



Nettle's Island Town Hall Meeting
November 10, 2019

BULK SERVICES LAUNCH EVENT



Nettle's Customer Service Hotline: 772-208-9844

Agenda

 Customer Service

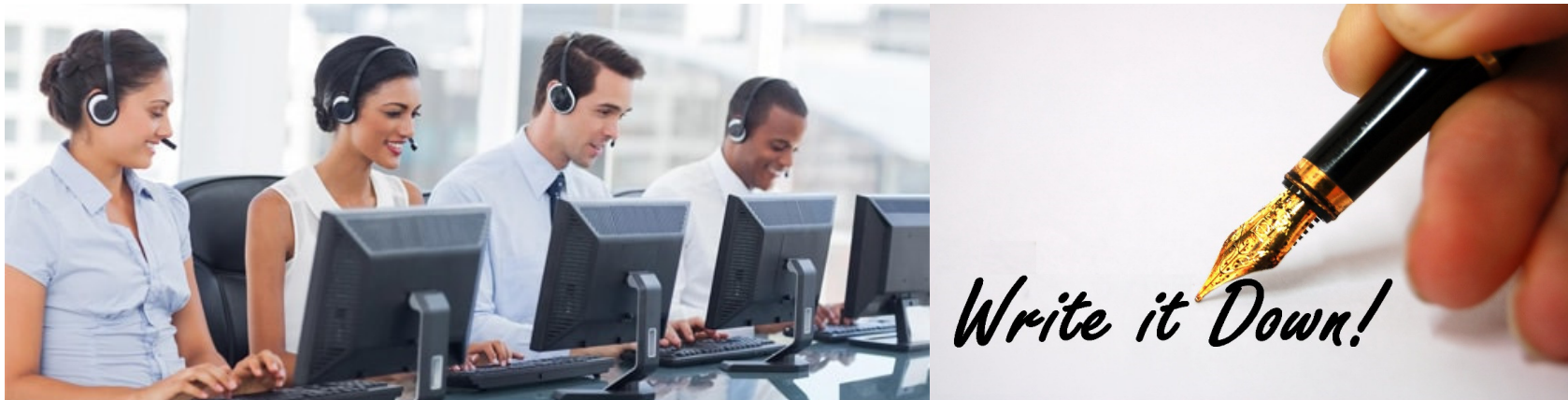


Registration Event Launching Now!

