

**LUMEN®**

P.O. Box 688  
Celina, TX 75009  
361-655-9153 (office)  
505-212-3692 (fax)  
[Margaret.Arroyo@lumen.com](mailto:Margaret.Arroyo@lumen.com)

April 10, 2025

USPS Tracking : 9405511206208865786337

Lake of the Woods Homeowners Association, INC.  
300 Carolwood Point  
Fern Park, FL 32730

**RE:** Project Code: P.059616

To Whom It May Concern,

Please be advised that Lumen, known as CenturyLink in Florida, is in the process of updating and expanding bandwidth in the area.

CenturyLink desires to update and expand its services, including high speed internet up to 1G capabilities in your neighborhood. We can offer this service by adding state- of- the- art telecommunications infrastructure.

We are asking for permission to place the new fiber within a 10' path on your property. The formal meaning of allowing CenturyLink to use your property is by an easement. An easement gives CenturyLink the right to use your property, but you still have complete ownership and rights to use your property. The fiber installation will be underground.

There is no fee for this installation nor any obligation to the community to use this service. However, your homeowners will have the benefit of increased high-speed internet to their homes. This is important to today's homeowners for streaming, entertainment, and for work from home capabilities.

Please take a few moments to review the enclosed package and let me know if you have any questions or concerns.

Thank you in advance for your time and response.

Respectfully yours,

Margaret Arroyo, ROW Agent

After recording, please return to:

Lumen Technologies  
c/o ROW/Dark Fiber  
931 14th Street  
Denver, CO 80202

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Prepared by:  
Margaret Arroyo  
NRE ROW – SelectROW

**RECORDING INFORMATION ABOVE**

**Grantor:** The Woods Homeowners Association, INC.  
**Grantee:** CenturyLink of Florida, Inc.  
**Parcel:** 19-21-30-523-0C00-0000

**EASEMENT AGREEMENT**

The undersigned ("Grantor"), for good and valuable consideration, the receipt and sufficiency of which are acknowledged, hereby grants and conveys to **CenturyLink of Florida, Inc.**, a Florida corporation, its successors, assigns, lessees, licensees, agents and affiliates ("Grantee"), having an address of Attn.: ROW/Dark Fiber, 931 14 St., Denver, CO 80202, a perpetual, exclusive easement ("Easement") to construct, operate, maintain, repair, expand, replace and remove a communication system that Grantee from time to time may require, consisting of but not limited to, cables, wires, conduits, manholes, drains, splicing boxes, vaults, surface location markers, equipment cabinets and associated wooden or concrete pads, aerial lines, poles and cables, and other facilities and structures, including utility service if required to operate such system, facilities and structures (collectively, the "Facilities") over, under and across the following property located in the County of Seminole, State of Florida, which Grantor owns ("Easement Tract"):

SEE THE DESCRIPTION SET FORTH ON **EXHIBIT A** ATTACHED TO, AND BY THIS REFERENCE MADE A PART OF, THIS AGREEMENT

Grantor further grants and conveys to Grantee the following incidental rights:

- (1) The right of ingress and egress over and across Grantor's lands to and from the Easement Tract;  
and

(2) The right to clear all trees, roots, brush and other obstructions that interfere with Grantee's use and enjoyment of the Easement Tract.

Grantor reserves the right to use and enjoy the Easement Tract so long as Grantor's use does not materially interfere with the rights granted in this Easement Agreement. Grantor will not erect any structure or plant trees or other vegetation within the Easement Tract and will not alter the surface or subsurface of the Easement Tract or the ground immediately adjacent to the Easement Tract by grading or otherwise excavating, without Grantee's written consent.

Grantor warrants that Grantor is the owner of the Easement Tract and will defend title to the Easement Tract against all claims. Grantor will indemnify Grantee for all damages caused to Grantee or the Facilities to the extent arising from Grantor's acts or omissions. Grantee will have no responsibility for environmental contamination unless caused by Grantee.

The rights, conditions and provisions of this Easement Agreement will run with the land and will inure to the benefit of and be binding upon Grantor and Grantee and their respective successors and assigns.

Executed by Grantor this \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_\_\_\_.

Witnesses

Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address of Witness:

\_\_\_\_\_

Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address of Witness:

\_\_\_\_\_

**GRANTOR:**

**The Woods Homeowners Association, INC. a  
Florida Not for Profit Corporation**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

STATE OF \_\_\_\_\_ )  
 ) ss.  
COUNTY OF \_\_\_\_\_ )

The foregoing instrument was acknowledged before me this \_\_\_\_ day of \_\_\_\_\_,  
202\_\_\_\_, by \_\_\_\_\_, as \_\_\_\_\_, of \_\_\_\_\_,  
(Owner Name) (Title)  
\_\_\_\_\_, a \_\_\_\_\_.  
(Business Name)

My commission expires: \_\_\_\_\_

WITNESS my hand and official seal.

**Notary Public**

- ☐ This notarial act was signed before me in person
- ☐ This notarial act involved the use of communication technology.

( SEAL )



## **EXHIBIT A TO EASEMENT AGREEMENT**

### **Legal Description of Easement Tract**

A Ten (10') foot wide easement being (5') feet wide on each side of the Facilities as installed, situated in Lake of the Woods, a subdivision, and is more particularly described in the WARRANTY DEED recorded in Office of the County Clerk of Seminole County, State of Florida, on April 16, 1975, Instrument # 068184.

**EXHIBIT A CONTINUED**

**Sketch or Drawing of Easement Tract**

THIS MAP MAY NOT BE A CERTIFIED SURVEY AND HAS NOT BEEN REVIEWED BY A LOCAL GOVERNMENT AGENCY FOR COMPLIANCE WITH ANY APPLICABLE LAND DEVELOPMENT REGULATIONS AND HAS NOT BEEN REVIEWED FOR COMPLIANCE WITH RECORDING REQUIREMENTS FOR PLATS.



May 28, 2025

Dear Residents of Lake of The Woods,

We are delighted to announce that we are getting ready to launch lightning-fast internet speeds by upgrading your community infrastructure to Fiber! Not only will this infrastructure upgrade positively affect your property values, but it will also vastly improve your web browsing, streaming, and remote work experience. So be ready to impress every guest and family member in your home with the reliability and speed of your internet services.

We recognized it's not often you get to experience infrastructure improvements so close to home, so we want you to be informed about the process. Change is hard but being prepared – is not.

Utilizing the latest technology and techniques, our teams work diligently to execute each fiber installation project seamlessly. Rest assured; our goal is to install fiber in your neighborhood with as minimal disruption as possible. Though at times, it may not seem like it. We certainly get it!

Please see the following attachment outlining the process with candid expectations. At any time, you have questions or concerns, please do not hesitate to contact us directly. Our calls are answered by the team involved in your construction project. We have also created a dedicated email account monitored by several staff members specifically for you, the residents of Lake of The Woods.

We look forward to providing you with an upgraded internet experience.

Warm regards,

*Britni*

*Jason*

*Blue Streak Team*

The Teams at Gigapower & Blue Streak Construction

Britni Kaiser  
Community Development Manager  
**Gigapower**  
(251) 210-2524  
Britni.Kaiser@Gigapower.com

Jason Christopherson  
Director of PR/GC  
**Gigapower**  
Jason.Christopherson@gigapower.com

Cody Rimmer  
Area Manager  
**Blue Streak**  
crimmer@bluestreakllc.com

**Stage One – Locates and Planning!**

Since fiber is installed underground, we request locates from the public 811 service. This service, used across the country, works with multiple utility providers and using specialized equipment, will identify where the underground utility lines are located. Once identified, they will mark the ground with various codes, flags, colored paints and lines to give all parties visibility to what is below the surface.

Once the locates are complete, construction planners will “white line” our designs. During this period, we will perform a site walk with community representatives to go over our plans. ***We will also take pictures and videos of the community to document pre-construction conditions.***

**Stage Two – Construction!**

Approximately a week before construction is to begin, we will place door hangers at each residence.

Crews will drill underground to install your fiber infrastructure. They will place in ground boxes (handholes) and small boxes (called “flowerpots”) above ground. During this time frame, we may run into the following common issues. Please note that construction is not perfect, but our ability and commitment to resolution is unrivaled.

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**Frequently Asked Questions**

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**How long will construction take?**

*We will work in segments of the community to minimize disruption. Each section should take no longer than a week to move through.*

**Who do I contact if something goes wrong during construction?**

Gigapower & Blue Streak have set up direct access to the individuals responsible for the execution of your project. You can call or email your concerns.

**Do they need to access my home to install fiber?**

At this stage, no one needs access to your home to install fiber. When the construction is complete, every resident will have the opportunity to request fiber and schedule their installation.



### **Am I obligated to sign up?**

There is ZERO obligation to sign up. This is an infrastructure upgrade, that gives each home – the option to choose faster fiber internet.

## **Stage Three – Restoration & Faster Internet**

Upon completion of the fiber installation to the community, construction teams will begin the process of restoration. Your community representative will participate in a walk through noting any unresolved damage that needs to be restored. Our teams will work diligently to restore your community to pre-construction conditions.

Once infrastructure improvements have been completed, residents will have the option to sign up for fiber internet services.

<b>Common Issue</b>	<b>Time Until Identified</b>	<b>Time Until Resolved</b>	<b>Items of Note</b>
<b>Paint from markings</b>	Immediately apparent	Restored after all construction is complete.	The locate paint is a necessary part of planning.
<b>Sprinkler line damage</b>	Sometimes immediately, sometimes not until the sprinklers are run.	Contingent upon who makes the repairs.	If permissible and/or needed to prevent further damage, we may make temporary repairs as an interim solution.
<b>Sod</b>	Typically, immediately.	This is restored after all construction is completed.	May be contingent upon seasons, product availability.
<b>Hardscape damage</b>	Typically, immediately.	This is restored after all construction is completed.	Perfect matches may take time

## PRIVATE ROAD ACCESS AGREEMENT

This Agreement is between **Gigapower, LLC**, a Delaware limited liability company with its principal place of business at 311 S. Akard Street, 21<sup>st</sup> Floor, Dallas, TX 75202, ("Gigapower") and **Lake of The Woods Association, Inc.**, a(n) Florida Not for Profit Corporation with its principal place of business at 300 Carolwood Pt., Fern Park, FL 32730 ("Association"). Gigapower and Association may be referred to as a "Party" or the "Parties".

**WHEREAS**, Association manages the business affairs of the Homeowners' Association of the property listed in Exhibit A (the "Property") for the benefit of the residents, and Association agrees to provide access to the Property so that Gigapower may construct its fiber optic network facilities to all residents of the Property (individually, a "Resident") under the terms contained herein; and

**WHEREAS**, Association desires to give Gigapower the right to deploy (install, own, repair, operate, remove, improve, and maintain) a property-wide fiber optic network (including extension of fiber optic facilities to each Resident) and/or other wire facilities, innerducts, conduits, raceways, moldings, network cabinets and other related equipment capable of accommodating data and video transmissions and/or other services (the "System") at the Property;

