

# BLUE STREAM QUESTIONS AND ANSWERS

## FOR NETTLES ISLAND OWNERS & RESIDENTS

**JULY 2019 – Pricing terms have been redacted from this document in accordance with confidentiality terms of Blue Stream Agreement. Contact Nettles Island office or Blue Stream for additional information.**

The Nettles Island Board of Directors approved a new cable contract with Blue Stream on June 19<sup>th</sup>, 2019, following recommendations from the Nettles Island Cable Committee. Blue Stream is a communications provider offering cable TV, Internet, and Phone Services. The Cable Committee worked with various providers over an 18 month period to acquire the most desired terms and services suitable for Nettles Island at the most competitive price. The Blue Stream services are set to begin April 2020, when the Comcast agreement is no longer in effect. Below is a list of questions and answers we feel will be most helpful to the Nettles Island Owners. There is additional information available for owners after logging in at [www.nettlesislandcondo.com](http://www.nettlesislandcondo.com). If you need additional information not provided in this FAQ, or are unable to get to the website, please contact the condo office at [niboard@comcast.net](mailto:niboard@comcast.net) or call 772-229-2930.

- 1. What the length of the Blue Stream Contract?** X years with the right of refusal.
- 2. What is the monthly fee?** \$XX.XX, plus taxes.
- 3. What is the annual increase?** X.XX%
- 4. What is the door fee and how is it used?** The door fee from Blue Stream is \$XXX,XXX.XX payable to Nettles Island on or about May 1, 2020. This payment from Blue Stream was negotiated as part of the terms of the contract. Nettles Island will apply these funds on a monthly basis to reduce the monthly bulk agreement payment for the cable services provided for the Nettles Island Owners during the six year term of the contract.
- 5. What other services are included?** Blue Stream will install a new Fiber Optic Network to each unit. Nettles will receive free cable and Wi-Fi services for common areas, Internet with static IP addresses to 4-6 locations for business use, two Community Channels, and a Dark Fiber ring to network Security equipment and devices. There is an option to add bulk internet during the first 3 years, which would provide internet services at a bulk rate to all units. The desire to add bulk internet can be evaluated on an annual basis by the Board with input from the Owners.
- 6. Is High Definition included?** Yes
- 7. What equipment is included?** One Wireless Google Set Top Box and Voice Remote is provided, which has 200 channels, on Demand, Music Channels, Start Over and Catch Up. A channel line up is available on the Nettles Island website or thru the condo office. The Wireless Google Set Top Box measures 5" X 5" X 1" . It comes with a Google platform to access all your apps and a Digital Video Recorder, which will record up to 100 hours of programming.
- 8. How do I get services to my other TV's if only one box is provided?** All of your other TVs can be directly connected to any cable outlet in your home and will receive 75 channels. The cable inside your home will be connected to an ONT (Optical Network Terminal), which takes the signal from the Fiber Optic cable outside your home and feeds it through the cable outlets inside your home. If you desire the 200 channels and the features of the Google Set Top box on other TVs, you can rent additional set top boxes for \$X.XX per month, or purchase a Firestick or similar device to duplicate the features and channels available on the Google Set Top Box on other TVs.
- 9. Can I program the remote for my TV?** Yes, a Blue Stream remote guide is available on the condo website or through the condo office.

