

BLUE STREAM QUESTIONS AND ANSWERS FOR GATOR TRACE OWNERS & RESIDENTS

As recently shared, for many years the Master Association has negotiated a bulk contract with a favorable rate for cable TV for all Gator Trace households. To prepare for the pending expiration of our existing agreement with Comcast, the Master Board of Directors carefully reviewed options and proposals, solicited bids from, and met with leading providers in order to obtain the most desirable terms and services for Gator Trace owners at the most competitive price.

As a result of this work, the Master Association Board of Directors approved a new contract and a new fiber optic network installation with provider Blue Stream. The Blue Stream services are set to begin November 2021. Below is a list of questions and answers we feel will be most helpful to Gator Trace owners. We'll provide information throughout the process and Blue Stream will hold town hall meetings as well.

1. **What is the name of the new provider?** Blue Stream Fiber of Coral Springs, FL.
2. **Why are we changing?** While a number of us are not experiencing issues with our cable TV service, some have persistent issues, and our existing technology (coaxial cable) is fast becoming outdated. It made sense to learn about and consider fiber-optic networks that other providers are offering. Fiber optic offers better reliability, higher bandwidth and much faster speeds than coaxial cable, among other advantages.

Once we started comparing the quotes presented and speaking with some of their other HOA customers with recent installations, Blue Stream really stood out. Up until now, our Master association bulk contract has been only for cable TV. You have to pay for internet on your own. We found that we could contract for both high-quality TV service **AND** high-speed internet service at a significant savings, compared to what you are paying now.

3. **When will the Blue Stream services be live and available?** It is intended that the services will be live and available at the time the Comcast bulk contract expires on **November 1, 2021**. There will be no additional cost to owners in 2021. In 2022 the Master Association budget for cable & internet will be adjusted to accommodate the addition of internet service.
4. **What will be included in our new contract?** Blue Stream will install a new fiber-optic network to each unit. You'll receive internet service (200 Mbps/ 200Mbps) with no data caps; WiFi and router; Digital Core TV package with over 200 channels including HD, On Demand, PPV and 50 Music Choice channels; two wireless set-top boxes with TiVo with Voice Remote Controls; a network DVR that lets you record 6 shows at once, plus professional in-home equipment and WiFi setup & configuration. If you have additional TVs, an Amazon Firestick or Apple TV box can be used as a fully functioning set-top box, or you can rent additional set-top boxes. We also get one community channel for Gator Trace-specific content.
5. **Is High Definition included?** Yes
6. **Will they be tearing up roads to install the fiber?** No. Almost all of the installation is done by hand-trenching, with complete restoration of any sod or other material that is disturbed. The main lines installation is occurring primarily behind units on golf course property; from there it will be run to the condo or home. They have the ability to route under roads without disturbing them.
7. **Does this have anything to do with 5G?** No.

8. **Might I have to upgrade my existing co-ax cable in my unit?** No. The TiVo IP boxes do not use a coaxial connection at all.
9. **How will we find out more?** Multiple communications will happen throughout the process to ensure community awareness. In addition, Gator Trace will arrange Town Hall meetings with Blue Stream representatives so they can explain features before it's time to arrange individual installations.
10. **What is the schedule for all this to take place?** The construction phase is scheduled from now until late July. Beta testing is to occur in August, along with customer sign-ups and townhalls. In-home installations are scheduled to start from late August/early September to November 1. Each resident will receive training during the installation on how to use the equipment and remote.
11. **We won't be back at Gator Trace until (November, December, January, February, March, April, next summer, etc.) How will we schedule our installation?**
Once construction is completed, which is expected to be in August 2021, you will be able to schedule your initial install at no charge whenever you return to your home. A 7-day notice before you get back is preferred for most efficient service.
12. **What will I do with my Comcast equipment?** You will need to return your Comcast equipment; more information on how to easily do this will be provided later.
13. **What other services / upgrades can I purchase through Blue Stream?** A Rate Sheet for additional services will be provided. There are tiers of even faster internet with speeds up to 1Gbps; Phone Service (land line) for \$19.95 for the life of the contract with unlimited local, plus long distance anywhere in the US, Puerto Rico, Guam, Canada and the US Virgin Islands, and 29 calling features with voicemail and Robocall Block. There are additional tiers of channels and Premium Channels (HBO, Showtime, Cinemax, Starz, Encore) available for you to add at your own expense.
14. **Does everyone at Gator Trace pay the same rates for these additional optional services?** Yes, the retail rates are the same for everyone. No teaser rates or promotions that expire.
15. **What channels will we get?** Our channel lineup will be shared with you; it is extremely similar to what we have now. An exciting addition is that Turner Classic Movies (TCM), FX Movie channel, and Paramount Network are part of our regular lineup for no extra charge. (With Comcast, one had to pay extra to receive these channels.) TiVo TV gives you access to apps / your own subscriptions to Netflix, Hulu, Amazon Prime, YouTube, VuDu etc along with movie rentals.
16. **Does Blue Stream have an app that allows me to watch my programs on other devices when away from home?** Yes, with Vu-IT you can watch TV anytime, anywhere on your portable devices.
17. **Can I keep my Comcast phone service?** Yes.
18. **What will the construction crew do first?** The construction crew will lay a 2" HDPE orange conduit pipe approximately 24' under the ground. Almost all of the pipe will be laid in the rear easement. Most of the installation will be hand dug unless they are crossing a road or other hard surface. Then they will use underground directional boring so as not to remove hard surfaces. Occasionally, they will bury a 2' X 3' box in the ground which will be flush with the ground.
19. **What happens after the conduit is laid?** Once the conduit is complete the crew will be building the fiber network to feed each unit. Construction completion is expected by August. Property restoration happens immediately.

We hope this answers a lot of the questions you have so far about our transition to this exciting new service. Stay tuned for more!