



Tiara Towers

SERVICE & PRICING INFORMATION PACKET



Dear Tiara Towers Residents,

Blue Stream Fiber has worked hand in hand with your board of directors to provide you with a new state of the art fiber optic network, industry leading products and substantially better reliability and customer services than your current provider.

At Blue Stream Fiber, we pride ourselves on our legacy of over 40 years of great customer service and our deep experience building the latest fiber optic networks. With this new agreement in place, Tiara Towers will enjoy advanced products and services, as well as a customer service team with industry-leading ratings.

On behalf of Blue Stream Fiber, I would like to take this opportunity to welcome you as a new customer. We are thrilled to be providing your community with greater reliability, better products and improved customer services.

Thank you for entrusting Blue Stream Fiber with your TV and Internet needs. We are proud to serve you and look forward to providing you with more information throughout the coming year.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan", with a long, sweeping horizontal line extending to the right.

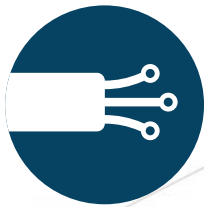
Joe Canavan
Chief Executive Officer

Service Guided by our Mission:

We are dedicated to providing our customers and neighbors with reliable communications and entertainment services that enrich their lives. All through the most trusted products and customer experience, from a team that cares.



The Trusted South Florida Communications Provider for Over 40 Years



Fiber: Fiber-to-the-Home Service
since 2002



Internet: Whole Home WiFi with
speeds up to 1Gbps



TV: 300+ channels, TiVo & Google TV,
Network DVR



Phone: Unlimited with 29 popular
features with online portal

Tiara Towers Custom Communications Services Package

THE DETAILS OF THE TIARA TOWERS
SERVICE PACKAGE ARE BELOW



TV SERVICE

- Digital Core IPTV Service with 200+ Channels
- 100 Hours of DVR Recording
- HD & VOD
- (3) Set-Top Boxes
- (3) Voice Remotes



INTERNET SERVICE

- Up to 300 Mbps Download
- Up to 300 Mbps Upload
- ONT (Fiber Modem)
- Managed WiFi
- No Data Overage Charges*
- Speed Upgrades Available

*Subject to acceptable use policy

The above TV and Internet services are the services that will be included as part of your association dues. Should you wish to add any additional services like even faster Internet, more digital channels, or premium home phone service, we can accommodate those requests at our sign up events.

Channel Lineup

Digital Core

ABC-WPBF	10	CNN	35	Galavision	94	National Geographic	78	TUDN	136
NBC-WPTV	3	Comedy Central	53	Golf Channel	39	NBCSN	98	TV Land	54
CBS-WPEC	9	Comet TV-WPEC*	148	GritTV-WFLX*	174	Nickelodeon	29	TWC	24
PBS-WPBT	13	Court TV - WHDT	26	Hallmark Channel	70	OWN	66	USA	46
PBS-WXEL*	6	CSPAN	18	Hallmark Drama	71	Oxygen	146	VH1	41
FOX-WFLX	11	CW-WTVX	4	Hallmark Movies & Mysteries80	80	Paramount Network	43	WE TV	34
A&E	44	Discovery Channel	28	HGTV	47	PBS-Create	177	Weather Nation-WPEC*	2
ACC Network	84	Disney Channel	63	History	58	PSL Channel	20	WFGC- CTN	25
AMC	59	E!	55	HLN	72	PSL Educational	22	WFLX- Circle	175
Animal Planet	62	ESPN	32	HSN	96	QVC	7	WFLX-Court TV Mystery	157
Antenna-WTCN*	154	ESPN2	33	Investigation Discovery	79	SEC Alternate	83	WGN America	16
Azteca-WWHB*	12	Estrella TV-WPBF*	5	ION-WPXP	8	SEC Network	82	WPTV- Get TV	173
Bally Sports Florida	38	EWTN	73	Jewelry TV	21	Syfy	48	WPTV- Laff	182
Bally Sports Sun	31	Food Network	74	Lifetime	51	TBN-WTCE	14	WTCN- Dabl	176
Beacon-WBEC*	19	FOX Business Network	153	LMN	108	TBS	27	WTCN-TBD	155
BET	42	FOX News	37	Me TV-WPTV*	141	TCM	60	WWHB- Rewind TV	149
Bounce- WFLX*	166	Freeform	49	Motor Trend	181	Tennis Channel	144	WWHB- Stadium	172
Bravo	65	FS1	99	MSNBC	50	TLG	57	WWHB-Charge	147
Cartoon/Adult Swim East	61	FX	45	MTV	40	TNT	30		
CMT	75	FXM	67	MTV2	77	Travel Channel	56		
CNBC	36	FXX	81	MyTV-WTCN	15	TruTV	52		