- 10. What other retail services are available through Blue Stream?** A Rate Sheet for Additional Services is on the condo website or available through the condo office. There are various tiers of internet with speeds from 50Mbps up to 1Gbps, which includes the modem, Phone Service at \$XX.XX for the life of the contract with unlimited local and long distance anywhere in the US, Puerto Rico, Guam, Canada and the US Virgin Islands. There are 29 calling features at no addition cost with voicemail and Robocall Block. There are additional tiers of channels available and Premium Channels.
- 11. Does Blue Stream have an app that allows me to watch my programs on other devices when away from home?** Yes, you can watch all of your DVR recordings when your away from home and all your local channels. The programmers/channels control what you can watch when you are away from your home network, but rest assured ALL of your DVR recordings will be there.
- 12. Do all Nettles Islanders pay the same rates for other retail services?** Yes, the retail rates are the same for everyone. No teaser rates or promotions that expire.
- 13. Can I use my own modem?** Yes, but it is not necessary. By using the providers modem you are assured that Firm-ware updates will be transmitted to the modem.
- 14. Can I keep my Comcast internet or phone services?** Yes, you may. Comcast will continue to provide retail services to Nettles Island and maintain the cable infrastructure in our community as long as there are sufficient subscribers in the community.
- 15. Can I keep my Comcast email address?** Yes, however it must be used periodically. Information about this can be found on the website or through Comcast or the Condo Office. <https://www.xfinity.com/support/articles/using-email-only>
- 16. Can I put my retail services on vacation?** Yes, the minimum is one month and the maximum is 9 months for a fee of \$X.00 per month.
- 17. Where is the ONT installed?** The ONT will be installed in the home, or in a weather proof box on a RV site. The ONT will need to be plugged in to a power source inside the home and will be situated at or near the electric pedestal on RV Lots. RV sites will use cable to connect the ONT to the RV. Blue Stream will assure the signal is broadcast through the home.
- 18. Who can I contact to arrange for services other than those provided in our bulk agreement?** Aron John, Blue Stream Account Manager will be on site to handle sign ups for additional services and can be reached at [ajohn@mybluesteam.com](mailto:ajohn@mybluesteam.com)
- 19. Who do I call if I need Customer Support?** Blue Stream has set up a dedicated line for Center of Excellence Customer Support Staff for Nettles Island only at **772-208-9844**. Keep this # handy.
- 20. When does the in home installation take place?** Once construction is completed, which is expected to be in January, you will have up to one year to schedule the installation in your home at no charge. If you cannot be installed within one year, please let Blue Stream know in April 2020.
- 21. How will installation appointments be set?** Blue Stream will provide a Representative during the installation period from January to April. Blue Stream anticipates installing 16 to 24 homes per day++. Each Resident will receiving training during the installation on how to use the remote
- 22. How will I learn more about Blue Stream?** Nettles Island will arrange Town Hall meetings with Blue Stream representatives to in November, December and January to explain additional features. Blue Stream will have training meetings February and March. The training meetings will assist owners in learning more about the system and features available to you.
- 23. How will I know when they are going to be working on my Lot?** They will put a door knocker on your home prior to entering your lot. The door hanger will have a tech's name/number.

- 24. When will the Blue Stream services be live and available?** It is intended that the services will be live and available at the time the Comcast contract expires on April 8, 2020. Should this not occur for any unforeseen reason, there are provisions in the Blue Stream contract to continue the Comcast bulk services if necessary.
- 25. Who will be doing the construction and can I contact them?** Florida Communications Concepts is the contractor hired by Blue Stream to do the construction. You may contact Ryan Freeman, the onsite *Construction Supervisor, if needed at 561-543-5933 during the construction phase.*
- 26. When does construction start to install the Fiber Optic Network?** Construction will begin immediately (July 2019). This will be done in phases commencing with the most western sections (Celebrity and Porpoise Island and the Fingers on the Grand Canal) of Nettles Island and finishing at the most eastern portions of Nettles Island.
- 27. What will the construction crew do first?** They will begin by marking the areas where they will install conduit with white water soluble paint on the grass. They will have "Locates" mark existing underground utilities. Please do not remove red flags or markings.
- 28. What will happen after the site is marked?** The construction crew will begin digging on or around July 22, 2019 and will lay a 2" HDPE orange conduit pipe approximately 24' under the ground. Approximately 90% of all of the pipe will be laid in the rear five (5) foot easement. Most of the installation will be hand dug unless they are crossing a road or other hard surface. Then they will use underground directional boring so as not to remove hard surfaces. Occasionally, they will bury a 2' X 3' box in the ground, which will be flush with the ground and be at the far side of a lot.
- 29. Where will the Construction Equipment be staged?** Nettles Island has given Florida Communications Concepts permission to use the south western portion of the parking area on the Main Causeway.
- 30. What if I have existing conduit under my pavers or concrete?** Please notify the condo Manager by email: [laura@nettlesislandcondo.com](mailto:laura@nettlesislandcondo.com) or phone: **772-220-2930**, so we can share this information with the Construction Supervisor.
- 31. What if I have pavers on my property?** The construction crew will remove and reinstall your pavers at a cost of \$1.00 per linear foot. They will remove approximately 1' in width and will hand dig to install the conduit. Blue Stream will invoice Nettles Island according to the length of pavers removed on each Lot and Nettles Island will invoice the owners accordingly.
- 32. What if I have wood covering my yard?** If it is necessary for wood planking to be removed to facilitate the installation, owners will be contacted on an individual basis. Please be advised that the Nettles Island rules adopted by the Board on March 2, 2016 do not permit replacement of wood material.
- 33. What happens after the conduit is laid?** In approximately 90 to 120 days after the digging is complete the crew will be building the fiber network to feed each unit. Construction completion is expected by late December to middle January. Property restoration happens immediately.
- 34. What happens if Comcast cables are damaged during the construction?** Florida Communication Concepts are experienced cable installers and will repair any damages immediately. You may contact Ryan Freeman, Onsite Construction Supervisor, if you suspect the construction crew may have caused an outage of Comcast Services.

**PLEASE MAKE SURE YOUR EMAIL, MAILING ADDRESS AND PHONE NUMBERS ARE UP TO DATE!!!**