**NOW, THEREFORE**, in consideration of the mutual covenants contained herein, the Parties agree as follows:

1. **Grant of Access:** Association hereby grants to Gigapower for the duration of the Term, at no cost or charge to Gigapower, a non-exclusive right to: a) enter on and gain access in, over or under the Property from the Property line to each Resident for the purpose of providing its products and services to Association and/or Residents.
2. **Term of Agreement:** The term of this Agreement (the "Term") begins on the date that the last Party signs this Agreement ("Effective Date") and will continue for ten (10) years thereafter, after which the Agreement will automatically renew for successive one (1) year Term(s), unless either Party provides the other Party at least one hundred twenty (120) days' written notice prior to the end of the then-current term.
3. **System:** Gigapower will install, own, and maintain the System at the Property at its own expense. Gigapower will repair any damage to the Property that it causes while installing or maintaining the System, wiring or facilities. Association understands and agrees that the System used at the Property by Gigapower will at all times during and after the Term of this Agreement be and remain the personal property of Gigapower and will not be considered fixtures of the Property; *provided that*, underground improvements may not be removed without Association's consent, not to be unreasonably withheld, delayed or conditioned. Association will not move, disturb, alter or change the System except at Association's expense and subject to Gigapower's written consent, not to be unreasonably withheld, delayed or conditioned.
4. **Assignment:** Association may assign its rights and obligations hereunder to any third-party purchaser or subsequent owner ("Buyer") of the Property. Thereafter, this Agreement will be effective by and between Gigapower and Buyer, and Association will be released from all obligations and liabilities under the Agreement, except for any accrued liabilities prior to the date of the assignment. Gigapower may assign its rights and obligations hereunder to an affiliate of Gigapower, or to any person or entity in connection with the sale of all or substantially all of Gigapower's business or assets, without Association's prior consent. Any other assignment of this Agreement by Gigapower requires Association's written consent, which will not be unreasonably withheld, conditioned, or delayed. Gigapower will notify Association of any permitted assignment and thereafter Gigapower will be released from all obligations and liabilities under this Agreement, except for any accrued liabilities.
5. **Representations of Association:** Association represents and warrants that as of the Effective Date: (i) Association is the record owner of fee simple title to the Property, or controls the Property, or is the duly authorized agent of the owner and that the person signing this Agreement is authorized to execute and deliver this Agreement on behalf of Association. Association further represents that it is not party to any agreement with a third party that would conflict with this Agreement and will not during the Term enter into any such agreement.
6. **Indemnification:** Each Party agrees to indemnify, defend, and hold harmless the other Party (including its officers, directors, principals, assigns, successors, affiliates, agents, and employees) from and against any and all liability, loss, damage, claim or expense (including reasonable attorneys' fees and court costs), incurred by the other in connection with any third party claim, demand, or suit for damages, injunction or other relief only to the extent it is either caused by or results from (a) the negligence, gross negligence or intentional misconduct of the indemnifying Party (including any of its agents or subcontractors); or (b) noncompliance with laws. The indemnified Party agrees to provide the indemnifying Party with sufficient notice of any claim, to inform the indemnifying Party of any subsequent written communication regarding the claim, and to fully cooperate with the indemnifying Party in defense of the claim.
7. **LIMITATION OF LIABILITY:** NEITHER PARTY IS LIABLE TO THE OTHER PARTY FOR INCIDENTAL, SPECIAL, INDIRECT, PRESIDENTIVE, OR CONSEQUENTIAL DAMAGES, WHETHER BY TORT OR CONTRACT, INCLUDING LOST REVENUES, LOSS OF PROFITS OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE PERFORMANCE OR NONPERFORMANCE OF THE AGREEMENT, INCLUDING PERFORMANCE OR FAILURE TO PERFORM, OR A DEFECT OF EQUIPMENT, REGARDLESS OF THE FORESEEABILITY THEREOF.

8. **Easement:** Provided Association approves the location and design of Gigapower's installation of its network, the Parties will enter into a term easement agreement. Either Party may record the easement agreement.

**Gigapower Obligations:** Gigapower will, in consultation with Association, provide to Association Design Plans for the construction and installation of the Property- wide fiber optic telecommunications network on the Property as mutually agreed by the Parties. Gigapower will coordinate work at the Property to maximize efficiencies and further a more advantageous build completion schedule.

9. **Association Obligations:** Association will provide Gigapower access to the Property to install, own, repair, operate, remove, improve, and maintain the System.

10. **Notices:** Delivery of all notices will be sent to the addresses of the Parties set forth in Exhibit A. A notice will be duly given when made in writing and sent by: 1) delivered by a nationally recognized courier service with proof of delivery or 2) sent by postage prepaid certified mail, return receipt requested.

11. **Entire Agreement:** This Agreement, including any and all Exhibits hereto, constitutes the entire agreement between Association and Gigapower and supersedes all prior or contemporaneous oral and/or written quotations, communications, promises, agreements and understandings of the Parties with respect to the subject matter hereof.

12. **Termination/Default:** In the event a Party defaults on its material obligations under this Agreement and the default remains uncured for thirty (30) days after the non-defaulting Party gives written notice to the defaulting Party specifying the default, then in addition to all other rights and remedies available at law or in equity, the non-defaulting Party may terminate this Agreement. Notwithstanding the above, either Party may terminate this Agreement immediately upon giving written notice to the other Party if: (i) the other Party makes an assignment for the benefit of creditors or files a petition for reorganization; (ii) a petition in bankruptcy is filed by or against the other Party; (iii) for any breach of this Agreement by the other Party that negatively affects the non-defaulting Party's reputation, including but not limited to illegal, fraudulent or unethical behavior, or (iv) if either Party cannot agree to Site Design that its suitable for both parties.

13. **Survival of Obligations:** Each Party's obligations under the Agreement which by their nature would continue beyond the termination or expiration of this Agreement will survive such termination or expiration.

14. **Compliance with Laws:** This Agreement is subject to and the Parties agree to comply with all applicable laws, rules, regulations, codes and requisite approvals (collectively, "Laws") in their performance under the Agreement. If any conflict exists between this Agreement and such Laws during the Term of this Agreement, the Laws will control, and this Agreement will be deemed modified accordingly and confirmed via amendment.

15. **Non-exclusive Access:** Nothing in this Agreement is intended to, nor will it be construed to, preclude any Resident from electing to receive services from another provider.

16. **Confidential Information:** The Parties will hold this Agreement and its content and related information marked as "confidential" (including any payment arrangements, customer lists and Property acquisition) ("Information"), will protect it just as it would protect its own confidential information, and will not disclose Information except to employees, affiliates, or third parties having a need to know for purposes of performance under this Agreement.

17. **Governing Law:** The validity, construction, and enforceability of this Agreement will be governed by the domestic laws of the state in which the Property is located.

Gigapower, LLC

Lake of The Woods Homeowners Assoc., Inc.

By: \_\_\_\_\_  
(Authorized Signature)

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_  
(Authorized Signature)

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**EXHIBIT A**  
**PROPERTY DESCRIPTION**

<b>Property Association:</b>
Lake of The Woods Homeowners Association, Inc. 300 Carolwood Pt., Fern Park, FL 32730 Attention: Aronne Camilleri Telephone: 1 (407) 834-6828 Email: <a href="mailto:Aronne.Camilleri@lakeofthewoodshoa.com">Aronne.Camilleri@lakeofthewoodshoa.com</a>

<b>Property Name</b>	<b>Community Address</b>	<b>Number of Residential Residents</b>
Lake of The Woods	300 Carolwood Pt., Fern Park, FL 32730	461

**LEGAL NOTICE ADDRESSES**

<b>To Association:</b>	<b>To Gigapower:</b>
Lake of The Woods Homeowners Association, Inc. 300 Carolwood Pt., Fern Park, FL 32730 Attention: Aronne Camilleri Telephone: 1 (407) 834-6828 Email: <a href="mailto:Aronne.Camilleri@lakeofthewoodshoa.com">Aronne.Camilleri@lakeofthewoodshoa.com</a>	<b>Gigapower, LLC</b> 311 S. Akard Street, 21 <sup>st</sup> Floor Dallas, TX 75202 Attention: Renee Blair Telephone: 214.801.6839 Email: <a href="mailto:renee.blair@gigapower.com">renee.blair@gigapower.com</a>



# Fiber Build Overview

## Private Roads & Gated Communities

Lake of The Woods

May 2025

CLIPARTPOWER

## ABOUT US:

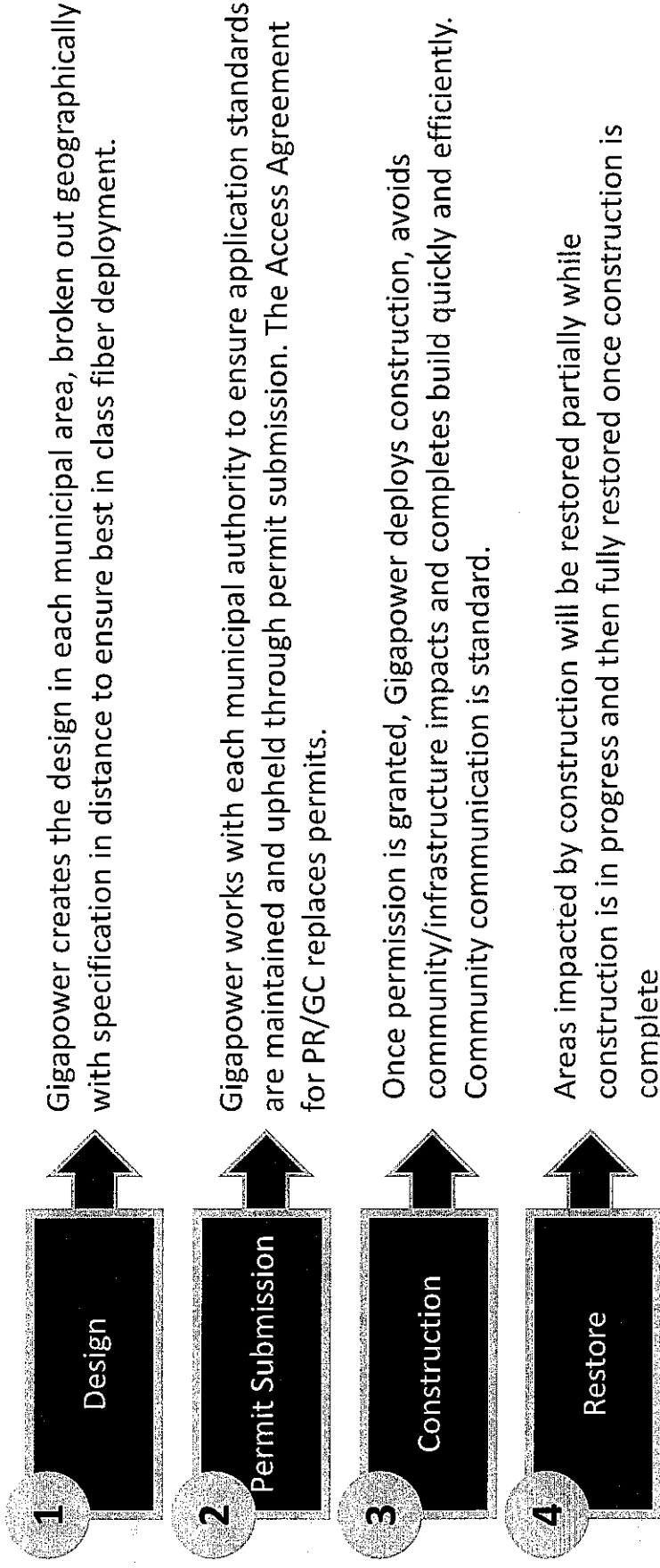
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- Gigapower is an independent company jointly owned by AT&T and BlackRock.
  - Gigapower's sole focus is building Open Access fiber networks in select communities across the country.
  - Gigapower sells fiber access to Internet Service Providers (ISPs) and large businesses on a wholesale basis.
  - Gigapower's anchor fiber tenant is AT&T, who will sell their AT&T Fiber product utilizing our infrastructure.
  - In the future, Gigapower will sell access to other ISPs, enabling ISP choice in communities.
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## How Gigapower Works



# BENEFITS OF GIGAPOWER FIBER

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- Low maintenance
- Not prone to lighting damage
- Future proof/does not need to be upgraded
- Symmetrical speeds
- Installed underground which avoids boxes being seen or damaged from storms

# Underground Construction

DIRECTIONAL BORING/MISSILING  
USED IN NEIGHBORHOODS TO  
MINIMIZE DISTRUPTION TO INSTALL:

- CONDUIT
- FLOWERPOTS
- HANDHOLES

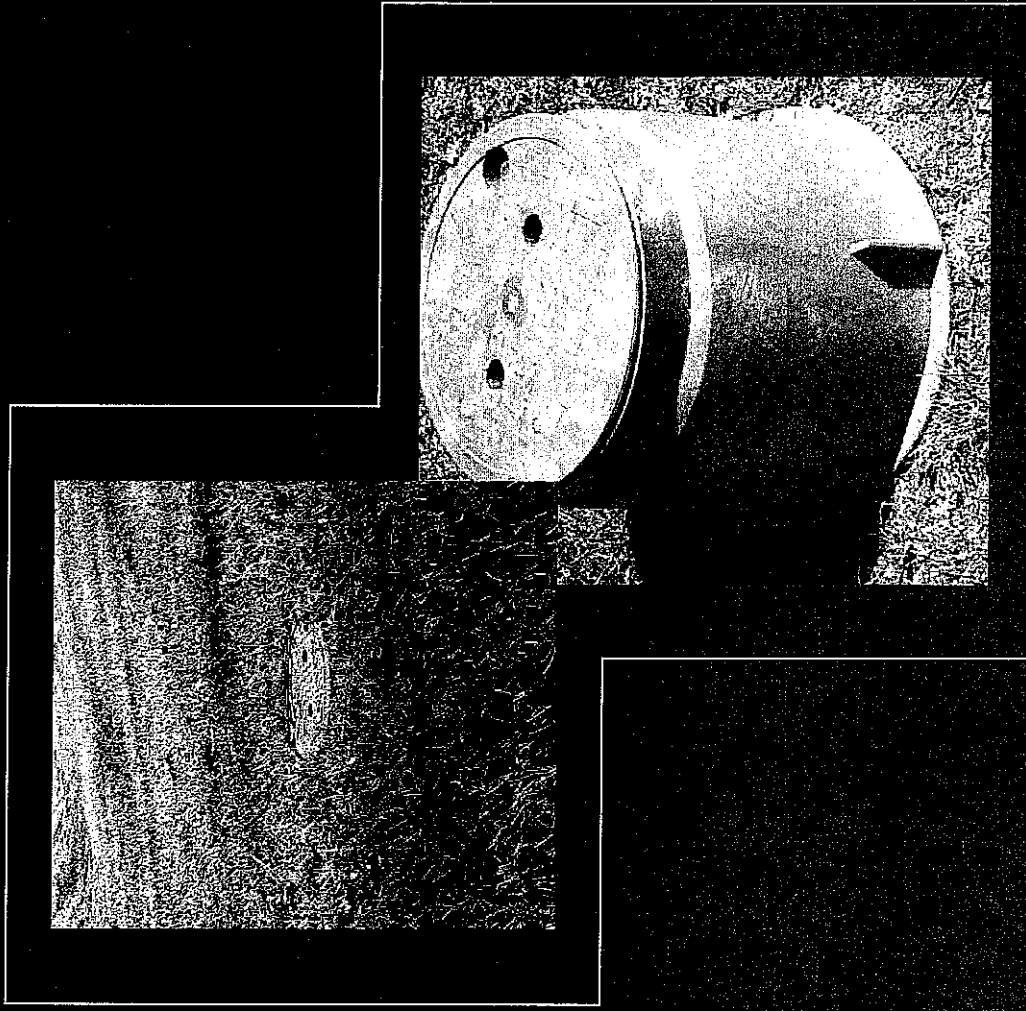
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**GIGAPOWER**

