

BLUE STREAM QUESTIONS AND ANSWERS FOR GATOR TRACE OWNERS & RESIDENTS

As of August 17, 2021

Some new questions have come in regarding the new Blue Stream Fiber services, so here are the answers to them.

1. **What should I be doing?** You need to have a consultation call if you have not already. On the call, you can discuss whether you want any upgrades or optional channels, or only want the package included from Gator Trace Master Association, and you can set an appointment for your in-home installation starting in September.
2. **How do I have the consultation call?** Just call our Gator Trace Customer Service #: **772-362-7200**. Then press 1 “to start new service.”
3. **What if I have more than 2 TVs; I understand only 2 set-top boxes are included.** You can either (a) rent additional set-top boxes from Blue Stream for \$9.99/month, or (b) your own Apple TV or Amazon Fire TV Stick will work fine as a fully functional additional set-top box. The installer will set it up for you if you have it there. You can access all your shows including those you record on the DVR with it.

The Amazon Fire TV Stick comes in 3 models: regular, lite, and 4K. Any will work. We recommend going with the 4K because it is optimized for ultra high-def and comes with a voice remote, but any of them will be fine. You can buy at Amazon, Best Buy, Target and other places. Here are links to two on sale for \$38 this week:

<https://www.target.com/p/amazon-fire-tv-stick-with-4k-ultra-hd-streaming-media-player-and-alexa-voice-remote-2nd-generation/-/A-54188026#lnk=sametab>

https://www.amazon.com/Fire-TV-Stick-4K-with-Alexa-Voice-Remote/dp/B079QHML21/ref=sr_1_1?crd=1A9SVKX9EQ49Z&dchild=1&keywords=amazon+fire+stick+4k&qid=1629225772&srefix=amazon+fire%2Caps%2C265&sr=8-1

4. **Can I cancel my AT&T or Comcast extra TV services and internet once my Blue Stream install is completed?** Yes! Start saving right away. Once your Blue Stream install is done, cancel your AT&T or Comcast internet and any extra TV services you pay for on your own, and be sure to return all their equipment, including the TV equipment, promptly, or they will charge you for it. Your Blue Stream installer can disconnect it for you. Equipment includes any internet modem/router that is not your own, and the DVR and all set-top boxes you were using for your Comcast TV service.
5. **Where do I return my AT&T or Comcast equipment?** **ASK** when you call to cancel. In general, most equipment can be returned by taking it to The UPS Store. No packing needed. The closest one is next to Publix at 5475 NW St James Dr, Port St. Lucie, FL 34983; hours Mon.- Fri. 8 a.m. to 6:30 p.m., Sat. 8 a.m. to 2 p.m. Be sure to get and keep a receipt for the items you returned.

Do NOT go UPS on Oleander; only The UPS Store locations. There are 5 The UPS Store locations in Port Saint Lucie. <https://www.theupsstore.com/tools/find-a-store>

6. **Can I keep my AT&T or Comcast email address if I am not buying internet from them? YES.** According to Xfinity support: As a former Xfinity customer, you can still use your Comcast.net email address if you logged into your account in the 90 days prior to disconnecting your service. Your email account will remain active as long as you access it at least once every nine months.

According to AT&T support: If you cancel your AT&T Internet account, you will still have access to your email account as long as your account is in good standing. If there is a balance owed on the AT&T internet account, you will lose access to the email until it is resolved.

7. **What about subscription TV like Netflix?** If you subscribe to Netflix on your own, do nothing; it will work fine with the new Blue Stream service. If you subscribe to Netflix through Comcast / Xfinity (are billed by them), you may need to cancel that and resubscribe on your own (ask Comcast when you call to cancel it), here: <https://www.netflix.com/>

If you want HBO but don't want to pay Blue Stream's price for it, you can subscribe to HBOMax on your own. They now have two plans: with ads for \$9.99/mo or ad-free for \$14.99/month. There's a discount if you pay for a year up front. Details and sign up here: <https://www.hbomax.com/>

8. **I heard Blue Stream has a paper billing fee.** Yes; like many companies, Blue Stream has a \$3.49/month paper billing fee if you must get an invoice in the mail. (Comcast has this also, but they don't call it that; they add it to the price, then give you a price reduction if you agree to e-bill.)

There is no charge to receive your billing statement by email. You can then pay in any number of ways. You can pay online. You can call our Customer Service Number and pay over the phone by providing a credit card, debit card, or checking account number. You can pay for several months in advance if you wish to. However, you can only pay with a paper check if you get a paper bill.

If you feel you need it, you could get a paper bill for the first couple of months. Once you understand exactly how much your monthly billing is, switch to free email billing. Also, if you are not purchasing any optional services, you will not need to get any bill at all.

9. **How much is the addition of internet to our bulk agreement costing us?** Up until now, our Master association bulk contract has been only for cable TV. You have to pay for internet on your own. We were able to contract for both high-quality TV service **AND** high-speed internet service (200 Mbps download & upload) at a significant savings compared to what you are paying now. The Blue Stream price includes the internet router equipment.*

Most of us are paying our own individual bills of anywhere from \$30 to \$90+ per month for internet alone, plus \$12 or more per month for a router/modem (unless you purchased your own), so the savings are quite substantial.

10. **When will the Blue Stream services be live?** Installs are starting at the end of August. Our Comcast bulk contract expires on **November 1, 2021**. There will be no additional cost to owners in 2021, even if your service starts now. In 2022 the Master Association budget for cable & internet are projected to be about \$21 more per month (\$63 per quarter) than this year.
11. **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 High-Def, On Demand, PPV and 50 Music Choice channels; two TiVo wireless set-top boxes 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, as mentioned, an Amazon Fire TV Stick 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.

12. **We won't be back at Gator Trace until (November, December, January, February, March, April, next summer, etc.) How will we schedule our installation?**
You will be able to schedule your initial install at no charge whenever you return to your home. Please call and schedule 7 days before you get back (or 7 days before you want your install).
13. **What about my land line?** You can keep what you have, or Blue Stream can provide phone service (land line) for \$19.95 for the life of the contract with unlimited local and long distance calling anywhere in the US, Puerto Rico, Guam, Canada and the US Virgin Islands, and 29 calling features with voicemail and Robocall Block. The installer can port your phone number from your current provider over during your installation.
14. **Does everyone at Gator Trace pay the same rates for the 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 is on the Master website at <https://gatortracemasterassociation.com/tv-and-internet/> ; it is very similar to what we have now. Turner Classic Movies (TCM), FX Movie channel, and Paramount Network are part of our regular lineup for no extra charge. 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, you can watch TV anytime, anywhere on your portable devices.
17. **What about cell phone service?** Blue Stream doesn't currently provide cellular service; you can stay with your current provider.

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!

**Confidential pricing information has been redacted from this document in accordance with confidentiality terms of Blue Stream Agreement.*