

Blue Stream Fiber for Lake Jovita Homeowners Association



Blue Stream
fiber



February 14, 2024

Dear Board of Directors,

Thank you for the opportunity to participate in your selection process. We understand the importance of the task you have in finding the right provider and Lake Jovita Homeowners Association should expect a service provider that becomes a true part of the community and treats the residents, staff and board members with the respect and honest approach that they deserve.

To fulfill the unique needs of Lake Jovita Homeowners Association residents, Blue Stream Fiber has created a proposal that goes beyond the usual TV and Internet offering to fully addresses the real needs of the community including:

- 100% fiber-optic network with the most advanced Internet speed at 10 Gig capability for every resident throughout the community
- Smooth construction that respects the community and ensures the property is future proofed
- Reliability that includes guaranteed WiFi coverage, speeds & quality in every home
- Benefits and cost savings of a bulk agreement

The remainder of this proposal covers the details of all that Blue Stream Fiber can offer your community as well as proposed rates and terms on page 12. It is our hope that we clearly demonstrated that we listened to you and that the combination of products, service and support from Blue Stream Fiber is the perfect match for your residents.

Should you have any questions please do not hesitate to reach out to me directly on my personal phone at 813-853-4637..

Thank you for your time and consideration.

Ramona Smith

Ramona Smith

Director Community Development

Rsmith@BlueStreamFiber.com

813-853-4637

**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.

About Blue Stream Fiber

Trusted Florida Provider for 45 Years

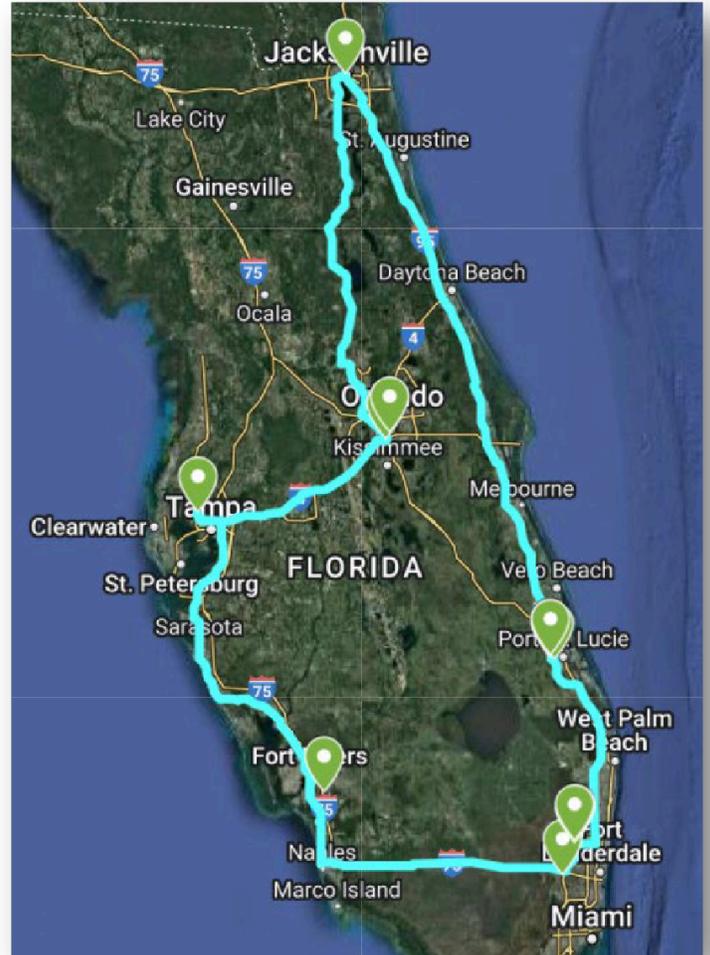
Blue Stream Fiber is a trusted Florida provider of Fiber-to-the-Home solutions with over 45 years of experience. As a state-wide telecommunications company with 150,000 homes in Florida, we cater specifically to HOAs and COAs to bring tailored fiber-to-the-home solutions to meet their community's needs.