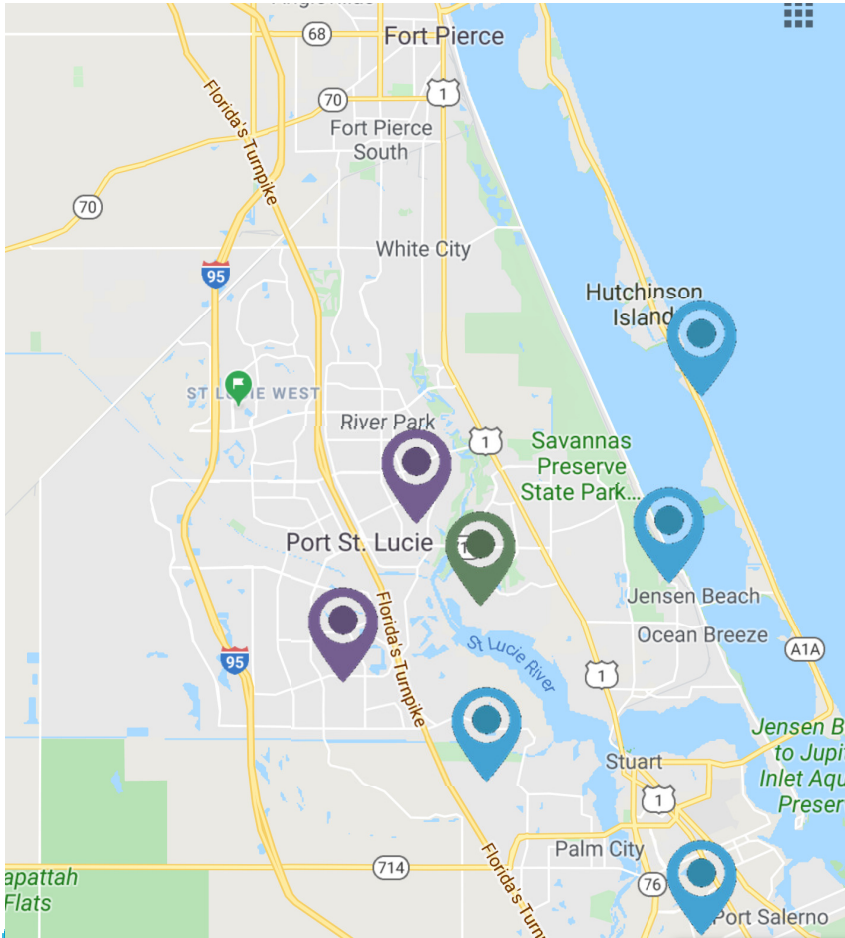
Bulk Products & Services Explained

Nettle's Island Customer Service Telephone Number

772-208-9844



Customer Service Port St Lucie Region Operations Center



Operations Center

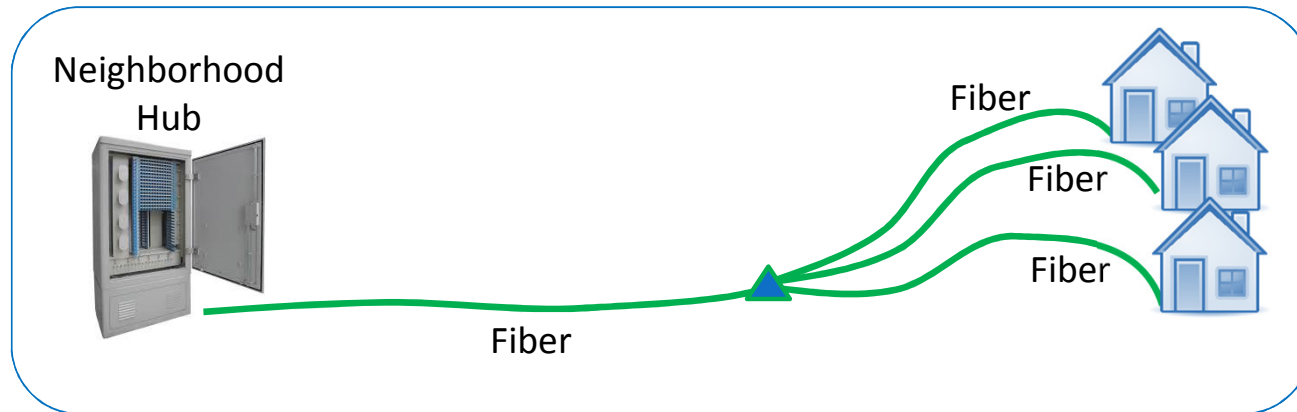
- **Data Center:** Traditions in PSL
- **Operations Center:** ***NEW LOCATION 2019***
- 1982 SW Hayworth Ave, Port St Lucie, FL

Nettle's Island

- Construction is almost complete
- Total of 40,228 feet (8 miles) of fiber optics has been installed
- Total Fiber completion 11/8/19
- Installations start on December 18th

We Improved your Neighborhood with 8 miles of Fiber!

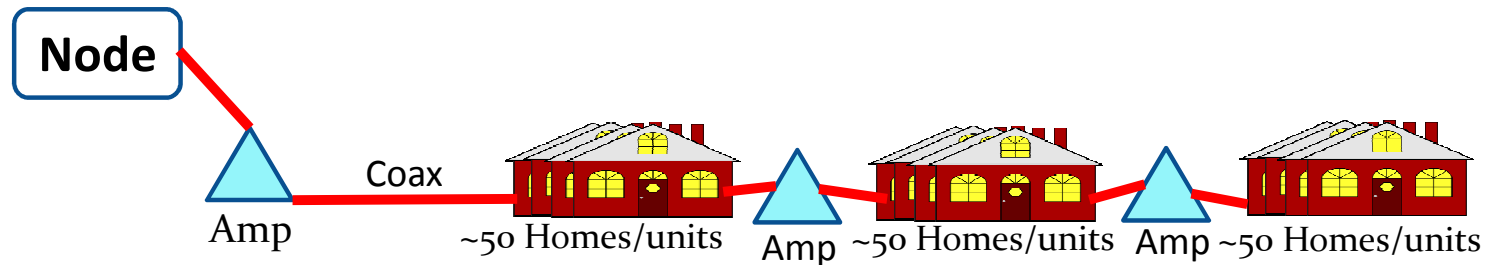
New Blue Stream GPON Fiber Network Completed