Included Music Channels

Adult Alternative	528	Easy Listening	527	Holiday Hits	533	No Fences	504	Smooth Jazz	531
Alt Country/Americana	544	Eclectic Electronic	549	Hot Country	530	Notin but '90s	522	Soul Storm	511
Bluegrass	534	Everything 80's	523	Jammin	536	Pop Adult	506	Swinging Standards	545
Broadway	502	Flashback 70's	524	Jazz Masters	547	Popular Classical	507	The Blues	514
Chamber Music	548	Folk Roots	518	Jazz Now	513	Retro Latino	540	The Chill Lounge	501
Classic Masters	517	Gospel	515	Jukebox Oldies	535	Rock	521	The Light	520
Classic R&B Soul	525	Groove Disco and Funk	519	Kids Stuff	537	Rock Alternative	505	The Spa	532
Classic Rock	509	Heavy Metal	516	Latino Tropical	539	Rock Classics	529	Today's Latin Pop	541
Country Classics	526	Hip Hop	512	Latino Urbana	538	Rock En Espanol	542	Urban Beats	510
Dance Clubbin	546	Hit List	503	Maximum Party	508	Romance Latino	543	Y2k	550

TiVo+ Channels

Adventure Sports Network	1120	FailArmy	1100	Journy	1105	Naturevision	1110	Sportswire	1124
Ameba	1106	Filmrise Classic TV	1112	Just for Laughs & Gags	1175	Newsmax	1145	Tastemade	1151
American Classics	1134	Filmrise Family	1113	Kabillion	1136	newsy	1137	The Asylum	1116
Atmosphere	1135	Filmrise Food	1114	Kartoon	1107	OMG Network	1126	the pet collective	1102
batteryPOP	1122	Filmrise Free Movies	1115	Latido	1140	OutsideTV	1121	TMZ	1119
Bein Sports Xtra	1146	Filmrise True Crime	1148	Law and Crime	1139	People are Awesome	1103	USA Today	1123
BNC Go	1149	Food52	1104	Loop Music Videos	1179	PGA Tour	1130	Voyager Documentaries	1143
bon appetit	1131	Funny or Die	1129	Maverick Black Cinema	1171	Pongalo Novelclub	1144	Wired	1138
Cheddar News	1141	Glamour	1133	Mobcrush	1142	Power Nation	1111		
Complex	1109	GQ	1132	Moovimex	1147	Puddle Jumper	1108		
Conde Nast Traveler	1101	Hallmark Movies & More	1170	Motorvision TV	1178	QVC	1176		
Dust	1172	HSN	1177	Mr.Bean and friends	1128	Reel Truth	1127		
Electric Now	1173	It's Showtime at the Apollo	1174	Music Baeble	1118	Revry	1150		

Digital Plus

American Heroes Channel	104	Big Ten Network	116	Disney Junior	109	JLTV*	107	Olympic Channel	145
Bally College Sports		Boomerang*	103	Disney XD	106	Magnolia	152	QVC2	168
Atlantic	120	CBS Sports Network	143	ESPNNEWS	118	Military History Channel*	164	Science	102
Bally College Sports		CMT Music*	130	ESPNU	117	MLB Network	158	Shope HQ*	113
Central	121	Cooking Channel	140	FOX Deportes	134	MTV Classic*	131	Sundance	180
Bally College Sports		Crime & Investigation	165	FS2	119	Nat Geo Wild	135	Teen Nick	126
Pacific	122	CSPAN 2	170	FYI	112	NBC Universo	137	TVG*	159
BBC America	115	CSPAN 3	171	GOLTV	138	NFL Network	124	TVG2*	161
BBC Worldnews	114	Destination America	105	GSN	142	Nick Jr	125	Universal Kids	139
beIN Sports	160	Discovery Family	101	IFC	179	Nickmusic*	129	Viceland	111
BET Soul *	128	Discovery Life	167	JBS*	110	Nicktoons	127	Yes Network	162

Sports Tier

Bally College Sports	Pacific	122	ESPNU	117	NFL Network	124	World Fishing Network	197	
Atlantic	120	beIN Sports	160	FOX Deportes	134	NFL Redzone	200	Yes Network	162
Bally College Sports	Big Ten Network	116	FOX Sports 2	119	Outside TV	199			
Central	121	CBS Sports Network	143	GOLTV	138	Sportsman Channel	198		
Bally College Sports	ESPNNEWS	118	MLB Network	158	Tennis Channel	144			

Blue Latino

beIN Sports Esp	421	CNN Espanol*	408	FOX Deportes	134	Nat Geo Mundo	425	TUDN	426
Canal 24 Horas*	418	Discovery en Espanol	404	FOX Life*	424	NBC Universo	137	TV Chile*	414
Canal Sur*	412	Disney XD en Espanol	409	GOLTV Esp	420	Nuestra Tele*	413	TV Venezuela*	411
Caracol*	427	ESPN Deportes*	410	History En Espanol	401	Semillitas*	416	TVE International	419
Cinelatino*	405	EWTN Esp*	423	MTV Tres (Tr3s)*	402	Tele N*	415	Viendo Movies*	406