- Whole Home Resident Managed WiFi
- Speeds up to 10 Gigs
- Blue Stream Fiber TV, powered by TiVo and Google Android
- Home phone service

Exceptional, Localized Customer Care

Our 100% Florida-based support staff offers fast and reliable customer support dedicated to same day in-home support.

In addition to standing behind our great products and services we supplement them with great customer support. The average speed of answer for our dedicated Fiber Service Team is 1 minute or less and 100% of our agents are based in Coral Springs, Port St. Lucie and Orlando, Florida. Our Technical Support Team is available to assist with any technical issues 24 hours a day, 365 days a year.



Communities across Florida trust Blue Stream Fiber to stay connected with our statewide 400G ring



BLUE STREAM FIBER'S PROPOSAL GOES BEYOND THE PRODUCTS TO ALSO FOCUS ON THE COMMUNITY'S TRANSITION TO FIBER, TRAINING YOUR RESIDENTS AND BACKING THAT UP WITH AN UNMATCHED SERVICE GUARANTEE

Going Above & Beyond for Lake Jovita Homeowners Association

Seamless Construction

- 100% underground fiber network
- Dedicated construction oversight
- Fix and repair all landscaping each week
- Weekly on-site project meetings
- Strategic, minimally invasive techniques

Easy, One-Visit Installation

- One visit to minimize disruption
- No downtime for residents in switch over
- Configure WiFi and program remotes
- Tailored communication plan for residents
- On-site support desk during install phase



Resident Training

- One-on-one training at installation
- Printed training guides available upon request
- Online training information & videos

Service Guarantee that Can't Be Beat

Lake Jovita Homeowners Association will receive customer

service and support that is on par with the service and support provided to hospital and critical government agencies



Community Support

- Fully dedicated technicians
- Account Management support for the board and Property Manager
- 100% US based phone support
- Dedicated hotline for the community
- Average speed to answer under 1 minute
- Virtual technician support by phone

In Home Support

- In-home support within same day/next day for trouble call

Service Performance Guarantees

- Guaranteed speed
- Guaranteed WiFi coverage
- Guaranteed TV quality
- Guaranteed uptime
- Automatic Quarterly Reliability Report to HOA Board

Benefits of Fiber Optics for Lake Jovita Homeowners Association

Speed

Fiber-optic Internet is many times **faster** than even the highest-speed copper Internet connections (i.e., coaxial cable). During periods of high demand for Internet access, fiber ensures you can be productive and rely on your internet experience.

Signal Strength

With traditional broadband Internet, the signal degrades as the user moves away from the switch. The signal strength of fiber-optic Internet does not degrade as quickly over distance. Residences and organizations in relatively large spaces could benefit from **better signal strength** throughout.

Bandwidth

For a high need for data transmission, fiber-optic bandwidth availability is significantly higher, and speed does not decrease as high demands are put on the network. Video streaming, conferencing, file sharing, cloud applications, and more place high demands on bandwidth. **Fiber upgrade is a significant benefit.**

Security

Hackers and information thieves can gain access to residential business cable Internet with relative ease, due to cable tapping or other relatively simple methodologies. Fiber-optic Internet is one powerful way to increase your **protection against cybercrime.**

Protection from Latency

This is a term used to describe delays that occur while processing data over an Internet connection. Fiber-optic Internet eliminates many of the latency issues users experience on cable Internet, particularly when downloading or uploading video or high-definition content.

Reliability

Fiber is much stronger than copper. Fiber-optic Internet is not susceptible to inclement weather conditions, which can damage or stall data transmission via copper cabling. Fiber is also resistant to human or electrical interference unless fibers are physically cut. Any amount of unplanned downtime can bring communications and productivity to a complete stop.



Benefits of Blue Stream Fiber Total Home WiFi for Lake Jovita Homeowners Association

BLUE STREAM FIBER PROVIDES SYMMETRICAL UPLOAD AND DOWNLOAD SPEEDS TO MEET THE INCREASING DEMAND ON USAGE SUCH AS TELEHEALTH, CALLS WITH FAMILY, STREAMING AND WORKING FROM HOME.

Whole-Home Mesh WiFi Architecture

Each home will receive an Optical Network Terminal (ONT) and Whole-Home Mesh WiFi pods. The WiFi system we install analyzes the network and optimizes the signal for each device. This ensures every device has the absolute best signal and speed in every corner of the home, in every room and patio.

