

Summary of questions posed during 7/26/21 Gator Trace Zoom Town Hall meeting

Q: What about those of us who have mobile phone service thru Comcast?

A: You are able to keep your mobile phone with Comcast. Blue Stream does not offer mobile phone service at this time. However we do offer Home Phone service (land line) for \$19.95 per month.

Q: How much are extra set-top boxes?

A: Additional boxes are \$9.99 per month and include a voiceless remote. You can also use your own Amazon Fire Stick or Apple TV as a fully functioning set top box.

Q: After fiber is run into home do you connect to existing coax and if so must the coax be upgraded?

A: We do not connect to any coax. We are all fiber.

Q: Presently, my coax cable runs from the streetside box to a houseside box and then diagonally across the attic to my computer, TVs etc. With this system the WiFi is very unstable. Will that improve with the new glass fiber?

A: Yes, the services you get with Blue Stream will be an improvement. We bring fiber right to the home or to the unit.

Q: Is the golf channel included in our 200 channels?

A: Yes it is. Of course!! The Tennis Channel is also included.

Q: Is magic jack still going to work with Blue Stream?

A: Yes, Magic Jack will work – it is voice over internet protocol

Q: Is there a blackout period between services

A: No blackout period.

Q: Is there a cheaper set top box that does not include TiVo? (for 3rd or 4th TV)

A: You can use your own Amazon Fire Stick or Apple TV as a fully functioning set top box. (Their remote controls will not be as robust.) You can purchase an Amazon Fire TV stick on your own (around \$40), have our technician download the Blue Stream app during your install and this will work like having another set-top box, you just won't have the Blue Stream remote control for that TV.

Q: Will we still get local CBS, NBC, ABC, local news stations?

A: Yes, all the same network and major stations as we currently get, plus some extras including Turner Classic Movies.

Q: So can I change inputs on TV to use Roku? I also have Apple TV.

A: Yes you can change inputs for all your different devices.

Q: Can we get TCM and music channels?

A: Yes, TCM (Turner Classic Movies) and lots of music channels! We'll also have one community station for Gator-Trace-specific items.

Q: My cell phone is with Xfinity, can I keep it?

A: Yes you will keep your current Cell phone provider. Blue Stream does not offer mobile phone service.

Q: Is the router included?

A: Yes, we provide a business-grade fiber-connected modem & router as part of your package.

Q: Can I stream on a Windows PC?

A: Yes, you can stream on multiple devices including smart phones and tablets.

Q: Does the mbps speed affect the quality of the TV screen?

A: No, it doesn't

Q: If we use Comcast email, will that have to change?

A: You can keep your email with Comcast as long as you use it at least once a month.

Q: When will we receive a listing of the TV channels provided at no additional charge?

A: These are being sent out / made available to all residents, along with the upgrade pricing.

Q: Our tenants need to know all this.

A: Yes, owners who have tenants should share this information with them so they can sign up for the consultation call and schedule an installation appointment.

At every install, each resident will receive a packet with instructions, tips and channel lineup.

Q: Great presentation-- thanks to you and the board

A: Thank you for your time today!