- ☒ Improved Reliability & Uptime
- ☒ Faster Speeds
- ☒ Future Proof
- ☒ Increased Home Value

FITH Council Study

Existing Comcast Cable Network – Old Stuff



Agenda

Customer Service

 Registrations Launching Now!



Bulk Products & Services Explained

Blue Stream Registrations start tomorrow 11/11/19



Customer Service Agents will be located in the Clubhouse Downstairs To Register Residents



Sign Up Sheets are now available



Blue Stream Sign Up Schedule

Monday November 11th

Nettle's Island

Sign up for service event! You will be meeting a Blue Stream Customer Service Rep in person

Bring your Comcast Bill and your Drivers License

DATE	GAME TIME	LOCATION	NAME	PHONE
Nov 11	10:00 AM	Lot #		
Nov 11	10:00 AM	Lot #		
Nov 11	10:00 AM	Lot #		
Nov 11	10:30 AM	Lot #		
Nov 11	10:30 AM	Lot #		
Nov 11	10:30 AM	Lot #		
Nov 11	11:00 AM	Lot #		
Nov 11	11:00 AM	Lot #		
Nov 11	11:00 AM	Lot #		
Nov 11	11:30 AM	Lot #		
Nov 11	11:30 AM	Lot #		
Nov 11	11:30 AM	Lot #		
Nov 11	12:00 PM	Lot #		
Nov 11	12:00 PM	Lot #		
Nov 11	12:30 PM	Lot #		
Nov 11	12:30 PM	Lot #		

Agenda

Customer Service

Retail Service Launching Now!



Bulk Products & Services Explained



New Bulk Services

Included with HOA dues (Starting in 2020)

TV Service

- Digital Core: 200 Channels
- VOD, Start Over & Catch Up
- Network DVR up to 100 hours of recording
- HD Service
- Direct Connect QAM-TV with 80 channels to all existing outlets
- (1) Google Android Box



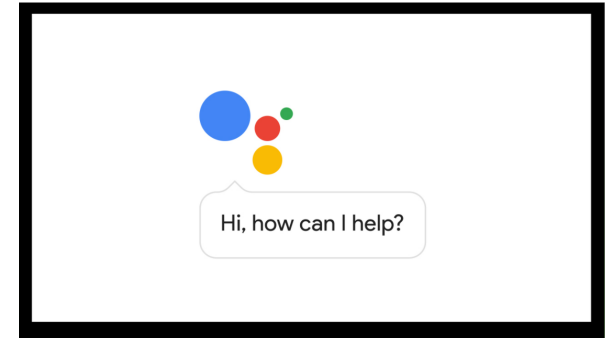
* Subject to acceptable use policy

Each Resident Receives (1) Set Top Box & Google Voice Remote!

1 Free Set Top Box per Home



- Supports 4K HD TV
- Small: 5" x 5" x 1"
- Hide behind the TV!
- Remote support and control
- HDMI Cable Included



- Google Assistant Voice Remote
- Backlit for night use
- Works when set-top is hidden
- Controls TV and TV volume

Each Residents Receives QAM- TV to all outlets in your home for FREE



All coaxial outlets in your home will receive 80 channels of QAM TV. You do NOT need a set top box to view these channels

Sign up for TV Everywhere™ with our Blue Stream App

Watch Live TV, On Demand and DVR Shows in Your Home

Amazon Firestick



Phones and Tablets



Apple TV & Android TV



Google Android TV Explained

The Best of Traditional TV, All the Apps and Voice Remote



- A simple guide for traditional TV viewing
- Thumbnail Viewing
- Network DVR, Start Over & Catch Up