Adaptive WiFi™

Send stronger signals to rooms where WiFi usage is higher. Get temporary boosts when downloading large files.



Guest Access

Create temporary passwords that grant different permissions to babysitters vs. weekend visitors.

Parental Controls

Restrict certain content, freeze WiFi for certain devices (or at certain times) and more.

AI Security™

Protect your community with advanced cybersecurity features, like ad blocking and quarantining compromised devices.

Total Control with the App

Enjoy whole-home awareness at your fingertips, whether you're in the house or on the go.

Benefits of Blue Stream Fiber TV for Lake Jovita Homeowners Association

Advanced Technology Made Easy!

Our TV service is an entertainment and lifestyle platform fully integrated with Google Assistant. You'll not only enjoy the best of traditional TV service but you'll also have our Android TV service with TiVo and access to over 5,000 apps in the Google Play Store. Search and play content, get answers, and even manage your Google Home devices.



Access to TV-Anywhere

The Blue Stream App delivers up to 190 Channels, On Demand, and access to the Cloud DVR anywhere you have internet. Easy access when utilizing Firestick, Apple TV, and Android TV.

Blue Stream Fiber TV, powered by TiVo and Google Android

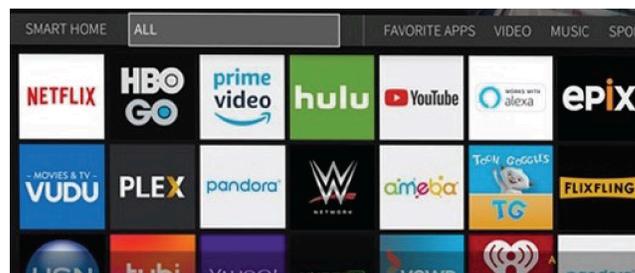
Blue Stream Fiber is the only technology provider in Florida with a fully deployed entertainment and lifestyle platform powered by TiVo and fully integrated with Google Assistant. The eSTREAM™ 4K, powered by Android TV set top box is small enough to fit behind the TV and the voice remote can be used to play entertainment TV, get information, and control IOT smart home devices.

Industry Leading Channel Lineup

Our packages feature channels like ESPN, Golf Channel, Disney, National Geographic, Turner Classic Movies, Bravo and many more! Plus, we include 50 commercial-free Music Channels.

Combine the best of traditional TV with all of the favorite Apps!

Enjoy a fully integrated search and discovery with popular streaming apps like Netflix, Hulu, Amazon Prime Video, Disney+, and Starz Apps. Create playlists with all available episode of a series whether on Streaming TV, Cable TV, or On Demand.



Cloud DVR

Our Multi-Room DV system allows you to start watching a recording in one room and finish in another. Watch different recordings on multiple TVs at the same time.

THE BLUE STREAM FIBER VOICE REMOTE DRAMATICALLY IMPROVES THE TV AND REMOTE EXPERIENCE



Benefits of Easy-to-Use Voice Remote for Lake Jovita Homeowners Association

We understand the role that a remote control plays. That is why Blue Stream Fiber puts the power of TiVo and Google Assistant right in the palm of your hand. Simultaneously search across live TV, recordings, and streaming services to deliver personalized results based on what is watched and when!

Say it, See it, Watch it

In the mood for a comedy but can't decide which one to watch? Let our remote help. Just say "Show me comedies on tonight" and instantly see what's playing. No More time-consuming and clunky text entry searches.



Trying to find something specific but can't remember the name? Tell our voice remote to "Show me action movies." You can even refine your search by saying, "Just the ones with Bruce Willis".

Don't feel like digging through endless pages of the Program Guide? Simply say, "Show me what's on tonight." Our TV service will display shows and movies based on what you have watched before.



Easy to Use.
Fast. Smart. Intuitive.