6

# Flowerpots

These will be placed in  
between every 2 homes

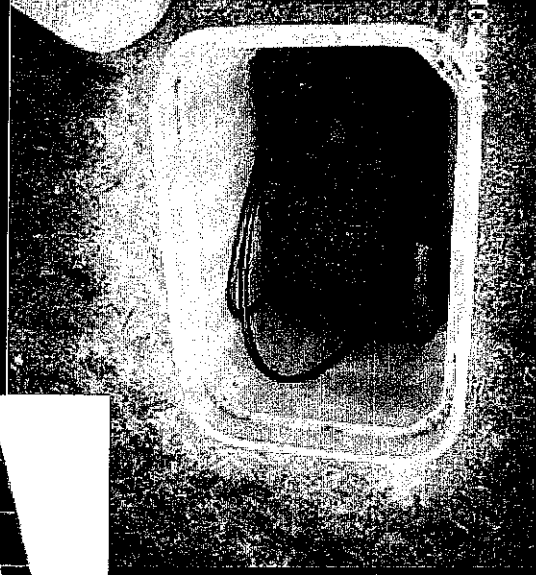
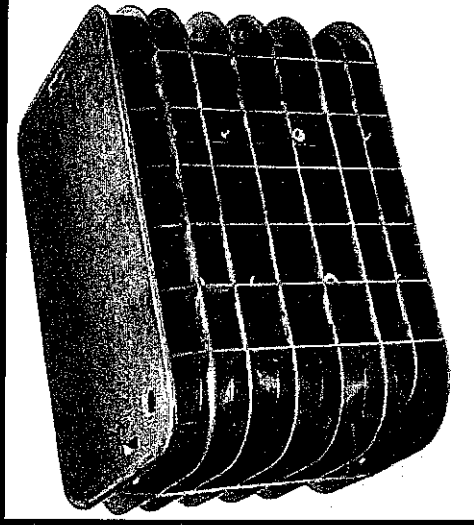


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**GIGAPOWEN®** 8

# Underground Handhole

You can expect to see these on  
the corners or if they will need to  
cross a street



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**GIGAPOWEN®** 8

# AT&T CURRENT PRICING

AT&T fiber

**Powerful, unlimited connections and big savings that last**

Save over \$275/year when you add AT&T Fiber®.

## Hyper-Gig Speed

**\$255<sup>per mo.</sup>** **5-GIG INTERNET**  
**\$194<sup>mo.</sup>**  
Eligible wireless svc. and Autonav & Paperless bill req'd. Ltd. avail./areas.  
**No annual contract**

- Our maximum speed for truly immersive experiences
- Speed that supports the most cutting-edge technologies of today and tomorrow
- Includes mesh extenders and advanced security at no additional cost¹

**\$155<sup>per mo.</sup>** **2-GIG INTERNET**  
**\$114<sup>mo.</sup>**  
Eligible wireless svc. and Autonav & Paperless bill req'd. Ltd. avail./areas.  
**No annual contract**

- For the powerfully interconnected home, work, family, and life
- Fast, reliable network to support next-gen educational technologies and smart home activities
- Includes mesh extenders and advanced security at no additional cost¹

**\$90<sup>per mo.</sup>** **1-GIG INTERNET**  
**\$62<sup>mo.</sup>**  
Eligible wireless svc. and Autonav & Paperless bill req'd. Ltd. avail./areas.  
**No annual contract**

- Seamlessly connect with others and share massively large files in seconds
- Ultra-low lag for pro-level gaming

**\$75<sup>per mo.</sup>** **500 MBPS**  
**\$50<sup>mo.</sup>**  
Eligible wireless svc. and Autonav & Paperless bill req'd. Ltd. avail./areas.  
**No annual contract**

- Perfect for a work and play household
- Supports even more devices for multiplayer gaming

**\$65<sup>per mo.</sup>** **300 MBPS**  
**\$42<sup>mo.</sup>**  
Eligible wireless svc. and Autonav & Paperless bill req'd. Ltd. avail./areas.  
**No annual contract**

- Stream movies, music, and games all at once
- Connect up to 10+ devices at once

¹Through our 6-month 20% off/on wireless svc. and Autonav & Paperless bill discounts, start after month 6. Monthly price for 6-month term. Price may vary by location. See our website for details. <sup>2</sup>Available with 10Mbps or higher speeds only. See our website for details. <sup>3</sup>Speed based on end-user speed. Actual speeds may vary. For 5G, speed tests and performance. For more info, go to att.com/5g.

**GIGAPOWERS** 10

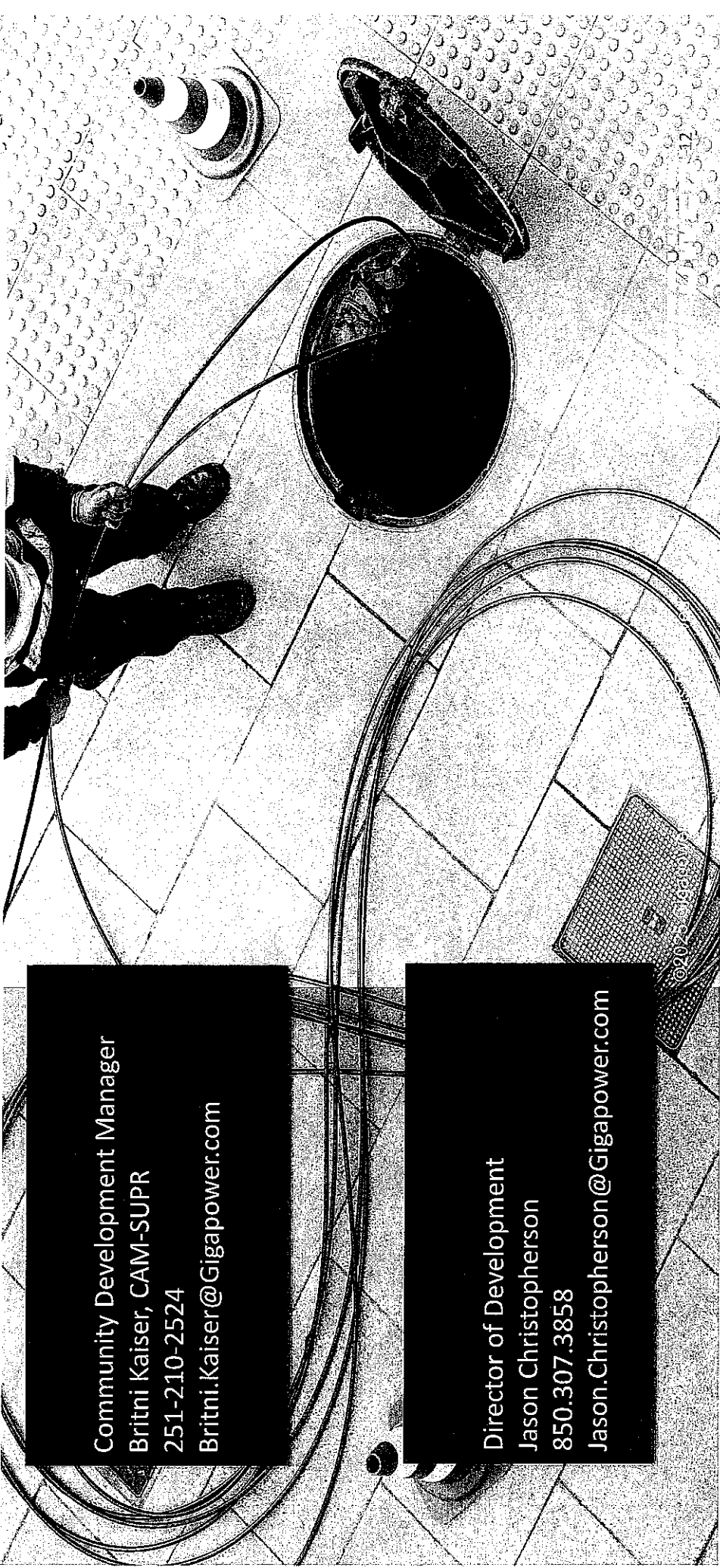




# Gigapower Contact Information

Community Development Manager  
Britni Kaiser, CAM-SUPR  
251-210-2524  
Britni.Kaiser@Gigapower.com

Director of Development  
Jason Christopherson  
850.307.3858  
Jason.Christopherson@Gigapower.com



# About Blue Stream Fiber

## Trusted Florida Provider for 45 Years

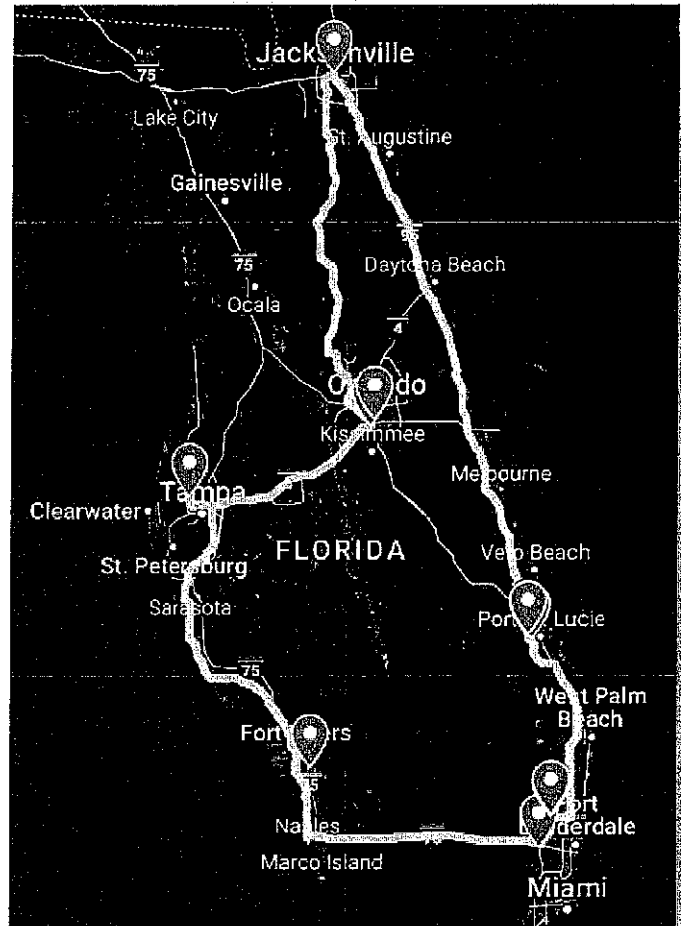
Blue Stream Fiber is a trusted Florida provider of Fiber-to-the-Home solutions with over 45 years of experience. As a state-wide telecommunications company with 150,000 homes in Florida, we cater specifically to HOAs and COAs to bring tailored fiber-to-the-home solutions to meet their community's needs.

- 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

# Top 6 Benefits of Bulk Services

## 1. Lowest Possible Cost to Residents

Bulk broadband services are provided to residents at a much lower price than they would be if purchased at a traditional retail per-unit cost. Often times, bulk cable, internet and phone services cost up to 50% less than what a homeowner would pay for the same services individually.

