XUMO - Scripps News . . 1413
en Español 1275	Fact or Fiction 1767	Plex - Qwest TV 1931	Pluto TV Westerns 1118	XUMO - Swerve
Comedy Central Pluto TV1187	Plex - Britbox Mysteries 1740	Plex - RACER Select 1853	QVC 1531	Combat 1555
COPS 1138	Plex - butaca tv 1899	Plex - Racing America 1852	Revry 1485	XUMO - The Asylum . . 1464
Crímenes imperfectos 1277	Plex - Canela	Plex - Real Wild 1845	Sky News 1111	XUMO - the GriO 1481
CSI 1148	Telenovelas 1898	Plex - RetroCrush 1870	Smithsonian Channel	XUMO - The Pet
CSI en Español 1265	Plex - Cheaters 1813	Plex - Reuters TV 1701	Selects 1216	Collective 1502
CSI: Miami 1149	Plex - Choppertown 1854	Plex - Ryan and Friends 1880	Star Trek 1153	XUMO - USA Today
CSI: Miami en español 1266	Plex - Comedy Dynamics1791	Plex - Samuel Goldwyn	Stories by AMC 1159	News 1415
CSI: NY 1150	Plex - COPS en Español 1891	Classics 1720	Supernatural Drama 1161	YO! MTV 1298
CSI: NY en español 1267	Plex - Court Sports	Plex - Screambbox TV 1756	Survivor 1198	Yu-Gi-Oh 1242
Dallas Cowboys	Network 1862	Plex - Shemaroo	Tastemade 1516	
Cheerleaders 1215	Plex - CraftsTV 1836	Bollywood 1927	Teen Mom 1203	
Deal or No Deal 1185	Plex - Desi Play TV 1926	Plex - Shout!	The Amazing Race 1199	
Degrassi 1171	Plex - Documentary+ 1724	Factory TV Stream 1790	The Beverly Hillbillies 1172	
Doctor Who Classic 1174	Plex - Dove 1719	Plex - Slopes tv 1867	The Challenge 1200	
ET 1186	Plex - DREAD TV 1755	Plex - So Yummy! 1825	The Judge Judy Channel1176	
Family Ties 1173	Plex - El Conflicto TV 1913	Plex - So... Real 1814	The New Detectives 1142	
Forensic Files 1139	Plex - Estrella TV Plex 2106	Plex - Sonic TV 1881	The Price is Right 1181	
Fox Sports 1229	Plex - Farscape 1766	Plex - Space Science	The Price is Right:	
Golazo Network 1234	Plex - Fear Factor 1817	Now 1823	The Barker Era 1182	
Gusto TV 1511	Plex - Fifth Gear (UK) 1851	Plex - Strongman	The Walking Dead	
Hot Bench 1177	Plex - FrightFlix 1758	Champions 1861	en Español 1268	
HSN 1532	Plex - GoUSA TV 1842	Plex - Surfer 1866	The Walking Dead	
Investiga 1278	Plex - Hallmark	Plex - T2 1865	Universe 1162	
Jersey Shore 1202	en Español 1889	Plex - The Carol Burnett	This Old House 1224	



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 GUIDE CARD:

During the installation, our technician will walk you through our digital comprehensive Welcome Guide. This guide contains all the essential information you need to get started and is available online.

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 772-228-4114 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 COA 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 community number 772-228-4114. 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 do 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

Device Protection & Support Options

What is Asurion?

Asurion provides comprehensive tech care and protection solutions designed to help customers with the devices they rely on every day. From smart TVs and tablets to laptops, printers, and smart home gear, residents can get live help from real experts—when and where they need it.

What is the difference between the Asurion Packages and Blue Stream Fiber's Home Protection Plan?

The Blue Stream Fiber Home Protection Plan covers basic support and accidental damage to Blue Stream Fiber equipment like modems, ONTs, and phone wiring. The Total Tech Care packages by Asurion offer support for eligible connected home and entertainment devices, offering everything from tech troubleshooting over the phone to device protection and installation help. Benefits vary by plan.

How does filing a device protection claim work?

With an approved claim, you may be presented various options for a repair or replacement. One convenient option may be uBreakiFix by Asurion. With 600 repair shops across the nation, to have in-store technicians diagnose troubles with devices for those living within 20 miles of one. Alternatively, customers can mail-in devices to Asurion for repairs should a uBreakiFix repair store not be available within 20 miles of their residence. Should repairs not be possible, or cost more than the cost of the device, Asurion can offer product replacement, or a digital payment for the cost of the covered device. Specific details may vary by device and a service fee may apply per claim. File a claim 24/7 on asurion.com/claims/blue-stream-fiber.

I have HPP, why should I get Total Tech Care powered by Asurion?

Home Protection Plan, and Total Tech Care powered by Asurion are fundamentally different services, and encompass different benefits. Home Protection Plan offers coverage related to Blue Stream Fiber's physical equipment issues that require techs to visit customers in person to service the equipment for issues such as accidental fiber damage or damage to the ONT. Total Tech Care powered by Asurion, on the other hand, offers both customer education over the phone, as well as device protection for non-Blue Stream Fiber equipment such as TVs. These services complement each other, rather than compete, to ensure customer's devices and equipment are properly functioning.

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 \$8.49 paper bill fee?

If you have added upgraded services above what is included in your community agreement, you can avoid paying the fee by signing up for E-bill.

How do I sign up for E-bill or autopay?

If you have added upgraded services beyond what is included in your community agreement, we recommend enrolling in E-Bill or Auto Pay. Visit bluestreamfiber.com, click Account in the top right corner, and select Account Portal. For step-by-step guides on all things billing, please visit bluestreamfiber.com/billing.

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.

How do I disconnect my Blue Stream Fiber services when moving out?

Call us at 772-228-4114, 7 to 14 days before your move out date, Monday–Friday, 8:30 AM - 5:30 PM. Let our representative know you are moving and need to disconnect services on your move-out day. Once your disconnection date is set, we will provide instructions for returning the equipment.



bluestreamfiber.com/conquistador
772-228-4114