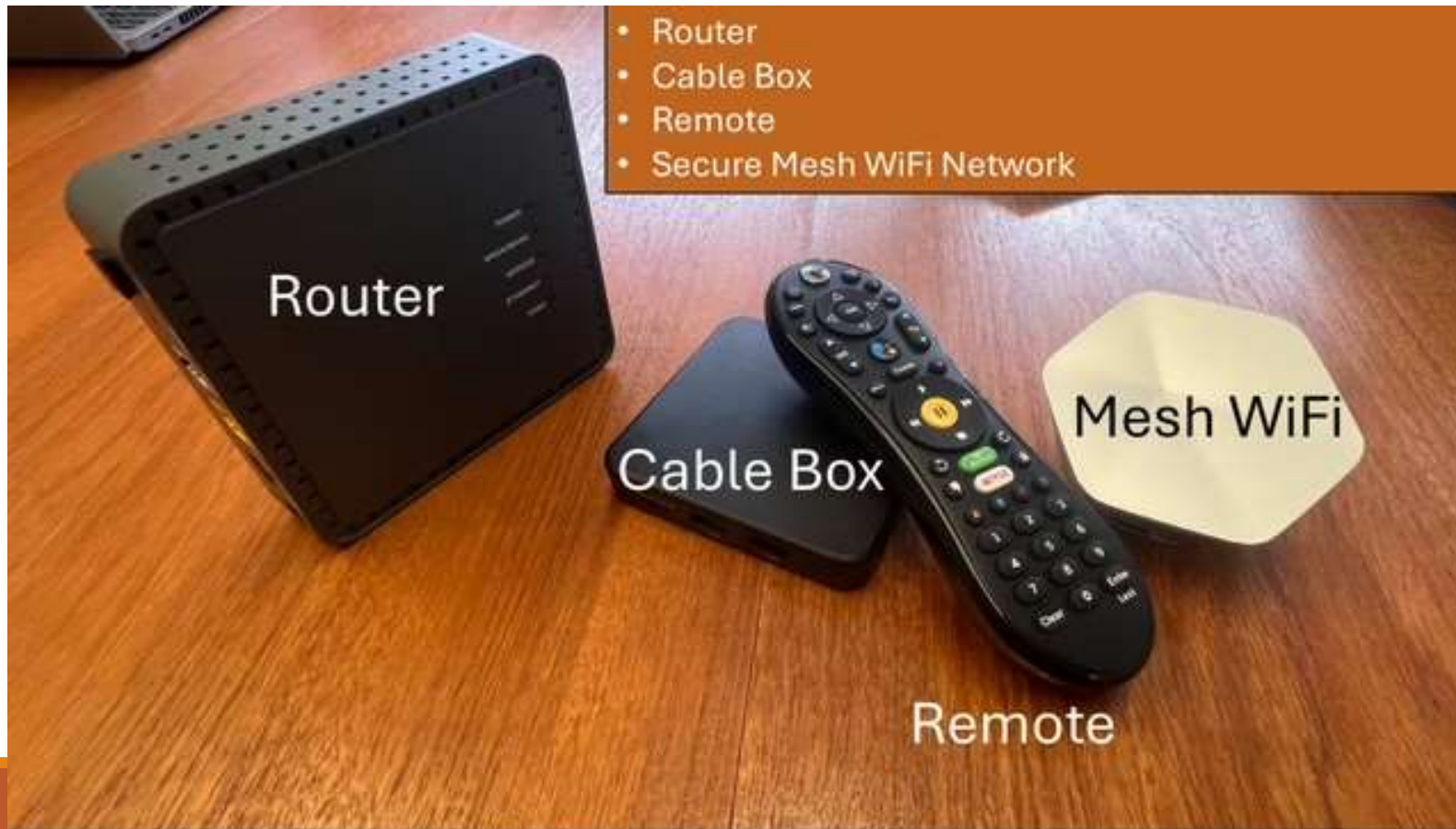


**MEETING STARTS AT 7PM**

## Blue Stream Equipment, Installation and Protection Plans



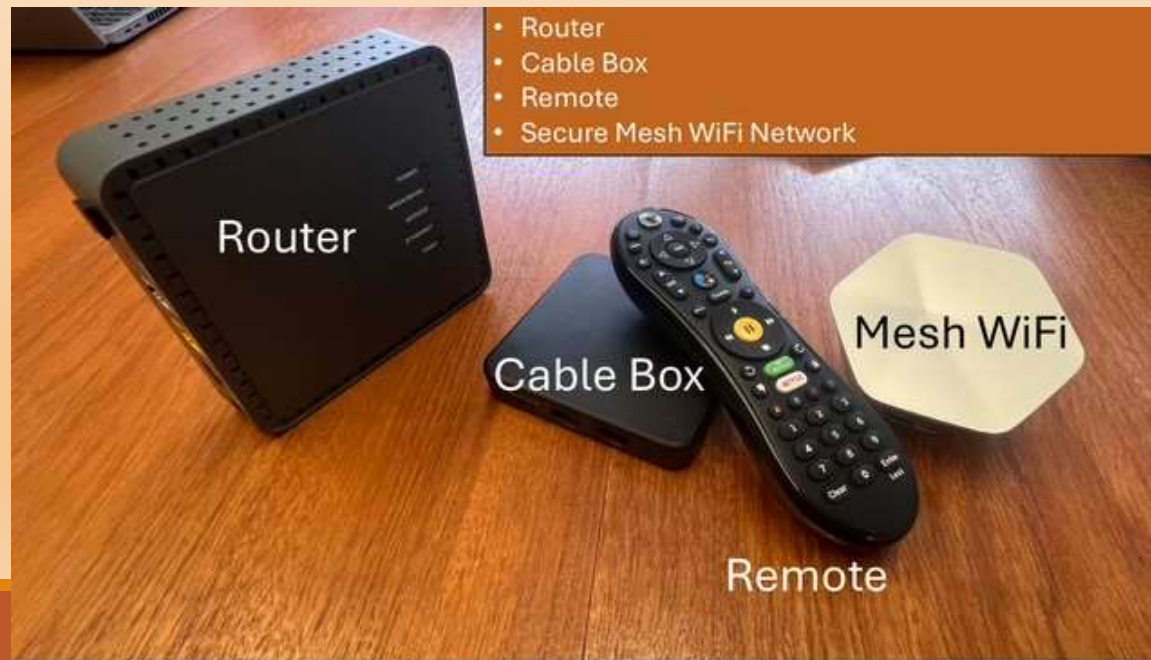
# AGENDA

1. Equipment
2. Installation
  1. RVs and RV lots
3. Google Assistant
4. Blue Stream protection plans

# EQUIPMENT

Each lot will receive:

- 1 new set-top box (exchange out the old one) – aka “cable box”
- 1 new voice controlled remote
- 1 new mesh wifi



## Ultra Slim Set-Top Box



## Voice Remote



# What if I have more than 1 TV?

Most “smart” TVs, Android-based TVs, Apple TVs

- Install the Blue Stream Fiber TV app to watch TV (we will discuss how to do this in our next Zoom meeting).

\*\*\* Roku, TCL TVs, Onn (WalMart brand), some Philips TVs, some Sharp TVs, Samsung TVs => Look for Roku label on TV itself – look at remote control for a purple Roku button .... **these TVs cannot get the Blue Stream app**

- Purchase an Amazon Fire Stick and use it to get the Blue Stream TV stations



Watch for sales. Prices this summer have ranged from \$18 to \$35!

Or rent an extra Set-top box from Blue Stream for \$11.99/month => \$144/yr



# Mesh wifi pod

- aka wifi boosters/extenders
- reach “dead spots” in larger homes



As part of the bulk service agreement, one Plume WiFi pod is included at no cost.

If additional pods are required during the initial installation to ensure full WiFi coverage throughout your home, they will also be provided at no charge.

# INSTALLATION



# 1. Set up appointment for installation

- Call to set up an appointment for a Blue Stream technician to come to your house. 772-208-9844
- 9/2 – Installations start on Nettles Island.



## FAQs re Installation Timing

I won't be back on Nettles until after Oct 1<sup>st</sup> – what about my installation time?

- No problem – call 772-208-9844, 7 days before you return to set up your appointment time. (You WILL have TV service when you arrive back)

I won't be on Nettles at all this year due to personal circumstances – what about my installation?

- No problem – call 772-208-9844, 7 days before you return to set up your appointment time.

I don't currently have either Blue Stream TV or Blue Stream internet. What's different for me? Can I get out of my Comcast contract?