## 2. Revenue Made for Association's budget

As a result of a bulk agreement, the broadband provider usually recompenses the association a **one-time payment** (payment based on agreed amount per unit), which benefits the property and residents. This lump sum can be used for capital improvements and needed projects within the community.

## 3. Customized Guaranteed Service Performance

Each community receives a customized guaranteed service performance, ensuring the property's most important **KPIs are met** and that the provider is following through on promises guaranteed in the contract, **ensuring services are top-notch!**

## 4. Dedicated CAM for Term of Agreement

The association will receive a team of dedicated professionals assigned to the ongoing service and support of your property. As part of this, each property is assigned a dedicated account manager to liaise everything the community needs, such as same day or next day in-home technical support, among other things.

## 5. White Glove Customer Service Treatment

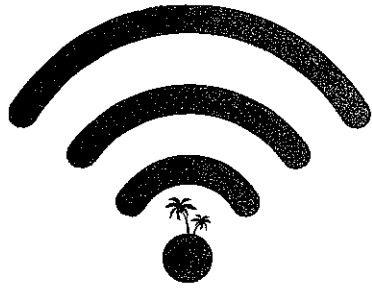
A great benefit of working with a bulk broadband provider is the white glover customer service experience that comes along with the partnership. This dedicated service model provides top notch telephone and technical support service and timeframes.

Bulk contracts benefit the community collectively, by incorporating "free services" in some common amenity areas, perfect for residents to enjoy, and ultimately increasing the property's value.

## 6. Consistent and Transparent Service and Pricing

Everyone receives the same level of service and pays the same price through the HOA. When services are purchased through a Bulk agreement, the monthly rate is locked in for the next 8-10 years with predictable annual increases that are agreed to prior to signing. Annual increases are capped at 4% to help cover the annual cost of programming increases. This is great in comparison to traditional retail pricing rates typically increase by above 30% once a promotional period ends.





# Benefits of Fiber-to-the-Home



## 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 cyber-crime.

## 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.

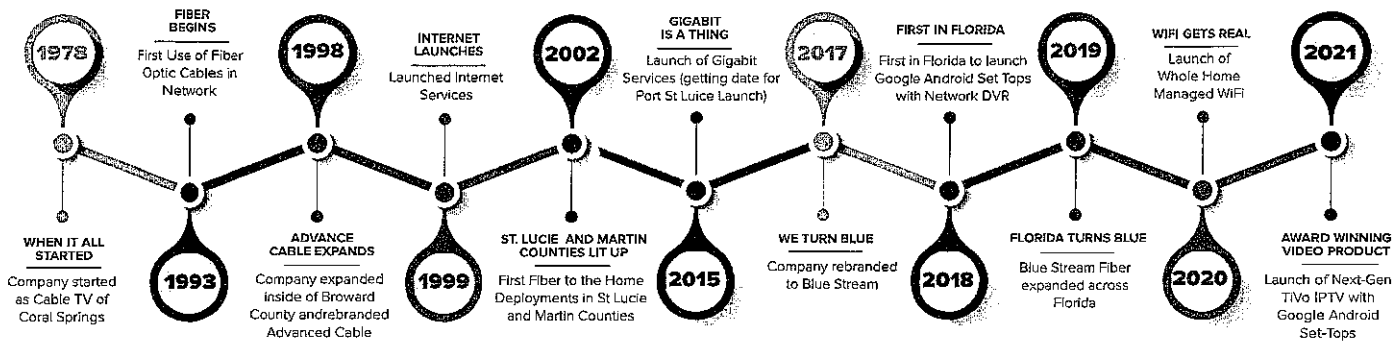
## Reliability

Due to fiber infrastructure being built underground, it is not susceptible to damage due to inclement weather conditions, which would otherwise damage or stall data transmission.

# Peace of mind and worry free solutions

Blue Stream Fiber is a Florida based, fiber-optic provider, with over 40 years of experience bringing highly reliable TV, internet, and phone services to Florida. As a regional provider, we are able to offer a tailored customer experience with state-of-the-art technology, entertainment, and dedicated staff.

Blue Stream Fiber has been partnering with communities to provide fiber infrastructure since 2002. As a state-wide telecommunications company with over 100,000 customers in Florida, we cater specifically to HOA's and Developers to bring tailored fiber-to-the-home solutions to meet their community's needs.



Below are a few differentiators that make Blue Stream Fiber a preferred provider to the communities we serve:

## World-Class Products

- Blue Stream Fiber builds private, dedicated fiber into each home on a 10 Gig capable network
- Total Home WiFi solution that ensures wall-to-wall coverage and an optimized mesh network throughout the home
- The only technology provider in Florida with a fully deployed entertainment and lifestyle platform powered by TiVo and fully integrated with Google Assistant

## State-of-the-Art Network

- Our network is fully redundant and hospital-grade secure, from our core network and data centers, all the way into your community. Data centers are based in Port St. Lucie, Tampa, Naples, Jacksonville, Orlando

## Unmatched Customer Support

- All Blue Stream Fiber call centers, employees and service technicians are based in Florida
- Our customer care team has an average call answer time of 1 minute or less
- If there is a problem, we get a truck to a resident's door within 24 hours
- Communities receive a dedicated phone number to connect directly with our call center professionals
- Assigned Dedicated Account Manager to provide support to property management and residents



## **FAQ for Board Members**

### **Internet, TV, Phone FAQs**

Blue Stream Fiber (BSF) intends to provide additional guidance to address board member questions concerning the implementation of our Fiber-to-the-Home Program (FTTH) Program. This document will be updated on a regular basis. We welcome additional questions that may arise from this document and look forward to serving your residents.

#### **Construction**

- 1. How long will be needed for infrastructure installation for 500 units?**
  - a. 2-3 months of design (permits & paperwork)
  - b. 4-6 months of on-site installation
- 2. What technology will be used?**
  - a. 100% Fiber to the Home XGS-PON-10g/10g network with whole home Mesh WiFi inside each home.
- 3. Where is the network hub located that would provide service to our community?**
  - a. Our data center is located throughout the State of Florida in Major Cities. We will build a connection to the property and build an additional second, redundant, connection to the property to ensure reliability and SLA guarantees. On site we will place a community hub, which is about 5' tall, 18" deep and 3" wide. We will landscape around it to match and hide it. This on-site hub will service the community.
- 4. How will the line from a distribution hub to each unit be run? How deep will it be buried?**

**Currently all park wiring is underground. How will roads be crossed?**

  - a. The FTTH system will be buried 18-24" underground inside of conduit for main fibers along the main roads and 8"-12" underground in conduit for the fibers from the road to each home. Depths could be deeper if there are other utilities that must be dug under.
- 5. How will the termination in each unit be done?**
  - a. Blue Stream Fiber runs a fiber into each home and creates a fiber-optic outlet. At that point the fiber terminates at the ONT inside the home.
- 6. Will there be multiple drops?**
  - a. Each home gets one fiber. Some other providers will use a 2-fiber pair because they can not provide TV and Internet on one fiber. Blue Stream can serve both on 1 fiber.

**What access to residence units will be required during installation?**

  - a. During installation, a technician will need access to most of the home, including: Rooms where a TV will be changed over as well rooms needing internet-structured-cabling or WiFi.



The technicians will need to be accompanied by an adult 18 years of age or older throughout the entirety of the installation.

**8. Would cabling be run under the unit or along the exterior?**

- a. The fiber will run alongside of the unit (underground) and depending upon the fiber-outlet location may also run under the unit. Modular homes typically have the cable run underneath and homes built with a foundation attached to the framing will have the cables run through the side walls or up in the soffit attic.

**9. How will transition from the incumbent provider to new provider be done?**

- a. The Incumbent Provider system will remain up and running throughout the Blue Stream construction and installation. Approximately 60 days before the end of the incumbent agreement, Blue Stream will begin the final in-home installations. When homes are installed, they will be converted from the incumbent to Blue Stream. Residents at most would experience 30 to 60min of downtime. The HOA and Residents do not pay for bulk services during this transition, but if a resident upgraded to an additional service like phone, they would pay for that directly.

**Operation**

**1. Can MTBF numbers be provided on the network and in-unit installation?**

- a. Please explain your request more

**2. Where is the call center service provided from and what is the normal call wait?**

- a. Our Call Centers are located in Coral springs and Port St. Lucie
- b. 1-minute avg wait times, guaranteed in the contract. We typically run about 50 second ASA.

**3. Would there be a dedicated account representative available to owners?**

- a. The Board and property manager have access to a dedicated account manager for any escalation request.
- b. Unit owners have a dedicated customer service number just for your community. During the 60-day installation phase there would also be an onsite representative to answer questions and help with support. After that there would be quarterly onsite support days.

**4. Is a seasonal disconnect available for additional subscribed services?**

- a. Yes – for additional services outside of the Bulk program pricing.
  - i. Ex. Standard rate for phone svc is \$19.95. during seasonal disconnect, that rate would drop to \$6.00.





5. **Is there a charge if an onsite service call is required? What is the expected wait time for onsite service?**
  - a. No charge for onsite service calls if it is due to a Blue Stream equipment failure that was not caused by the resident. Residents who damage equipment or have Blue Stream visit to fix non-blue stream equipment are charged for damage they caused.
  - b. Same day/Next day in-home support is guaranteed and placed into our contract for HOA protection
6. **What is the monthly charge with tax included and all fees covered?**
  - a. We can provide you with an exact estimate next week.

#### **Internet**

1. **Will each unit receive a modem with Wi-Fi capability?**
  - i. Yes
- b. **Will it be user programable?**
  - i. Yes
2. **Will Wi-fi 6 be supported?**
  - a. 802.11ac
3. **How many ports will be free on the modem/router for existing in unit uses?**
  - a. 4 ethernet ports
4. **Does the modem allow QoS functionality?**
  - a. Not at the end-user level. This is set network wide.
5. **The average unit size is 1000 to 1500 SF, will the Wi-fi signal cover that area.**
  - a. Blue Stream will install a 2-pod Mesh network to cover the units. This should suffice for most every homeowner, unless there is a physical item blocking the WiFi (ex. fully mirrored wall). As with any WiFi system, speeds will vary by room, but will still be much stronger than a single router system. Any user that wants additional enhancements may upgrade to additional pods, but that would not be common.
6. **What complimentary services are provided to community locations?**
  - a. Yes – we have a complimentary services program. Can you provide a list of locations for our evaluation?
7. **Is an email service provided or available? How will transition from our current email provider be done.**
  - a. No. We focus on great reliable fiber-delivered internet, TV and Phone. We recommend using a national service like Gmail, Yahoo, Apple Mail or Hotmail.



8. **What internet speed is provided? What are the costs of higher internet speeds?**
  - a. 200/200 is the speed in the bulk rate.
  - b. 500/500 is an additional \$25.00 billed directly to residents
  - c. 1000/1000 is an additional \$35.00 billed directly to residents
9. **Will the suggested internet speed provide for all services or might a higher speed be needed?**
  - a. Yes, it will cover services pertaining to the bulk order.
10. **Are there Data Capacity limits and overage charges?**
  - a. No overage charges for internet service.

#### **Television**

1. **Confirm that network channels provided will be from local TV stations.**
  - a. Yes
2. **What additional services are available at extra cost i.e.**
  - a. Sports Tier
  - b. HBO
  - c. Showtime
  - d. Cinemax
  - e. Starz
  - f. International Channels
  - g. Netflix
3. **Is there a DVR capability, how many simultaneous recordings, what capacity?**
  - a. Network DVR service. You can record as many shows as you want at any one time. The bulk package includes 100 hours of storage. (most people only use ~20-30). Anyone that wants more can upgrade individually.
4. **Is a Community channel provided? How is content created?**
  - a. Yes- We provide space on the network; the HOA must purchase the software and create the content for the channel.
5. **What complimentary services are provided to community locations?**
  - a. Internet access to clubhouses, pool, gates, etc.
6. **What is the cost of additional HD units?**
  - a. HD is free with Blue Stream Fiber



**7. Is voice capability available on the HD unit remote? Can the TV specific controls be synched i.e., power, volume?**

- a. Yes – The Blue Stream Voice Remote is a powerful tool that allows voice conversation to control your TV. Simply say “CBS” or say, “Show me movies with George Clooney”. In addition, has universal remote capability.