- All the Apps: YouTube, Spotify & So Much More
- Voice remote powered by Google
- Find shows on TV and Apps with integrated search

Retail Internet Service with Managed WiFi Available \$39*

Better In Home Service & Coverage

- Starting as low as \$39* per month
- Business Grade WiFi Gear
- Network extenders available
- Nightly WiFi optimization
- Speeds up to 1gig/1gig

Better Customer Support

- Experienced technicians
- Remote diagnostics & advanced support



Phone Services



Unlimited local and long distance service to the US, Puerto Rico, Canada, Guam & the US Virgin Islands



29 Calling features w/ online portal and robo call blocking



Voicemail included



Great international rates



Upgrades Available (Products and Services)

Cable TV Upgrade Options

- Digital Sports Plus \$10.95/month
- Cinemax \$10.00/month
- Showtime \$10.99/month
- Starz \$13.95/month
- Encore \$5.95/month
- HBO \$17.95/month
- DVR 300 Hrs. of Recording Upgrade \$5.00/month
- DVR 500 Hrs. of Recording Upgrade \$10.00/month
- C1R (Channel 1 Russia) \$14.95/month
- RTN (Russia TV Network) \$14.95/month
- RAI (Italian) \$9.99/month
- RTN & C1R Combo \$19.95/month
- TV Globo \$19.99/month

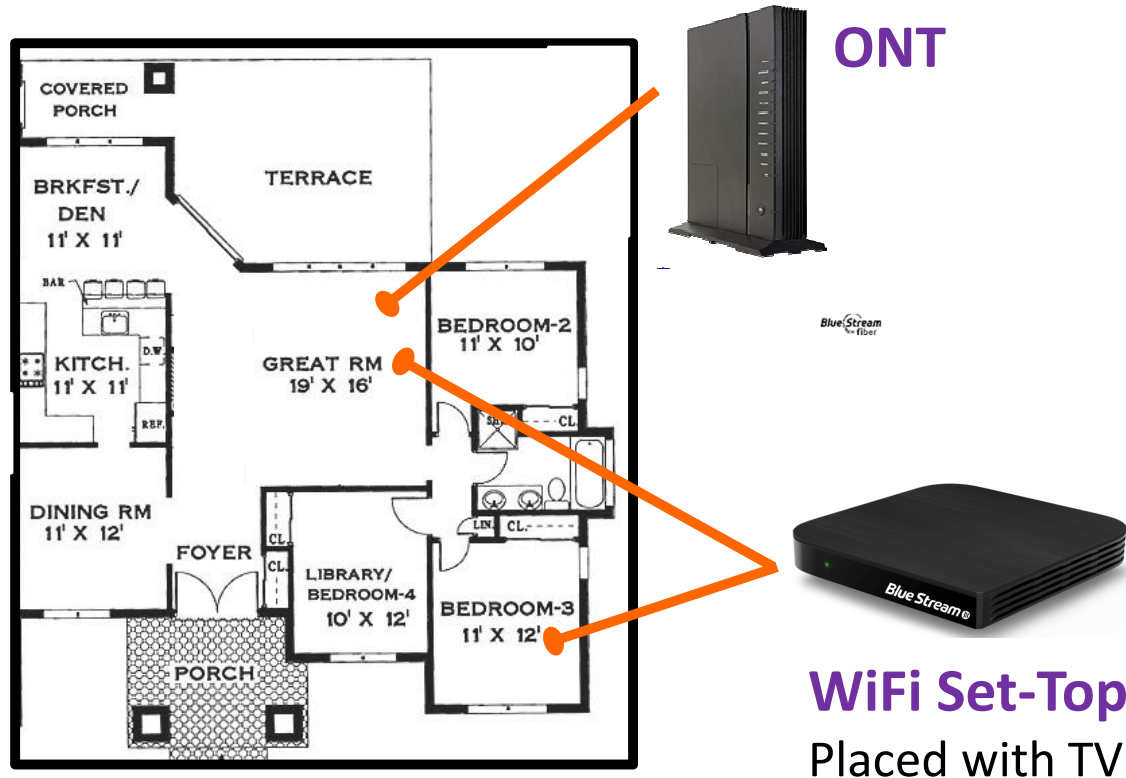
Additional Service and Equipment Options