Highlights of a Smooth Transition to Blue Stream Fiber for Lake Jovita Homeowners Association

Estimated Project Timeline from the date of agreement execution



Extensive Support & Communication

Smooth Construction

Easy Installation

- Dedicated launch team
- On-site help desk during the install period and one month afterward
- Tailored communication plan to ensure residents are engaged every step
- Access to CEO for any escalation
- 100% fiber network
- All fiber in conduit
- All underground (no pedestals)
- Utilize minimally invasive techniques
- Repair/replace all landscaping
- Weekly project meetings
- Personal in-home training, online training & support
- Customized training materials to ensure all residents needs are met upon request



COMMUNICATION IS THE KEY TO AWARENESS AND APPROVAL FROM THE RESIDENTS OF LAKE JOVITA HOMEOWNERS ASSOCIATION. SEE BELOW FOR THE VARIOUS STEPS INCLUDED IN OUR EXTENSIVE COMMUNICATION PROGRAM:

Resident Communication Timeline for Lake Jovita Homeowners Association

Contract Signed

We provide a Welcome Letter, Services Collateral, Channel Lineup and Schedule to the Property Manager and Board Members.

Construction

We conduct Town Hall presentations and product demos for the community. We provide communication on Blue Stream Fiber products and services within property newsletters (if available) as well as posters and flyers in common areas and at each unit.

Install Scheduling

We make sure that residents have all the information they need about equipment and services, as well as provide appointment cards and confirmation emails.

Installation

Our goal is a seamless installation. We deliver a full Welcome Kit to every resident that includes:

- Full product demos
- User Guide
- Channel Lineup
- Service & Price Guide
- Pens, Magnets
- Dedicated phone number for Lake Jovita Homeowners Association

Post Install and Ongoing Communication

Our guarantee means we check in with residents to ensure complete satisfaction. We provide user guides on all products and services, make sure snowbirds have the information they need and survey to identify needs proactively.



WE DELIVER A SMOOTH SETUP TO THE RESIDENTS BY INSTALLING AND TRAINING IN ONE VISIT TO THE HOME.

Installation & Training for Lake Jovita Homeowners Association

One Visit Installation

- Install fiber and all services
- Install takes 1-2 hours
- 1 on 1 training
- Blue Stream Fiber sets up and optimizes the WiFi network
- Blue Stream Fiber sets up all Set-Tops and programs remotes

Customer Training

- 1 on 1 in home training
- On-site support desk during install phase
- Printed training materials available upon request
- Online training resources
- Tips and tricks emails



Dedicated Team Leadership

JOE CANAVAN

CHIEF EXECUTIVE OFFICER

Joe Canavan serves as CEO of Blue Stream Fiber and is responsible for the operations of the entire company. He is a customer-focused leader with a diverse background in bulk operations, marketing, product management and engineering. His unique background and leadership skills have enabled him to build strong organizations that empower team members to consistently deliver world-class service and an unmatched customer experience. For over 15 years, Joe has worked in the communications industry developing and perfecting new products and services while delivering exceptional service to residential and commercial customers.



LESLIE BALDWIN

EXECUTIVE VICE PRESIDENT, COMMUNITY RELATIONS

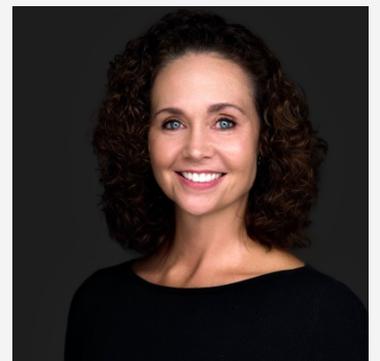
Leslie brings a wealth of knowledge in sales and marketing, coming from the largest property management company in North America, where she worked with her teams to execute a nation-wide business development strategy across the country. In her role at Blue Stream Fiber, Leslie will be working very closely with various members of our management team and learning from our HOA/COA partners and customers, to provide the very best services to meet their needs!



JACKY HAM

SENIOR VICE PRESIDENT OF SALES, ASSOCIATION & PARTNER DEVELOPMENT

Jacky serves as Sr. Vice President of Sales at Blue Stream Fiber, where she specializes in Association and Partner Development. She has been helping communities find technology solutions for over 20 years. Jacky's extensive experience in the industry makes her an invaluable asset to the boards and builders she works with.



Summary of Blue Stream Partnership for Lake Jovita Homeowners Association

Summary

Term:

We look forward to partnering with your community to provide services that you will love. The services and pricing shown here are based on an 10-year term.