**8. Is internet-based viewing available?**

- a. Yes - You can view your TV service using:
  - i. Phone & Tablets
  - ii. Android and Apple TV
  - iii. Amazon Firestick

**Telephone**

**1. Is a telephone capability available? What is the cost?**

- a. Yes - \$19.95, plus taxes

**2. Would existing in unit phone lines be utilized?**

- a. Yes

**3. Is Voicemail available and at what cost?**

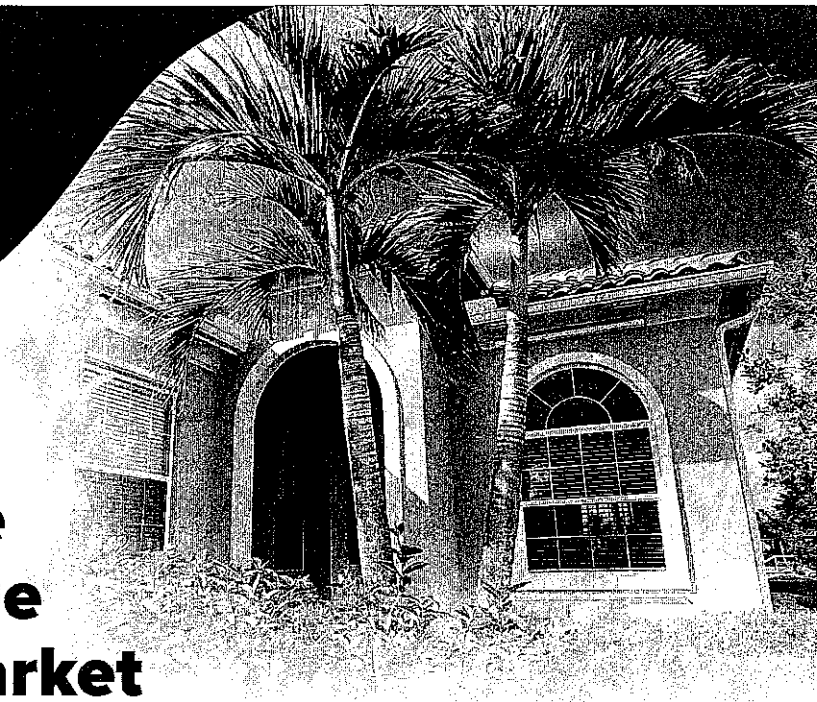
- a. Yes – included in 29 additional calling features like voice mail, caller ID, call waiting, etc. at no extra cost

**4. What long distance features are provided?**

- a. U.S and Canada included
- b. International calling is available at competitive rates.



## Fiber Infrastructure is boosting the value of homes on the market



The pandemic blurred the boundaries between work, school and home. In the past everyone got up, got dressed and 'went' to work or school. What once was a spare office or sparsely used den is now expected to be a fully functioning workspace. The role a home network plays has significantly changed and reliable broadband has become a must to support education, work and leisure needs.

Fiber optic internet service clearly helps enable this new normal; however, the U.S. has not been able to keep up with demand. This has made fiber infrastructure an incredibly desirable amenity for neighborhoods and homes throughout the country.

Real estate prices are often a telling reflection of what Americans want in their everyday lives. The fact that home prices are higher in areas that have good schools probably comes as no surprise.

**What may be a surprise is that from a real-estate perspective, the cost of homes with fiber internet present are on average 3-5% higher than homes without fiber broadband services available. The median home in Florida is valued at over \$400,000 – this means that a home with fiber available will sell for \$12,000 - \$20,000 more than one without fiber. This is equivalent to adding a new patio, bathroom or a third of a swimming pool to the home!**

That makes access to fiber internet quite valuable. A fiber internet company building infrastructure in your neighborhood could not only improve the experience for residents using these services, but also increase the overall property value, and help make it more desirable on the market.

Blue Stream Fiber works with board members and property managers to bring world-class fiber-to-the-home solutions to their community. Let us keep your community connected, entertained, and competitive!

Learn more about our fiber offerings,  
**[bluestreamfiber.com/bulk](http://bluestreamfiber.com/bulk)**  
**888-960-2855**



# How Bulk Internet Can Save Your Community Money

Bulk Internet is provided to residents at a much lower price than they would be paying if purchased at a traditional retail per-unit cost. Often times, Bulk Internet can cost up to 50% less than what a homeowner would pay for the same services on their own.

## Bulk vs Retail Cost Savings Example

Current Annual HOA Dues	Current Average Retail Annual Internet Bill	Billing	Annual Total Per Resident
\$400	\$840	2 Separate Bills	\$1,180
Current Annual HOA Dues	Blue Stream Fiber Annual Bulk Internet	Billing	New Annual Total Per Resident
\$400	\$420	1 Bill for Residents	\$820

**Average savings of \$420 per year**

## See how much residents save with a Bulk Internet

Current Annual HOA Dues	Current Average Retail Annual Internet Bill	Billing	Annual Total Per Resident
\$	\$	2 Separate Bills	\$
Current Annual HOA Dues	Blue Stream Fiber Annual Bulk Internet	Billing	New Annual Total Per Resident
\$	\$420	1 Bill for Residents	\$



**Sign up today and  
save for years to come!**

Visit [bluestreamfiber.com/bulk](http://bluestreamfiber.com/bulk) or call 888-960-BULK

### Trusted Provider for 45+ Years

With 45 years of experience delivering reliable fiber-optic internet, TV, and phone services, Blue Stream Fiber is the trusted choice for HOAs, condo associations, and neighborhoods.

We go beyond just providing service—we partner with communities to design tailored solutions that meet your needs, taking special care to ensure a smooth construction, installation, and support experience. Our 100% fiber network, leading-edge reliability, and personalized approach ensure that your residents get the best service imaginable, while your association benefits from transparent contracts, cost savings, and long-term value.

### Community-friendly construction

- 100% underground fiber network
- Dedicated construction oversight
- Weekly project update meetings
- Strategic, minimally invasive construction
- Weekly landscaping repair
- Thorough communication plan for residents

### Stress-free installation

- One-visit install of fiber optics and all services
- In-home, one-on-one training at installation
- Configuring of WiFi devices, set-top boxes, and voice remotes
- Easy-to-follow training tools, including brochures and videos

### Industry-leading support and service

We are committed to providing an exceptional customer experience with reliable performance and proactive support.

- Guaranteed speeds and uptime keep your community always connected
- Responsive, high-quality support from 100% U.S.-based customer service team
- Average phone support wait times of 1 minute or less
- Fast, reliable service with virtual tech diagnostics
- Same-day or next-morning in-home support



Internet



TV



WiFi



Phone

## Switching to fiber internet is easier than you think!

Our hassle-free process ensures a smooth transition for your community.

*"Since the beginning, our project with Blue Stream Fiber has been extraordinary. Their leadership and management team have been hands-on, consistently communicating with our onsite representative. We have found not only an outstanding provider, but also a genuine, ongoing working partner."*

— Bob Monica

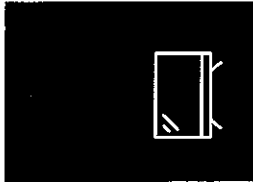
Chair of Cable TV & Internet Committee  
Solivita, Kissimmee, FL • 5,473 homes



Connect with us  
to learn more

[bluestreamfiber.com/partner](http://bluestreamfiber.com/partner)





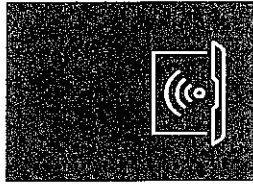
## Television

The ultimate TV experience for your community

Our TV service delivers seamless entertainment, combining live TV, streaming, and portable access—all with an easy-to-use interface and smart features.

- Access your favorite shows, live TV, and local stations, plus more than 5,000 apps, premium channels, and Cloud DVR
- Stream shows on-the-go from mobile devices or secondary residences—perfect for seasonal residents
- Watch on additional TVs in your home without paying for extra equipment

Keep your community entertained anytime, anywhere, on a robust, future-ready TV service—without any additional hidden taxes or fees.



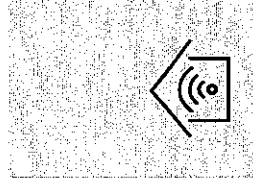
## Internet Service

On a 10 Gig-capable network

Not all fiber networks are created equal. With true 100% fiber-to-the-home technology on a 10 Gig backbone, every home in your community benefits from blazing-fast speed, superior picture quality, and unmatched reliability.



Ensure your residents experience the best today while future-proofing your community for decades to come.



## Managed WiFi

With advanced security features

With Blue Stream Fiber, your community gets the fastest, most reliable, and most secure home WiFi experience available—all included with your service.

- Uninterrupted speed and coverage, with Gigabit speeds powering streaming, gaming, smart-home devices, and work-from-home setups effortlessly
- Adaptive WiFi continuously optimizes performance, eliminating dead zones and buffering
- Easily manage devices, set parental controls, and create guest access from a simple-to-use mobile app
- Advanced security blocks over 100,000 threats per customer each year

Give your residents a connection they can count on, no matter what they use the Internet for.



## Telephone

Unlimited, with 29 popular features, including:

- Anonymous call rejection
- Call waiting
- Call forwarding
- Speed dial
- Voicemail management



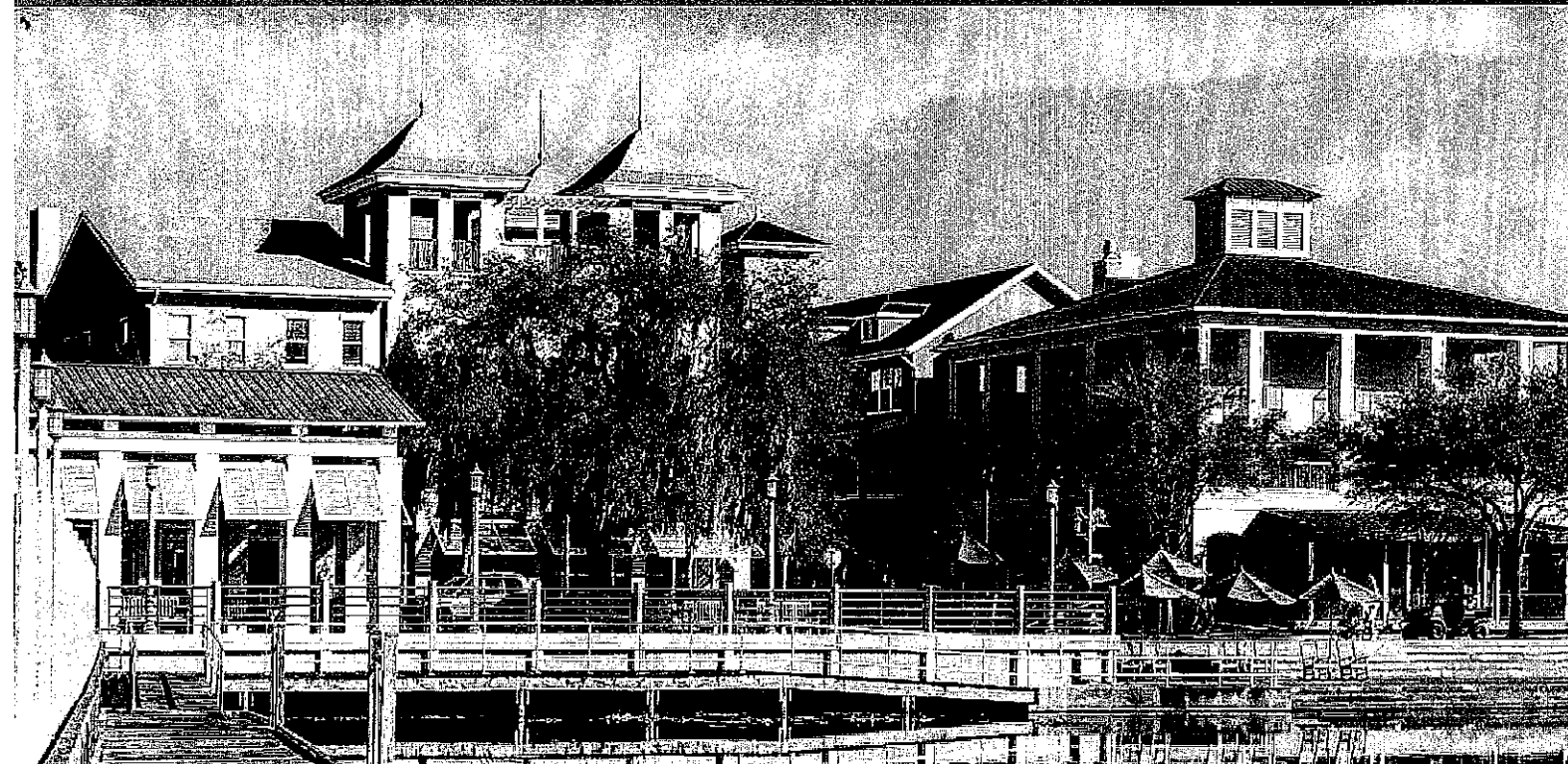
Your residents will appreciate the peace of mind digital phone service provides—like Enhanced 911 address verification.





