

Hérons Glen



***SERVICE & PRICING
INFORMATION PACKET***



Dear Herons Glen 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, Herons Glen 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 underline.

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.

Hérons Glen Custom Communications Services Package

*THE DETAILS OF THE HERONS GLEN
SERVICE PACKAGE ARE BELOW*



TV SERVICE

- Digital Core & Plus Service with 200+ Channels
- Stream up to 5 devices at the same time
- HD & VOD (video on demand)
- Record up to 200 hours on your network DVR
- Direct Coax Connect Service
- (2) TiVo Android Boxes
- (2) Voice Remotes



INTERNET SERVICE

- Up to 300Mbps Download
- Up to 300Mbps Upload
- ONT (Fiber Modem)
- Managed Whole-Home 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.

Upgrade Options

CABLE TV UPGRADE OPTIONS

Sports Plus	\$11.95/month
Cinemax	\$10.00/month
Encore	\$6.95/month
Blue Latino	\$11.95/month
HBO Max	\$20.95/month
Showtime	\$10.99/month
Starz	\$14.95/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
TV5Monde	\$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

Home Protection Plan
\$4.95/month

Additional DVR Hours &
Additional 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