- Call the same number for installation.
- Tell Comcast (or your other provider) that your community has contracted for bulk TV package effective 10/1 and they should be willing to break your contract with them.

# How to prepare for my install

---

1. Someone 18 years of age or older must be home during the time of your installation.
2. If you recently moved into a new home, any equipment needed for the installation, including your TVs must be unpacked and ready for the technician in the area where they will be installing it. Additionally, the area for installation must be clear and accessible.
3. **Internet installation tip!** If you are getting this installed, you may want to put together a list of connected devices in your home, to ensure they are all set up and working prior to the tech leaving your home. This includes all smart phones, smart TVs, tablets, gaming devices, computers, and smart appliances such as Nest Echo Dot, Alexa, etc.

### Where will your equipment be located in my home?

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

## How do I hook up my various devices to the Blue Stream Fiber system?



After completing your installation, which will take 3 to 4 hours, the Blue Stream Fiber technician will assist you in connecting your various devices to the new WiFi system using the Same SSID and password you were previously using to allow your devices to automatically migrate. To ensure none of your WiFi-enabled devices get missed during installation, be sure to have a list of those devices ready. Some examples of devices are computers, TVs, phones, tablets, and ancillary equipment like HVAC thermostats, doorbells, refrigerators, washing machines, security cameras, door locks, monitors, Echo and Alexa devices, pool pumps, pool water heaters, etc.

### Will you have to rewire my house?

Our equipment is wireless inside the house, and we will not be reusing the existing coax cable.

FAQ: I am currently paying for internet with Blue Stream and am being invoiced monthly. Since internet will be included as part of my dues as of 10/1, do I need to do anything so that I am no longer invoiced?

- Call Blue Stream to cancel your “paid” internet before your installation date.



## RVs and RV lots



### 2 installation methods:

1. Blue Stream goes on the side of the home (where the electric or water line is) and runs a Cat 5 to hardwire the plume.
2. Blue Stream puts a plume outside where the modem is in the clamshell. Both the internet and video will connect via Wi-Fi.

# Google Assistant

## Use your voice to do more!

Press and release the Google Assistant button & ask Google to give you the weather or check the score of the game. You can even connect to your Google Smart Home devices and dim the lights or adjust the thermostat!



## Hey Google

### Plan Your Day

Hey Google, will it rain today?"  
"How long will it take to get to Fort Myers?"

### Get Answers

"Who won the Super Bowl in 1995?"  
"What is the date of Easter in 2021?"

### Play & Discover Content

"Play Chicago Fire"  
"Show me Action Movies with Bruce Willis"

### Control Google Home Devices

"Dim the bedroom lights"  
"Set the temperature to 73 degrees"

**You will need a google account.**



1. **Go to the Google Account sign-in page:** You can do this by going to [google.com](https://google.com) and clicking on "Sign in" in the top right corner, then clicking on "Create account".
2. **Choose the type of account:** Google will ask if the account is for personal use, for a child, or for work or business.
3. **Enter your information:** Provide your first and last name, date of birth, and gender.
4. **Choose your Gmail address:** Google will suggest some options based on your name, or you can create your own.
5. **Create a password:** Choose a strong password that is difficult to guess.
6. **Add recovery information:** You can add a recovery email address or phone number to help you get back into your account if you forget your password.
7. **Agree to the terms and privacy policy:** Review Google's terms and privacy policy and agree to them to complete the account creation.

Watch a video on how to create a google account:

<https://www.youtube.com/watch?v=5GVuMtyOgYA&t=94s>



# OPTIONAL BLUE STREAM PROTECTION PLANS

---



## TOTAL CONNECT PACK

**\$29.99/mo** \$360/YEAR

- Up to 1 Gig Upgrade      very rarely needed by average person
  - Real-world usage rarely hits 500 Mbps, let alone 1 Gbps. Streaming 4K video, for instance, only uses ~25 Mbps per stream.
- WiFi Pods where needed for full in-home WiFi coverage based on technician      included with Nettles plan
- Additional Set-Top boxes for all your TV's      or 1 time \$20-\$30 fee for Amazon Fire Stick
- 500 DVR Hours      100 hours included with Nettles package  
OR \$16/month for 500 hours alone
- Blue Stream Fiber Home Protection Plan
  - Includes in home tech visits for your Blue Stream Fiber Equipment.

