

## BLUE STREAM QUESTIONS AND ANSWERS FOR GATOR TRACE OWNERS & RESIDENTS

As of October 15, 2021

Please review this important information about the new Blue Stream Fiber services at Gator Trace and info about billing for your individual optional services.

Note: Be sure to always use our **Blue Stream Gator Trace Customer Service #: 772-362-7200** any time you call Blue Stream. Customer Service hours are Mon. – Fri. 8 a.m. to 9 p.m. and Sat. 8 a.m. to 7 p.m. The Technical Support option is available 24/7. (This phone number is printed on the back of your Gator Trace Channel Lineup you get at installation.)

We understand how vital these services are and want everyone to have an excellent experience. If you need it, help is available. If you are having issues with your service, please be sure to call **772-362-7200** and choose the Technical Support option. If your issue can't be resolved remotely, a technician can be scheduled to come to resolve it. Adjustments may need to be made to ensure your WiFi network is delivering the appropriate whole-home coverage. Please be sure not to move the "plume" devices that were installed in your home, as this may cause disruptions.

We are working on planning a couple of in-person events for those who would like to learn tips to most easily use and access the features they want to.

1. **When does our Association-provided bulk TV service with Comcast / Xfinity end?** Your association-provided Comcast TV service will be automatically disconnected on **Nov. 1, 2021**. Our new bulk agreement with Blue Stream includes both TV and internet.

If you are here now, and haven't yet, be sure to call the Blue Stream Customer Service number **772-362-7200** to set up your installation appointment by Nov. 1. If returning to your Gator Trace home later this year or next year, just call and schedule 7 days before you return (or 7 days before you want your install).

2. **How do I return my Xfinity / Comcast or AT&T equipment?** All your Comcast or AT&T equipment for cancelled services needs to be returned. Return any TV devices, a router/modem (about 12" x 12") if you purchase internet, their remote controls, and their power cords.

Take it all to **The UPS Store**. No packing is needed. The closest one is **next to the Publix** at 5475 NW **St James Dr**, Port St. Lucie, FL 34983; hours Mon.- Fri. 8 a.m. to 6:30 p.m. and Sat. 8 a.m. to 2 p.m. They scan the items and give you a receipt. Be sure to keep your receipt for the items you returned.

3. **Do I need to cancel my Comcast / Xfinity internet and extra TV services or AT&T internet once my Blue Stream install is completed?** Yes. 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. (You don't need to cancel the bulk TV-only service, but you do need to return the equipment.) They should stop charging you on the day you cancel; make a note of it. They can also tell you what equipment you have.

For **Comcast**, call Comcast Support Phone Number: **1-800-934-6489**. Enter your phone # on file w/them or your account # from your invoice. Say you want to Cancel service. For **AT&T**: call **1-800-288-2020**.

4. **What if I won't be back to my Gator Trace home until after Nov. 1?** You can schedule your new Blue

Stream install later. Comcast mailed a letter stating that you need to return your equipment (TV boxes, remotes, power cords and/or router/modem) by **November 11**, although some residents have been advised they have 30 days after they cancel. You may need to ask whoever watches your home in your extended absence to return your equipment as detailed in #2 above.

5. **I'm confused by a bill I got from Blue Stream.** If you opted for additional services from Blue Stream, such as a land line, an upgraded channel tier, premium movie channels, or additional set-top boxes (devices), you will be invoiced by Blue Stream as of the day those were installed. The first invoice should contain the first month of your optional upgrade services (currently identified as "Partial Month's Service" but it is one month), plus the second month of those same services. The applicable dates are below each item. Future bills, assuming you pay by the due date, will be for only one (the next) month of your optional services.

The bottom of the invoice has some boilerplate language that refers to charges for installation; this does not apply to us. Your initial installation is not billed to you, nor is the standard TV and internet service. You can call the **Gator Trace Customer Service #: 772-362-7200** to pay over the phone with your debit / credit card or checking account number. Mailed checks should be received on or before the due date. It's easiest to sign up for recurring auto-pay.

You could choose to get a paper bill (\$3.49 fee) for the first couple of months, and then switch to free email billing. If you are not purchasing any optional services, you will not get any bill at all.

6. **There seem to be extra recordings in the "My Shows" area of TV I set to record.** Use the menu at the left of My Shows; arrow down to Recordings. Then only the items you recorded will show. Also, when you first set a One-Pass to record your favorite shows regularly, change the first item "Include" to Recordings Only, and change the 3<sup>rd</sup> item "Rent or Buy" to Don't Include if you want only free Live TV shows. To easily delete one of your recordings from the list, select it, then press the Clear button at bottom left of the remote control.
7. **Where can I refer to all this info?** All informational emails like this one that have been sent to owners, plus our channel lineup and pricing for optional services is on the Master website at <https://gatortracemasterassociation.com/tv-and-internet/> Also be sure to read through the packet of printed materials in your Blue Stream Welcome Kit you received at installation. If you had your install and didn't get one, you can reply to this email with your name/address and we'll work to get one to you.

Get the most from your new service by learning what all the buttons on the remote control do, how to navigate the onscreen Guide, and how to record and play programs. [Click here for an excellent online Quick User Guide. https://www.bluestreamfiber.com/wp-content/uploads/2021/06/BLUE-STREAM-TIVO-QUICK-GUIDE-final.pdf](https://www.bluestreamfiber.com/wp-content/uploads/2021/06/BLUE-STREAM-TIVO-QUICK-GUIDE-final.pdf)

Here is a 3.5 minute YouTube worth watching with highlights on using the remote:  
<https://www.youtube.com/watch?v=T-9CYCnZzSU>

You can pause and rewind Live TV, start back at the beginning of many shows, and go backwards in the online Guide to watch shows you missed up to 3 days ago.

Enjoy your new service and stay tuned for more! **LANDLORDS:** Please be sure to forward to your renters so they can register for their own installation. They can choose and pay for optional services, or just get what's included.

Thank you!