# Association Success Guide

Finding the ideal telecom provider  
for your community







## **A Final Note From Blue Stream Fiber's President**

At Blue Stream Fiber, we're thankful for the chance to share our experience and help your community navigate such an important decision. Choosing the right telecom provider is no small task, and it's clear that your dedication to a thorough and thoughtful process reflects your commitment to serving your community.

Whether or not Blue Stream Fiber was your final choice, I want to express my sincere appreciation for allowing us to be part of your journey. If you've chosen us, welcome to the Blue Stream Fiber family! I look forward to working together to elevate your community's connectivity experience.

If you decided on another provider, we respect your decision and encourage you to consider us again in the future. In the meantime, I welcome your candid feedback. If there's anything we could have done better or something I should know to help us improve, please don't hesitate to reach out.

Thank you for the trust you've placed in us during this process. It's communities like yours that inspire us to continuously innovate and improve.

Sincerely,

**GAVIN KEIRANS**

President, Blue Stream Fiber



# Creating Your Community's Roadmap

Making a decision that affects every homeowner is a significant responsibility, and many communities are unfamiliar with navigating a process of this importance. Without a clear roadmap, it's easy to feel uncertain or overwhelmed. That's why we've created a proven 4-step approach, complete with tools to empower your board, engage your residents, and help you avoid unnecessary expenses. Our top priority is helping you make the best decision for your community—even if you don't select us.

## 4 simple steps to find your perfect telecom solution



**Determining Needs  
and Requirements**



**Creating your RFP**



**Evaluating Vendors**



**Making Your  
Selection**



Over our 45+ years of working with communities, I've seen one thing hold true: when boards follow this process, they make decisions they feel proud of—and their residents do too. It's a simple, proven way to bring clarity and confidence to an important choice for your community."

**GAVIN KEIRANS, PRESIDENT**

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“

Since the beginning, our project experience with Blue Stream has been extraordinary. Blue Stream's leadership and management team have been hands-on and constantly communicated with our onsite representatives. With Blue Stream, we have not only found an outstanding provider but a genuine ongoing working partner.

**BOB MONICA, CHAIR**

*Cable TV & Internet Committee, Solihull (5479) (Innes)*





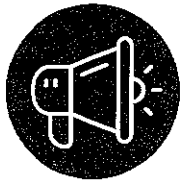
# How to Read this Guide

Be on the lookout for the icons below, which will provide you with more information and solutions to help you ensure a smooth process and avoid any unforeseen “gotchas” after selecting your provider.



## **ALERT**

Additional information or something to keep in mind



## **COMMUNICATION FOCUS**

Important time to communicate with residents



## **WARNING**

Things to be aware of during the process where a misstep can knock you off track



## **TOOLS**

Additional tools or information available to you through the provided links or within the appendix



## **FAQ**

Common questions we hear from communities during the selection process

# **STEP 1**

## **Determining the needs & requirements of your residents**

## Setting Yourself Up for Success

The first part of selecting your new provider is talking with your residents. Communication will be key throughout the process, and ensuring their buy-in is crucial to your success.

### Set the stage

Inform residents that the board is going to start the process of choosing a new telecom provider for the community.

- Send an email notification to your community
- Explain the process at your board meeting
- Post updates to your community bulletin board



Each community communicates in its own way. Choose what resonates best with your residents.

### Survey your owners

Gathering feedback directly from your residents ensures that they are heard and included at the beginning of the process.

- Use a survey tool like Survey Monkey
- Send a survey through the mail
- Take a survey of your residents at your monthly board meeting



Let us help! We can create a survey for you and even send it to your residents.



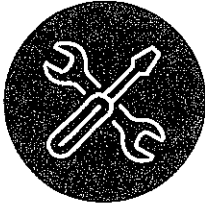
» You can see a full list of recommended survey questions [HERE](#)

### Share the findings of the resident survey with the community and explain your next steps

Your survey findings will help guide your board in creating the RFP in the next phase of this process and sharing the findings will build credibility for your board and the process.

- Send an email to the community summarizing the findings and say thank you
- Conduct a presentation at your next board meeting

» You can find an example template for presenting survey results to your community [HERE](#)



## Communication Tool Kit

Below are tools to help your board address concerns and questions your residents might have. We have also provided resources to recognize possible red flags early in the process and the best ways to address them.

- » Communication recommendations to residents: [HERE](#)
- » Tips on dealing with community concerns: [HERE](#)
- » Resident survey example questions: [HERE](#) and [Appendix page 35](#)
- » Community Survey Results Presentation: [HERE](#)



**Don't underestimate this step—early communication with residents sets the tone for the process. Without it, delays, resistance, and misinformation on social media can arise.**



## **STEP 2**

# **Creating your Request for Proposal (RFP)**

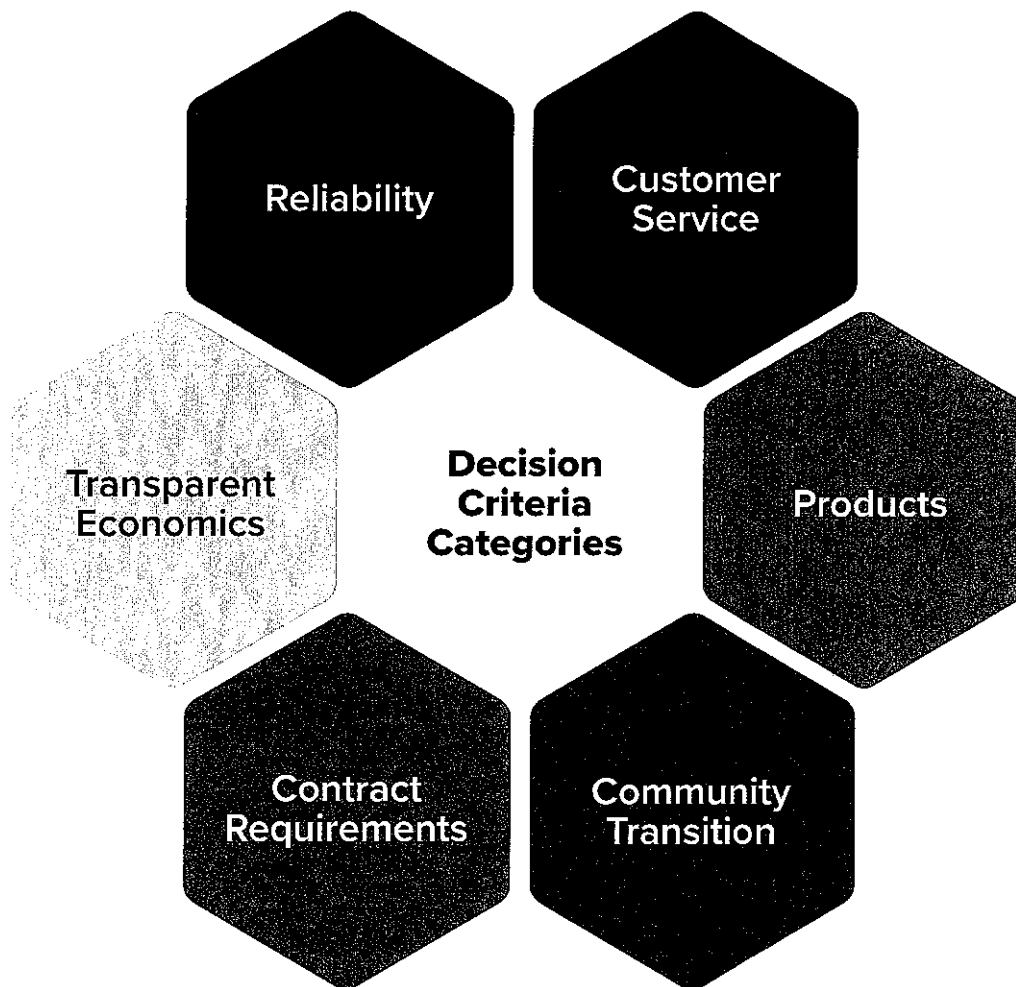


## Decision Criteria

Resident feedback is invaluable and forms the foundation of your next step: creating a Request for Proposal (RFP) tailored to your community's current and future needs.

Through the RFP process, you'll create your community's non-negotiables and gather detailed proposals from providers, outlining how they plan to address your community's pain points and proactively improve your network to meet future demands.

**Based on our experience, the key criteria you should measure will fall into one of the following categories:**



## Reliability

Reliability is the most crucial factor for a board to consider when selecting a telecommunications provider for the community. A reliable network ensures residents have seamless connectivity for work, school, entertainment, and emergencies. Choosing a provider that prioritizes network resilience means fewer disruptions, greater satisfaction, and a community that stays connected under any circumstances.



### What guarantees can the provider make?

- Will you receive 100% Fiber-to-the-home?
- Guaranteed uptime and speed?
- Total home WiFi that covers every room?

### What redundancy measures are built into the network?

- Are there multiple connections to the community to ensure reliability in the case of a fiber cut?
- Does the provider's onsite equipment have a back up battery and what is their plan for providing generators for extended power outages?

### How will the provider be held accountable?

- Are reliability metrics reported regularly to the board?
- Does the contract include financial penalties for the provider in cases of non-compliance?

### Will service go out during hurricanes or severe storms?

- What contingency plans are in place to ensure network reliability during such events?
- How quickly can services be restored in the event of a power outage?



Ask the telecom provider to provide real-world examples and referrals that demonstrated their performance and responsiveness during past storms.



- » Hurricane Contingency Example: [HERE](#)
- » Fiber vs. Cable/Docsis: [HERE](#)



## Customer Service

For board members, customer service should be a key consideration in making the final decision. A provider's ability to resolve issues quickly and maintain a strong relationship with your community can directly impact the quality of life for residents and board members alike.



### Who answers the phone and how fast?

- Are call center employees U.S.-based?
- How long do customers have to wait on hold?
- What percentage of issues are resolved during the first call?
- Does your community have a dedicated phone number to call?

### How quickly can I get in-home support?

- If a problem can't be solved over the phone, how fast can the provider get a technician to a home for support?
- Can problems be addressed proactively before your residents even discover an issue?

### Is there dedicated board and property management support?

- Are there dedicated support channels available for the board or property management to escalate issues efficiently?
- Is there a dedicated team assigned to support your community?



Continue to refer back to the resident survey you conducted when determining the needs & wants of your community.

## Products

Your residents will use these products and services 24/7/365. Utilizing the feedback you received from the community survey, you can identify their wants and needs, which will provide a clear guide for your decision-making. Choose a provider that strikes the right balance between what's included in your bulk package and available upgrades, ensuring maximum value for residents while meeting your community's unique needs.



### What level of internet does our community need?

- Do your residents work from home?
- Do residents rely on the internet for healthcare services? Are your residents using video security systems?
- Are streaming video services (Netflix, Disney+, Hulu, etc.) widely used in your community?

### How important is Whole-Home WiFi?

- Do residents experience consistent internet connectivity throughout their homes, or are there areas with weaker coverage?
- Do your residents rely on multiple devices connected simultaneously across different areas of their homes?

### Is TV service a necessity for your residents?

- What are must-have channels for residents?
- What is the average number of TVs in each home?
- Would your seasonal residents be interested in bringing their TV services with them to their other home?

### Are there additional services that residents have expressed interest in?

- Do they value options like home or mobile phone services?
- Are home security systems or smart-home automation important features to consider?



Make sure the provider gives you all the ancillary fees and charges upfront to avoid any surprises.



- » Total Home WiFi: The Backbone of a Connected Community: [HERE](#)
- » Benefits of Fiber: [HERE](#)
- » Is Video Right for my Community: [HERE](#)



## Community Transition

A well-planned transition to a new telecom provider minimizes stress, reduces disruptions, and creates a smoother, more positive experience for everyone involved. Providers should clearly outline how they will manage the transition, including detailed plans and timelines. This ensures that your board, residents, and the provider are aligned and informed from the very start.



### What is the provider's plan for onboarding the community?

- Will the provider give you a network design plan before signing the contract?
- Does the provider have a detailed statement of work to specify how they will do construction and in-home installation?
- What are the contractual protections and restoration timeline for any inadvertent damage during construction?

### How will the provider ensure that the board and property managers won't be overwhelmed during the network installation process?

- Will the provider oversee all aspects of project management?
- What is the on-site meeting cadence for updates to the board and/or property management?
- What responsibilities does the board have during the network installation process?

### What happens if there is an issue during construction and installation?

- Is there a dedicated team available for support and escalations?
- How will progress be tracked and reported back to the board?

### How are residents kept informed during the transition to the new provider?

- What types of communication will be used, and how frequently will updates be provided?
- What kind of training is provided?
- Is there an online learning hub with all the information residents will need?



Ensuring that the transition and support plan is written into the contract is the only way to guarantee that you will be provided the level of service that was promised during the sales process.