The Home Protection Plan covers basic support and accidental damage to Blue Stream Fiber equipment like modems, ONTs, and phone wiring.

This can be separately purchased for \$10/month

## ***TOTAL CONNECT+ PACK*** **just \$37.99/mo** **\$460/YEAR**

- Same as Total Connect package PLUS
- Advance Tech Care
  - For your eligible **non-Blue Stream Fiber devices** from synching smart devices to trouble shooting printer issues and more. **You can buy this separately for \$10/month**

## **Home Protection Plan**

**\$9.95/mo**

- Accidental Fiber Damage
- External wiring issue caused by animal damages
- Accidental damage to phone wiring, modem or ONT
- Basic customer education on Blue Stream Fiber services
- Assistance with seasonal reconnect

\$120/year

\$120/year

### **Advanced Tech Care**

**\$9.99/mo**

**From syncing smart devices to troubleshooting printer issues, we've got you covered. Includes:**

- Tech care for **non-Blue Stream Fiber devices** including help with setup, troubleshooting, and backups
- Smart tips to help optimize your connected devices and connected tech

\$180/year

### **Advanced Tech Care + Ent. Device Protection**

**\$14.99/mo**

**Get all the benefits of Advanced Tech Care — plus extra protection for your home entertainment devices. Includes:**

- Coverage for mechanical and electrical breakdowns for eligible home entertainment devices (TVs, gaming consoles, etc.)
- Coverage for accidental damage from handling (drops, spills, cracked screens)
- Easy claims — no receipt required!

\$300/year

**Advanced Tech Care + Complete Device Protection \$24.99/mo**

Your all-in-one plan for total peace of mind. Includes everything in Advanced Tech Care +Entertainment Device Protection, plus:

- Coverage for mechanical and electrical breakdowns for all eligible home devices, computers, tablets, wearables, & more
- Easy claims process
- Two smart home device installations per year (just \$99 service fee per visit)

	\$120/year Advanced Tech Care	\$180/year Advanced Tech Care + Entertainment Device Coverage	\$300/year Advanced Tech Care + Complete Device Coverage
Suggested Retail Price	\$9.99/month + Tax	\$14.99/month + Tax	\$24.99/month + Tax
Smart Home Tech Support	✓	✓	✓
Unlimited Number of Eligible Devices	✓	✓	✓
No Registration or Receipts Required	✓	✓	✓
Breakdown Coverage for Entertainment Devices*		✓	✓
Accidental Damage from Handling (ADH) for Portable Devices**		✓	✓
Breakdown Coverage for Smart Devices*			✓
Breakdown Coverage for Home Office*			✓
\$99 Smart Home Installs (2x / 12 months)			✓

### What devices can I protect?

This depends on the plan you select, but our most complete plan covers laptops, tablets, portable game consoles, speakers, doorbells, thermostats, wearables, headphones, printer screens, among other devices.



# From the Nettles Island Treasurer

Cable is our single  
largest expense line  
item

17% of the operating  
budget & 12.5% of  
your annual dues

“One size fits all.”

Cost Category	Amount
Annual Total	\$848,711.52
Annual / lot	\$538
Cost/Lot/Month	\$44.82

- Contract Expires – March 2026
- BlueStream Expanded Cable Services Only

# From the Nettles Island Treasurer

## Objectives met

- ✓ Lower the cost of the single highest operating expense for Nettles Island
- ✓ Negotiate Diligently – 1578 voices
- ✓ Seek opportunities to expand technology that aligns with current consumer consumption trends.
- ✓ Continue to provide cable services while providing the ability for the lot owner to personalize their options and reduce cost by adding internet
- ✓ Expand the ability to stream new programming
- ✓ Leverage the service provided by Nettles remotely to lower your overall year-round cable expenditure

	<b>Current Cost</b>	<b>Revised Bluestream</b>	<b>Reduction to Budget</b>
<b>Annual Cost to Nettles Island</b>	<b>\$ 848,712</b>	<b>\$ 748,109</b>	<b>(\$ 100,603)</b>
<b>Annual Cost per Lot</b>	<b>\$ 538</b>	<b>\$ 474</b>	<b>(\$ 64)</b>
<b>Cost per Lot per Month</b>	<b>\$ 45</b>	<b>\$ 40</b>	<b>(\$ 5)</b>