Annual Increases:

We understand that associations must manage expenses and we try to keep our annual increases as low as possible. Annual increases are capped at 3% to help cover the annual cost of programming increases.

Symmetrical, high-speed Internet: Guaranteed speeds and uptime.

Extra Value

Complimentary Internet and Video Services:

For the offices, clubhouses, pools, and gyms: We will design service to common areas with you.

Leading product set:

Whole home mesh WiFi on a 10 Gig capable network and Google Android powered Set-Tops, Network DVR, Voice Remote and TiVo guide.

Quarterly performance data:

Your local Account Manager will provide a quarterly report of network and customer service performance of community.

Dedicated Resident Care

A Dedicated Account Manager:

Will be assigned to assist with initial community launch and day-to-day operations.

Truck Roll:

Complimentary support for residents experiencing issues with services including customer education, all within same day/next day.

Resident Upgrade Options:

Easily add-on additional premium channels, or rent additional equipment as needed.

Personalized Training Materials For Residents:

Training materials will be customized for your community and provided for all new residents upon request.

Rapid Phone Response:

A dedicated number to our 100% Florida based call centers with average answer times of 1 min.

Bulk Internet Only Resident Pricing

Everyday TV Service (Includes one TiVo Android Set-Top Box)

TiVo+ TV	\$5.95
Limited TV (Includes 50 Hours of Cloud DVR)	\$14.95
Expanded TV (Includes 50 Hours of Cloud DVR)	\$64.95
Digital Plus TV (Includes 50 Hours of Cloud DVR)	\$74.95

Additional TV Services (Rack Rates)

Sports Tier	\$11.95
Blue Latino Tier	\$11.95

Premium Packages (Rack Rates)

HBO Max	\$16.00
Showtime	\$11.99
Cinemax	\$10.00
Starz	\$14.95
Starz Encore	\$6.95

International Premiums (Rack Rates)

RTN	\$14.95
RAI	\$9.99
TV5 Monde	\$9.95

TV Equipment & Add-Ons (Rack Rates)

TiVo Android HD Set-Top Box	\$10.99/each
150 DVR Hours	\$5.00
300 DVR Hours	\$10.00
500 DVR Hours	\$15.00

Total Stream Packages

Unlimited pods & STBs, 500 DVR hours/Unlimited Streams, HPP, No-Charge Home Visits, 60 days Free HBO Max	\$15.99
Unlimited pods & STBs, 500 DVR hours/Unlimited Streams, HPP, No-Charge Home Visits, 60 days Free HBO Max, Phone	\$34.99

WiFi Services (Rack Rates)

Additional WiFi Pods	\$5.00/each
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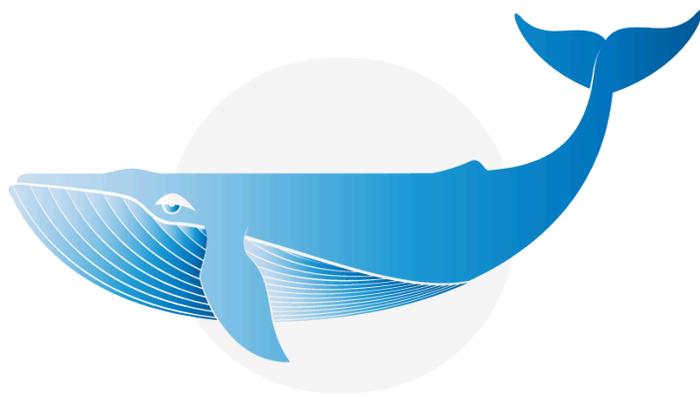
Phone Service (Everyday Rate)

Unlimited Phone	\$19.95
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Home Protection Plan (Rack Rate)

	\$7.95
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Prices subject to change and do not include taxes, fees, and surcharges. Everyday TV Prices shown reflect a \$30 discount that is applied when purchased with internet service. A subscription to Sports Tier and Blue Latino requires purchase of Expanded or Digital Plus TV. A Set-Top box is required to view all TV service.



Keep calm and stream on

WWW.BLUESTREAMFIBER.COM