» The Right Timeline: [HERE](#)



## Contract Requirements

When selecting a new telecommunications provider, a board must ensure that all contract requirements are clearly outlined and enforceable. Contracts form the foundation of service delivery, and it's important that those promises are backed by solid commitments rather than empty words. By carefully considering the specifics of a contract, boards can safeguard the community's interests and avoid unwanted surprises.



### What is actually guaranteed?

- What are the reliability metrics and how are they measured and reported?
- Does the contract include financial penalties for the provider in cases of non-compliance?

### Are there transparent monthly fees?

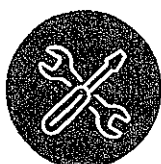
- Are the total charges, including all taxes and fees, clearly detailed in the contract?
- Are rate increases throughout the term of the contract defined?
- Does the contract prevent the addition of additional fees later in the term of the agreement?

### What is the contract duration and flexibility?

- Do free or courtesy billing months extend the contract past the current term?
- Can TV services be dropped if the majority of the community prefers streaming services?
- As technology changes, how will your services be updated over the course of your agreement?



Ask for a contract template during the RFP process so that promises made during the sales process are promises kept.



» Example of Industry-Leading Guarantees: [HERE](#)



## Transparent Economics:

### How to prevent hidden fees and maximize your value

Two of the biggest challenges in evaluating a provider are uncovering the actual cost to residents and evaluating upfront incentives that may be difficult to understand and compare. Many providers bury fees, surcharges, and upgrade costs in the fine print, making it difficult to get a clear picture of the total expense. Making informed economic decisions ensures long-term satisfaction and predictable expenses for all residents.

#### Did the provider give you the true total cost of the bulk price?

- What additional fees like programming, regulatory, or surcharges will be charged on top of the bulk monthly price?
- What are the annual rate increases?
- Are video services increases capped or uncapped?
- Will the provider give you a copy of what your "exact" bill will be?



Have questions about the impacts of door fees? Learn more [HERE](#)

#### What are the costs for resident upgrades?

- Is there a free app to stream TV services without a box?
- Will the provider list all the available upgrades, their exact prices, and all fees such as truck roll charges?
- Will residents need to pay out-of-pocket for complete product functionality (such as guaranteed whole-home WiFi)?
- Are there important services, like network security or TV portability, that require additional costs?

#### What are the door fees and upfront incentives?

- Are door fees paid as an upfront payment to the association or provided as free courtesy months of services?
- Are there taxes associated with receiving door fees as an up-front cash incentive?
- Do free months of service extend the contract term?
- Are there other parties, such as consultants, receiving compensation as part of the transaction?



Gotcha Flyer: [HERE](#)



Choosing a telecom provider is a long-term partnership, so it's essential to evaluate the full scope of services, including pricing. Prioritize factors such as overall resident experience, contract flexibility, network quality, product offerings, and the key non-negotiables your community identified at the outset. Focusing solely on cost may lead to short-term savings but can compromise the long-term value and experience your community deserves.

## Create an RFP

By identifying your community's needs and requirements, collaborating with the board to determine the right questions to ask, and researching local providers capable of meeting those needs, you've collected all the necessary information to take the next step. Now, it's time to create the RFP and send it to the providers to bring your community's vision to life.



### RFP Reminders

- **Be specific** — inform providers what your community non-negotiables are
- **Request references** — preferably ones from current customers that are similar to your community
- **Get a sample copy** of what your bill would be with all taxes & fees included
- **Request details** on resident upgrade pricing to ensure transparency & that residents will have the option to customize their services
- **Ask for a customized site survey** — every community is different, make sure you aren't getting an off-the-shelf solution



Sample questions have also been provided in following pages.



# Recommended RFP Questions

Use this guide to build out your request for proposal to assess potential service providers. Collecting answers with a formal list of questions in an RFP will help you to compare responses and vendors objectively.

## Explain your community details and needs

- Provide background and introduction of your community.
- Be sure to include details on the types of homes in the community (e.g., single-family homes, condos) and the total number of homes/units of each.
- Project goals and scope of services.
- Anticipated selection schedule.
- Time and place for submission of proposals.
- Evaluation criteria.

## Ask about construction process

- How long will be needed for infrastructure installation?
- Do you provide a 100% new fiber Infrastructure?
- Where is the network hub located that would provide service to our community?
- How will the line from a distribution hub to each unit be run? How deep will it be buried? If all wiring is underground, how will roads be crossed?
- How will the termination in each unit be done?
- What access to residence units will be required during installation?
- How will fiber enter the unit/home from the outside?
- Provide an overview of the method of delivery to each resident unit and a list of on-premise equipment.
- Will landscaping be restored weekly throughout the construction process?
- Will there be a dedicated construction coordinator managing the project?

## Ask about customer experience/service

- Is it 100% U.S.-based customer support?
- What are the guarantees around response time to answer the phone?
- Will there be a dedicated support phone number for the property?
- How long does it take to get support/technician to your house?
- Is there a charge if an onsite service call is required?
- Provide an overview of company history including a brief narrative pertaining to your current operating structure within the market, technical qualifications, and experience.
- Provide a minimum of three (3) references relating to communities you currently provide services comparable to those you are proposing.

## Recommended RFP Questions (continued)

### Ask about internet services

- Provide the sustained download/upload speeds that would be achieved by residents as part of the bulk Internet service.
- Are internet speeds symmetrical?
- What are the details of the WiFi equipment, including the generation of technology?
- Are there Data Capacity limits and overage charges?
- Do you offer whole-home managed WiFi technology in each home?
- What average size unit will WiFi cover?
- What internet speed is provided? What are the costs of higher internet speeds?
- Are internet speeds contractually guaranteed?
- Will you provide internet speed upgrades or technology upgrades throughout the time period in the contract?
- Do you offer a plan for internet capacity expansion?

### Ask about phone services

- Provide pricing for local, long distance and international calling plans.
- List phone calling features included.

### Ask about television services

- Is there a DVR capability, how many simultaneous recordings, what capacity?
- Are there additional costs for set-top boxes to watch on every TV?
- Am I able to watch my channel lineup at a secondary home if I am a seasonal resident?
- Is the remote control voice-capable?
- Provide your company's complete channel line-up and specify any provider supplied equipment (and its cost) required to enable viewing.
- Describe all equipment (i.e. Set top boxes), type and quantity, needed by individual residents to support the bulk video service delivery.
- Are live TV and Streaming apps all in one platform?
- Describe the entertainment features including On Demand, DVR, use with other platforms like Firestick, and viewing on other devices.
- Will there be flexibility in the agreement to potentially remove bulk video?



For an editable version of the RFP questions, click [HERE](#)



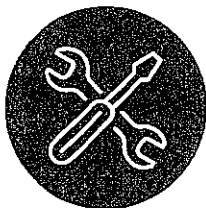
## Sending your RFP to Providers



Before sending out your RFP, schedule an introductory meeting with potential providers to determine who you want to include in your RFP process.

1. Create a Word document or Excel sheet with your list of questions for each telecom provider.
2. Email the document to each participating provider.
3. Provide a clear deadline for all questions and final submissions.

Once you have received your RFP responses, the next section will walk you through evaluating providers and making your final selection.



### RFP Tool Kit



Below are additional resources to help you craft a comprehensive RFP.

- » Editable RFP Questionnaire: [HERE](#)
- » Glossary of terms: [HERE](#) and [Appendix page 34](#)
- » A Guide on Creating Your Non-Negotiables: [HERE](#)




Don't forget to communicate your progress with your residents. Keeping them involved throughout helps to avoid surprises later on.

## **STEP 3**

# **Evaluate Vendors**

## Comparing Provider Proposals

With all vendor proposals in hand, it's time to evaluate the vendors and narrow your options to your final choice. The steps below will help walk you through the process to get there.

1. Consolidate feedback from all vendors that can be shared with the entire board/committee
2. Review all of the proposals together.  Utilize the comparison matrix [HERE](#) to measure providers' responses against your community's original needs (and 3- 5 non-negotiables)
3. Determine questions to ask providers during their presentation
4. Invite 3-4 providers to present their proposal to the board/committee
5. Re-evaluate remaining providers based on additional information collected during provider presentations
6. As a board/committee, select your two finalists to present to the community at a town hall.

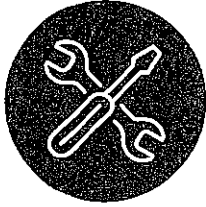


**Pro tip:** Don't rely on an emailed proposal. Have each provider walk you through their customized plan, pricing, and products. Don't settle for one-size-fits-all.

To support this process, we've provided a sample matrix along with additional tools and examples on the next page to help you thoroughly evaluate the proposals and related information.



**Ensure the decision-makers on the board can try out the products for themselves. Remember that while WiFi and TV products from another provider may not work optimally on your current network, you will get an opportunity to see if they work as described during the sales process**



## Provider Evaluation Tool Kit



- » Provider Comparison Matrix: [HERE](#) and [Appendix page 33](#)
- » Site Survey Example: [HERE](#)
- » Understanding Reviews: [HERE](#)



## Community Town Hall

Keeping the community engaged throughout this process has been crucial to reaching this point. Now that much of the groundwork is complete, it's time to share the progress with your residents.

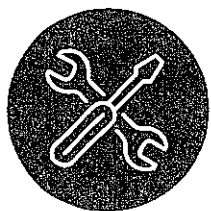
We recommend hosting a town hall at this stage. This meeting serves multiple purposes:

- **Showcases the board's commitment** to including the needs and wants of the community in the evaluation process
- **Provides transparency** into the selection process and how decisions were made
- **Builds strong community buy-in** to ensure support of the final decision
- **Offers an opportunity for residents** to hear directly from the top two providers

You should either hold this meeting in person or virtual, depending on your community's preference, but you should make sure to make the meeting succinct, informative, and engaging.



After the meeting, share the presentation with the community to ensure residents who couldn't attend have access to the information.



### Town Hall Tool Kit

- » Town Hall Example Presentation: [HERE](#)
- » Navigating Challenging Conversations with Community Members: [HERE](#)



## **STEP 4**

# **Making your Selection**



## Final Consideration

Before making your final decision, take a moment to compare the top factors that boards have told us matter most when choosing the right provider.

- **“Gotchas”:** This is your last chance to discover any gotchas that can add tens of thousands of dollars to your bill, or leave you with less than promised support.



Reminder: For a rollup of “Gotchas” to look out for, click [\*\*HERE\*\*](#)



- **Exact Copy of Your First Bill:** Make sure your bill example includes all taxes, fees and any and all equipment charges.
- **Contract:** Make sure everything you were promised throughout the sales process is included in the contract.
- **Site Survey Findings:** Does the provider have a plan for construction and installation yet for your community?
- **Channel Lineups:** If your community is adding TV service, make sure all your must-have shows are included

Before reaching your final decision, be sure to compare all key considerations against your final RFP, including any hidden fees and additional charges to residents.



If the provider has not done a site survey, this is a big red flag. Finding out that there are issues after contract signing can be devastating to your timeline.

## Selection and Negotiation: Making the Final Decision

You've reached the final and most crucial step: selecting your telecom provider. This decision ties together all the insights you've gathered to ensure the provider you choose aligns with your community's needs. Follow the four steps below to confidently make your final choice:

1. Ensure your 3-5 non-negotiables have been met. Be sure to factor in key criteria like customer service and contractual guarantees.
2. As a committee/board, discuss your findings, the final considerations discussed on the previous page, and any intangibles that you discovered along the way (for example: your comfort with the provider's ability to deliver on-time construction, their proven experience with your community's intricacies, etc.).
3. Conduct a final vote. If necessary, reach out to your preferred provider to close any gaps on contract terms, pricing, or service offerings.
4. Request a finalized contract that includes all agreed-upon terms and conditions discussed during the process.



### FREQUENTLY ASKED QUESTION

## Do I need an Attorney?

It is a good idea for the board to consult with an attorney. Early involvement of an attorney ensures the final agreement is comprehensive and legally sound, helps avoid risks, and protects the community's interests.

