

BLUE STREAM QUESTIONS AND ANSWERS FOR GATOR TRACE OWNERS & RESIDENTS

As of October 1, 2021

Please review this important information about Comcast / Xfinity and the new Blue Stream Fiber services at Gator Trace.

Note: Be sure to always use our **Blue Stream Gator Trace Customer Service #: 772-362-7200** when you call Blue Stream. Make a note of it. Also, get the most from your new service by exploring and learning what all the buttons on the remote control do, how to navigate the Guide, and how to record and play programs. [Click here for an excellent online Quick User Guide](#)

And here is a 3.5 minute YouTube with highlights on using the remote:

<https://www.youtube.com/watch?v=T-9CYCnZzSU>

There is so much you can do, including pausing and rewinding Live TV, starting back at the beginning of many shows, and going 3 days back in the Guide to watch shows you missed.

1. **I got a letter from Xfinity.** Xfinity mailed a letter Sept. 29 telling owners you can continue Xfinity / Comcast service. Please understand that our bulk agreement with Blue Stream includes and will be paid for by every household through the Master Association fee, so if you subscribe to TV or Internet on an individual basis with Xfinity (or AT&T) after Nov. 1, **you will be double-paying for those.**

The exceptions to this are items that are not part of our Blue Stream bulk contract: **Land-line phone** (although you can choose to switch this service to Blue Stream for \$19.95/month); and **Cell-phone service** (although once you cancel your Xfinity internet, your price for this will increase. You can buy cell-phone service from many different providers, and you can explore pricing and features and change if / whenever you like; there is no deadline. Blue Stream doesn't provide cellular service).

2. **The letter says I need to return my Xfinity / Comcast equipment. Yes, you do.** Once your Blue Stream installation has taken place, all your Comcast equipment needs to be returned. You likely have a large box on your main TV, plus smaller set-top boxes on other TVs, plus a router/modem (about 12" x 12") if you purchase internet from Comcast. These devices, their remote controls, and their power cords that plug into an outlet should all be returned. You don't need to return the fat round cable that screws into the wall; you can throw it away.

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 will scan the items and give you a receipt. Keep your receipt for the items you returned.

There is no need to go to the Comcast Service Center to return equipment. **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>

If you purchase internet from AT&T, their equipment (WiFi gateway, and WiFi extenders if any) can also be returned to The UPS Store, as detailed above.

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. 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. (You don't need to cancel the bulk TV-only service, but you do need to return the equipment.)

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. However, the Comcast letter states that you need to return your equipment (TV boxes, remotes, power cords and/or router/modem) by **November 11**, five-and-a-half weeks from now. You may need to ask whomever watches your home in your extended absence to return your equipment by Nov. 11 to The UPS Store for you, as detailed in #2 above. Cancel any services you don't need.
5. **How do I schedule my Blue Stream installation?** Just call the **Blue Stream Gator Trace Customer Service #: 772-362-7200**. Press 1 "to start new service." On the call, discuss whether you want any upgrades, extra set-top boxes, 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. There is quite a bit to accomplish so the installation will typically take at least 3 hours. An adult must be home. If returning to your Gator Trace home later this year or next year, please call and schedule 7 days before you return (or 7 days before you want your install).
6. **What is included in our Blue Stream 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; the Digital Core hi-def **TV package** with over 200 channels, On Demand, PPV and 50 Music Choice channels; **two TiVo wireless set-top boxes** with Voice Remote Controls; and a **network DVR** that lets you record 6 shows at once for watching later. If you have more than 2 TVs, see below.
7. **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) use your own Apple TV box or Amazon Fire TV Stick as a fully functional additional set-top box. You can access all your shows with any of these.

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. You can buy at Amazon, Best Buy, Target and other places. Note that once an Amazon Fire TV stick is installed, there is a 48-hour wait before it becomes functional. Also, you'll need an Amazon account (email and password that you use to log into Amazon) to set it up. If you've ever purchased from Amazon, you have an account. If you haven't, you can easily set one up. The Fire TV stick does **not** require a subscription to Amazon Prime.

8. **Can I keep my AT&T or Comcast email address if I am not buying internet from them? Yes.** According to Xfinity support: 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 there is no balance owed on the AT&T internet account.
9. **What about subscription TV like Netflix?** If you subscribe to Netflix on your own, do nothing; it will work 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 at www.netflix.com/

If you enjoy **Peacock**, you can add the app. Just click the silver TiVo button at top of remote, then right-arrow to “Apps & Games.” Go to Google Play Store, the Peacock icon is right there, or you can search for it. Click it and press OK. (Other apps are available here too.) Install it; it’s free but you need to sign up or enter the email and password you already set with Peacock previously. Amazon Prime is already in “Apps & Games.”

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/>

Turner Classic Movies (TCM), FX Movie channel, and Paramount Network are part of our regular lineup for no extra charge. Blue Stream also has an app that allows you to watch TV anytime, anywhere on your portable devices.

10. **I heard Blue Stream has a paper billing fee.** Yes; like many companies, Blue Stream has a paper billing fee if you are buying extra services and must get an invoice in the mail; it is \$3.49/month. (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 **772-362-7200** 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.

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

11. **Where can I refer to all this info?** All informational emails that have been sent out to owners, plus our channel lineup and pricing for optional services is on the Master website at <https://gatortracemasterassociation.com/tv-and-internet/>
12. **What if I am having issues with my new service?** Do read through the User Guide (link at the beginning of this Q&A), as often issues can easily be resolved. If that doesn’t help, call our **Blue Stream Gator Trace Customer Service #: 772-362-7200**. If you’re having trouble with your service, press 4. Rest assured that all issues will be resolved.

Enjoy this exciting new service and stay tuned for more!

LANDLORDS: If you have renters who will be here past October, please forward so they get this info and can register for their own consultation call. They can choose and pay for optional services, or just get what's included.

Thank you!