- 50 Mbps \$39.00/month
- 100 Mbps \$49.00/month
- 400 Mbps \$59.00/month
- 1Gpbs \$69.00/month
- Unlimited Phone Service \$19.95/month
- Additional Google Android Box \$9.99/month

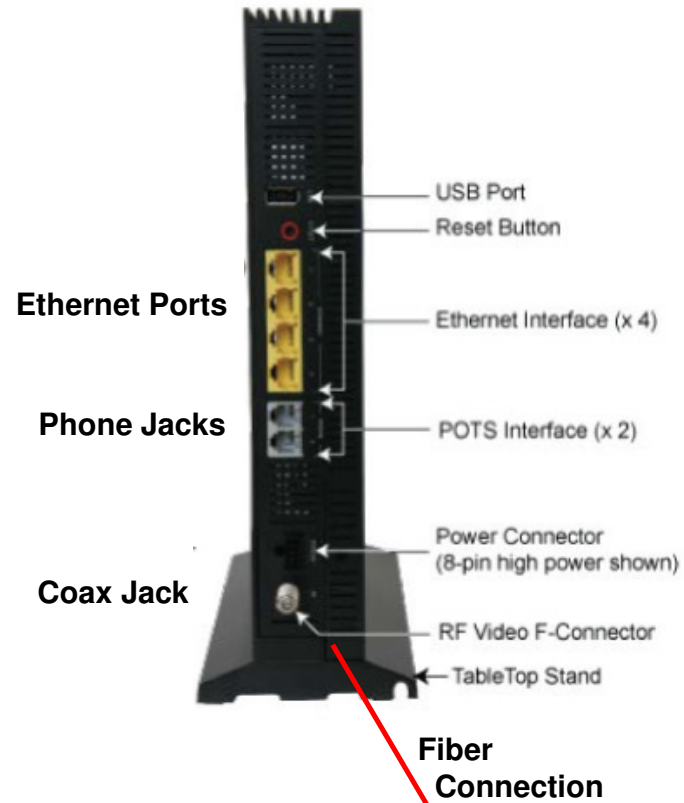
**Channels and Pricing are subject to change.*

Blue Stream 

In Home Installation



What connections are on the ONT/Router



Can I Add Other Services

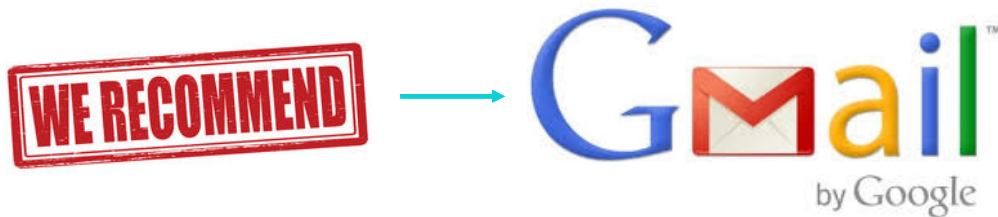
- Everyone will get bulk services by April 1, 2020
- You can add on upgrades and you will be billed directly by Blue Stream for additional services.
- You can add additional tiers of video, phone, internet or premium channels.

Comcast Equipment Pick Up

- You will need to return your Comcast equipment
- DO NOT CANCEL Comcast until after you are installed with Blue Stream
- Once the Blue Stream equipment is installed and working in the unit, the Comcast equipment should be returned to Comcast either by dropping it off at the Comcast-Xfinity business office located at 2830 NW Federal Hwy, Stuart, FL 34994, or at a UPS store. Comcast will bill the Unit account holder for any equipment or services not returned by April 8, 2020.

Can I Keep My Current E-mail Address

- If you use Google, Yahoo, AOL, etc you would just keep using that address
- If you have an Comcast address you can keep that address so long as you use it at least one time per year*
- * please note that Comcast may change their rules at anytime and are not guaranteed.
- Blue Stream Recommends a Gmail Account be linked to your account with us.



Thank You!
Blue Stream 

**Nettle's Customer Service
Hotline:
772-208-9845**