# What Your Next Steps Look Like

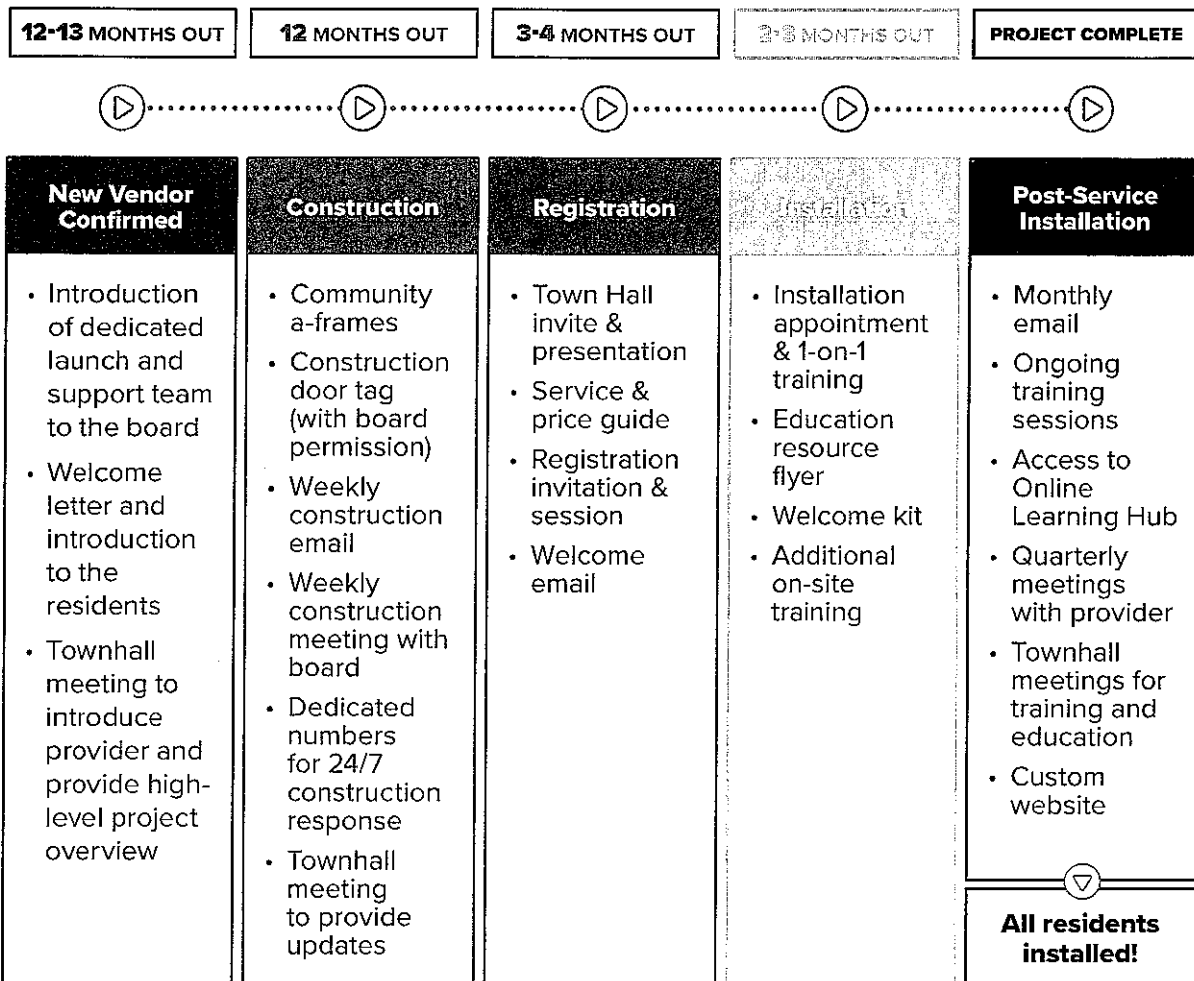


## NEXT STEPS

# You Did It!

Congratulations on reaching this exciting milestone! By selecting a telecom provider, you've taken an important step toward enhancing connectivity and value for your community. With the contract finalized, your chosen provider will now take the lead on much of the remaining work. Some of the milestones you should expect to ensure a smooth transition and successful implementation include:

- Communication with residents about construction start dates
- Installation of the network
- Scheduling installation of services into each resident's home
- Offering training sessions for your residents



## **A Final Note From Blue Stream Fiber's President**

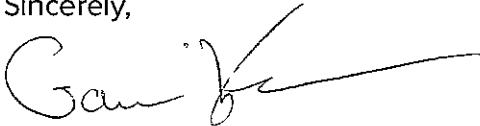
At Blue Stream Fiber, we're thankful for the chance to share our experience and help your community navigate such an important decision. Choosing the right telecom provider is no small task, and it's clear that your dedication to a thorough and thoughtful process reflects your commitment to serving your community.

Whether or not Blue Stream Fiber was your final choice, I want to express my sincere appreciation for allowing us to be part of your journey. If you've chosen us, welcome to the Blue Stream Fiber family! I look forward to working together to elevate your community's connectivity experience.

If you decided on another provider, we respect your decision and encourage you to consider us again in the future. In the meantime, I welcome your candid feedback. If there's anything we could have done better or something I should know to help us improve, please don't hesitate to reach out.

Thank you for the trust you've placed in us during this process. It's communities like yours that inspire us to continuously innovate and improve.

Sincerely,

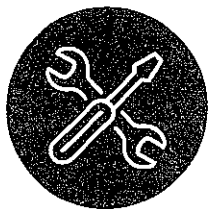
A handwritten signature in black ink, appearing to read "Gavin Keirans", with a long, sweeping horizontal line extending to the right.

**GAVIN KEIRANS**

President, Blue Stream Fiber



# Appendix



## Resources and Links

### Communication Tool Kit

- » Communication recommendations to residents: [HERE](#)
- » Tips on dealing with community concerns: [HERE](#)
- » Resident survey example questions: [HERE](#)
- » Community Survey Results Presentation: [HERE](#)

### Establishing your Decision Criteria Tool Kit

#### Reliability

- » Hurricane Contingency Example: [HERE](#)
- » Fiber vs. Cable/Docsis: [HERE](#)

#### Products

- » Total Home WiFi: The Backbone of a Connected Community: [HERE](#)
- » Benefits of Fiber: [HERE](#)
- » Is Video Right for my Community: [HERE](#)

#### Community Transition

- » The Right Timeline: [HERE](#)

#### Contract Requirements

- » Example of Industry-Leading Guarantees: [HERE](#)

#### Economics

- » Door Fees: [HERE](#)
- » Gotcha Flyer: [HERE](#)

## Resources and Links (continued)



### RFP Toolkit

- » Editable RFP Questionnaire: [HERE](#)
- » Glossary of Terms: [HERE](#)
- » A Guide on Creating Your Non-Negotiables: [HERE](#)

### Provider Evaluation Toolkit

- » Provider Comparison Matrix: [HERE](#)
- » Site Survey Example: [HERE](#)
- » Understanding Reviews: [HERE](#)

### Townhall Toolkit

- » Town Hall Example Presentation: [HERE](#)
- » Navigating Challenging Conversations with Community Members: [HERE](#)



# Broadband Provider Checklist ☒

INTERNET	COMPANY A	COMPANY B	COMPANY C
100% underground Fiber infrastructure to the home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 Gig capable network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symmetrical internet speeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Built-in contractual speed upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whole-home managed WiFi (mesh network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network security included (not just free anti-virus software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upload speeds provided	_____	_____	_____
Download speeds provided	_____	_____	_____

VIDEO	COMPANY A	COMPANY B	COMPANY C
Live HD TV and streaming apps all-in-one platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice Remote with Google Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4K capability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud DVR with innovative functionality to capture and manage content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A fully-integrated streaming app for use on phones, TVs, Firesticks (take video wherever you go)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video on-demand libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility in agreement (remove video from bulk package)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of channels included in package	_____	_____	_____

TELEPHONE	COMPANY A	COMPANY B	COMPANY C
Home Phone Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International Calling Plans with Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BASE BULK PRICE	COMPANY A	COMPANY B	COMPANY C
What are broadcast surcharges?	_____	_____	_____
What are sports fees?	_____	_____	_____
What are taxes?	_____	_____	_____

CONTRACT TERMS	COMPANY A	COMPANY B	COMPANY C
Dedicated phone number and Dedicated Account Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two call centers for disaster recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redundant circuit design in and out of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Same day/next day in-home service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractually guaranteed internet speeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One minute or less answer times for customer service & Tech support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance reports available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Glossary

**Bulk:** A type of telecommunications agreement where the association provides TV, Internet and/or phone service as an amenity.

**Distribution Hub:** An enclosure that provides the connection for fiber optic cables to the homes in a community.

**Download:** Data that is downloaded from the internet to your device like watching videos or playing games.

**Dual Band WiFi Router:** Equipment that allows you to transmit and receive data using both 2.4 and 5 GHz frequencies which is better for gaming and streaming.

**Fiber (Fiber Optic Cable):** A flexible cable made of glass that transmits data as pulses of light. A fiber infrastructure provides fast, reliable, and secure internet service.

**Internet Pod Technology:** Access points that connect to your home internet to provide coverage throughout the entire home.

**Network Hub:** A major connection point in the fiber optic network such as a data center.

**Provider:** A company that provides TV, Internet and/or phone service.

**Retail:** A telecommunications agreement where an association allows a provider to provide TV, Internet and/or phone services to individual homes in the community. Residents pay for services individually.

**RFP (Request for Proposal):** A formal document that outlines an organization's intent to purchase a good or service. The buyer issues the RFP to provide background information to potential vendors.

**Redundant Circuit:** Multiple network routes are created as a safety net. If one goes down, the other picks up the signal without any interruption of service.

**Symmetrical Internet:** An internet connection that offers the same download and upload speeds.

**Telecommunications:** TV, Internet and Phone services for residential or home use.


**Total Home WiFi:** The ability to monitor your home internet that includes automated network health check, security, and controls via an app.

**Upload:** Data that is uploaded from your device to the Internet. Upload speeds matter for things like posting on Facebook and video conferencing like Zoom.

## Sample Resident Survey



Sending a survey is a great way to gather resident feedback to understand their needs. Below is a list of questions to include. Use this as a guide to build your own survey or Blue Stream Fiber can build one for you.

Name: \_\_\_\_\_

1. Who is your current internet provider?  
\_\_\_\_\_
2. What speed is your internet connection?  
☐ Under 200 Mbps  
☐ Between 201 Mbps and 1 Gig  
☐ 1 Gig or higher  
☐ Unsure
3. How often do you experience slow or lost internet connections?  
☐ Daily  
☐ Weekly  
☐ Monthly  
☐ Rarely
4. What is the longest period of time that your internet services have been out?  
\_\_\_\_\_
5. Are there areas of your home with poor WiFi/internet services?  
☐ Yes  
☐ No
6. What do you pay per month for internet services?  
\_\_\_\_\_
7. How reliable would you say your internet services are?  

8. Are you interested in your community upgrading to fiber-optic internet services?  
☐ Yes  
☐ No
9. Do you ever work from home using your internet connection?  
☐ Yes  
☐ No
10. Do you have connected devices in your home like a video doorbell (e.g. Ring), a WiFi thermostat (e.g. Nest), or a smart speaker (e.g. Alexa)?  
☐ Yes  
☐ No  
 a. How many connected devices do you have in your home?  
\_\_\_\_\_
11. Do you notice slower speeds or buffering in peak hours of the evening (6pm-9pm)?  
☐ Yes  
☐ No
12. Are you concerned about cyber-security when browsing the internet in your home?  
☐ Yes  
☐ No
13. Who is your current TV provider?  
\_\_\_\_\_

**Continued on next page**

**Resident Survey (continued)**

- 14.** How much do you pay per month for your TV services?  
\_\_\_\_\_
- 15.** How many total TVs do you have in your home?  
\_\_\_\_\_
- 16.** How many set-top boxes do you have connected to TVs in your home?  
\_\_\_\_\_
- 17.** What streaming services do you use? (e.g. Netflix, Hulu, etc.)  
\_\_\_\_\_
- 18.** Do you use DVR functions like record, play back, pause, fast forward or rewind?  
☐ Yes  
☐ No
- 19.** How reliable are your TV services?  

- 20.** How often do you get pixels on your TV set?  
☐ Daily  
☐ Weekly  
☐ Monthly  
☐ Rarely
- 21.** Do you have a home phone line?  
☐ Yes  
☐ No
- 22.** Do you have mobile phone service?  
☐ Yes  
☐ No  
**b.** If so, how many lines?  
 \_\_\_\_\_
- 23.** How satisfied are you with the customer support from your TV / Internet provider?  

- 24.** Are you a seasonal customer that would benefit from taking your TV services to your secondary home?  
☐ Yes  
☐ No
- 25.** Below, can you please rate the importance of the following factors in choosing a Cable and Internet Service Provider? Rate 1-5, with 1 being the most important factor.
- \_\_\_\_\_ **a.** 24 hr tech support
- \_\_\_\_\_ **b.** Customer education training
- \_\_\_\_\_ **c.** Dedicated account manager for your community
- \_\_\_\_\_ **d.** Same day/next day service calls
- \_\_\_\_\_ **e.** Local call center

# Timeline

Ideal timeline to select a service provider and begin transition





**BlueStream**  
fiber

**[bluestreamfiber.com](http://bluestreamfiber.com)**