Movie Channels

5StarMAX	216	Encore Suspense East	241	HBO Zone East	207	SHO Familyzone East	225	Starz Edge East	233
ActionMAX	212	Encore Westerns East	239	HBO2 East	203	SHO Next East	224	Starz in Black East	236
Cinemax East	209	Flix East	230	MaxLatino	215	SHO Showcase East	221	Starz Kids East	234
Cinemax West	210	HBO Comedy East	206	MoreMAX East	211	SHO West	219	The Movie Channel East	227
Encore Action East	243	HBO East	201	MovieMAX	214	SHO Women East	226	The Movie Channel West	228
Encore Black East	242	HBO Family East	205	OuterMAX	217	SHO*BET East	223	The Movie Channel	
Encore Classic East	240	HBO Latino East	208	SHO 2 East	220	Starz Cinema East	235	Xtra East	229
Encore East	238	HBO Signature East	204	SHO East	218	Starz Comedy East	244	ThrillerMAX East	213
Encore Family East	237	HBO West	202	SHO Extreme East	222	Starz East	232		

International Premiums

C1R*	456	RAI	457	RTN*	455	TV5Monde	458
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Upgrade Options

CABLE TV UPGRADE OPTIONS

Digital Plus	\$21.95/month
Sports Plus	\$11.95/month
HBO	\$15.00/month
Cinemax	\$10.00/month
Showtime	\$10.95/month
Starz	\$14.95/month
Encore	\$6.95/month
Blue Latino	\$11.95/month
RTN (Russian TV Network)	\$14.95/month
C1R (Channel 1 Russia)	\$14.95/month
RTN & C1R (Combined)	\$19.95/month
RAI Italia (Italian)	\$9.99/month
TV5Monde (French)	\$9.95/month

ADDITIONAL SERVICE AND EQUIPMENT OPTIONS

600 Mbps/600 Mbps Internet Service
\$25.00/month

1 Gbps/1 Gbps Internet Service
\$35.00/month

Unlimited Phone Service
\$19.99/month

Additional Set-Top Box
\$9.99/month

Additional DVR Hours &
Concurrent Streams:

DVR 300 Hours	\$5.00/month
DVR 500 Hours	\$10.00/month
6 Concurrent Streams	\$1.00/month
7 Concurrent Streams	\$2.00/month
8 Concurrent Streams	\$3.00/month
9 Concurrent Streams	\$4.00/month

Home Protection Plan
\$4.95/month

FAQs

Will installations be done prior to the end of my bulk installation period?

Yes, we will be installing everyone's services prior to the end of the installation project.

I am a seasonal resident and will not be back before you finish your installations. What should I do when I am ready to return?

Seasonal residents can be installed when they return. Simply call Blue Stream seven days prior to your arrival.

How long will the installation of my Blue Stream services take to complete?

On average, the installation will take anywhere from 3-4 hours per home to complete.

What will you be doing during my install?

Our technicians will install your bulk services and any additional services you requested. This will include the set-up of your wireless devices as well as the programming of your remote controls. Moreover, we will provide an in-home training experience on how to use your new equipment and services.

Where will your equipment be located in my home?

The Blue Stream Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Cable boxes will be placed in the same location where your televisions are located.

What do I do with the equipment from my former provider?

Each provider has their own process for returning their equipment. We encourage you to contact customer service for your previous provider to learn how to return their equipment.

Can I add other services from Blue Stream?

Yes, you can add additional services at any time by requesting this by calling our service center. Charges will be billed directly from Blue Stream to the customer for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated.

What options do I have for obtaining my bill if I have additional services from Blue Stream?

You can sign up for our electronic billing services for free as well as our auto payment feature. To do this, please register at bluestreamfiber.com. You can receive a paper statement every month for a small fee that is currently \$4.49/month.

What do I get with Blue Stream Phone Services?

Unlimited local and long distance calling to the United States and Canada, Voicemail, Call Waiting, 3-Way Calling and 29 calling features. Blue Stream also has great international rates outside of the United States.

What do I need to do if I want to sign up for home phone service?

If you choose to sign up for home phone service and wish to transfer (port) your home phone number to Blue Stream, please have your current phone bill handy during your sign-up appointment. In addition, please do not cancel your phone service with your current carrier. It will be cancelled automatically.

I am a seasonal customer. Do you have seasonal rates to put my optional services on suspension at a reduced rate?

We do offer seasonal service rates. Please contact a Blue Stream Representative for details about this service and your available options.



www.bluestreamfiber.com/cedarpointe