




SAWGRASS LAKES

Please try to hold your questions as most will be answered as we go. I will take questions at the end.

It is our intent to record this presentation for future use.

To all Sawgrass Lakes, North & South Panther Trace residents, homeowners and property owners,

On behalf of the entire Sawgrass Lakes Master Board of Directors and myself we are pleased to announce our new **cable and**

Internet provider, , **that will go into effect June 1st 2022** when our Comcast contract expires. The Master Board started taking bids for our telecommunication's renewal in late summer, 2020 and we received three proposals from major providers. **Bluestream was offering the highest level of services, lowest price, latest state of the art technology and highest per-door bonus signing fee.**

Note, Comcast was the most expensive, did not offer us a new fiber optic infrastructure, offered fewer services and only a \$100 per-door bonus

Please know this took months of research, workshops and meetings, vetting the best possible provider for the money with the highest level of service. This wasn't a decision the Master Board took lightly and we did all the due diligence possible.

We are notifying you at this time of our decision and want to make you aware so that prior to **any renewal of your current TV, Internet & Comcast services, that you don't commit to any contract beyond June 1st 2022**, as Bluestream TV & Internet will be included with your HOA dues and will be the bulk provider for all five of the Sawgrass Lakes Master Board communities.

At this time residents are currently paying \$59.67 out of your HOA dues for **basic cable TV with Comcast, with NO INTERNET**.

The new rate through Bluestream for the complete telecommunication's package, TV and Internet, will be \$75.95 plus taxes for a total of **\$79.41 per month**, which will be included in your HOA dues. Although residents will see their HOA dues increase to provide Bluestream services, **your "at home" retail bill in most cases will be ZERO or will be drastically reduced, probably more than the dues increase. Please see the information that follows. Each HOA will make their own HOA dues adjustments.**

Why did the Sawgrass Master Board sign a contract with Bluestream?

1. Our Comcast contract ends 5/31/2022 and we needed to make arrangements for TV service to the community or everyone would be on their own.
2. We did not want everyone to have to shop for their own services (more expensive) nor did we want to have dishes going up all over the neighborhoods.
3. The Board took bids and the Bluestream bid was the best for the services that were offered. More channels, faster internet, less cost for equipment, better monthly fee.
4. **The Per Door Bonus was better.** We negotiated for 435 homes. **Getting \$399/home.** Part of this will be retained by the Master Board till further notice.
5. The Bluestream Fiber Optic network infrastructure makes everyone's home more valuable and is a great selling feature when that time comes. **21st Century technology.**
6. The Master Board kept all Presidents of each HOA informed every step of the way.
7. A lot of time was put in by David Stellato, the Master Board President, investigating all of our options and Bluestream. This was discussed at multiple Master Board meetings and the Master Board vote was unanimous to contract with Bluestream.

Agenda

► Blue Stream Customer Focus

Products & Services

Network Construction and In-Home Installation

FAQ

Trusted Florida Based Communications Provider for Over 40 Years



Fiber: Fiber-to-the-Home Service since 2002



Internet: Managed Wi-Fi with speeds up to 1Gbps

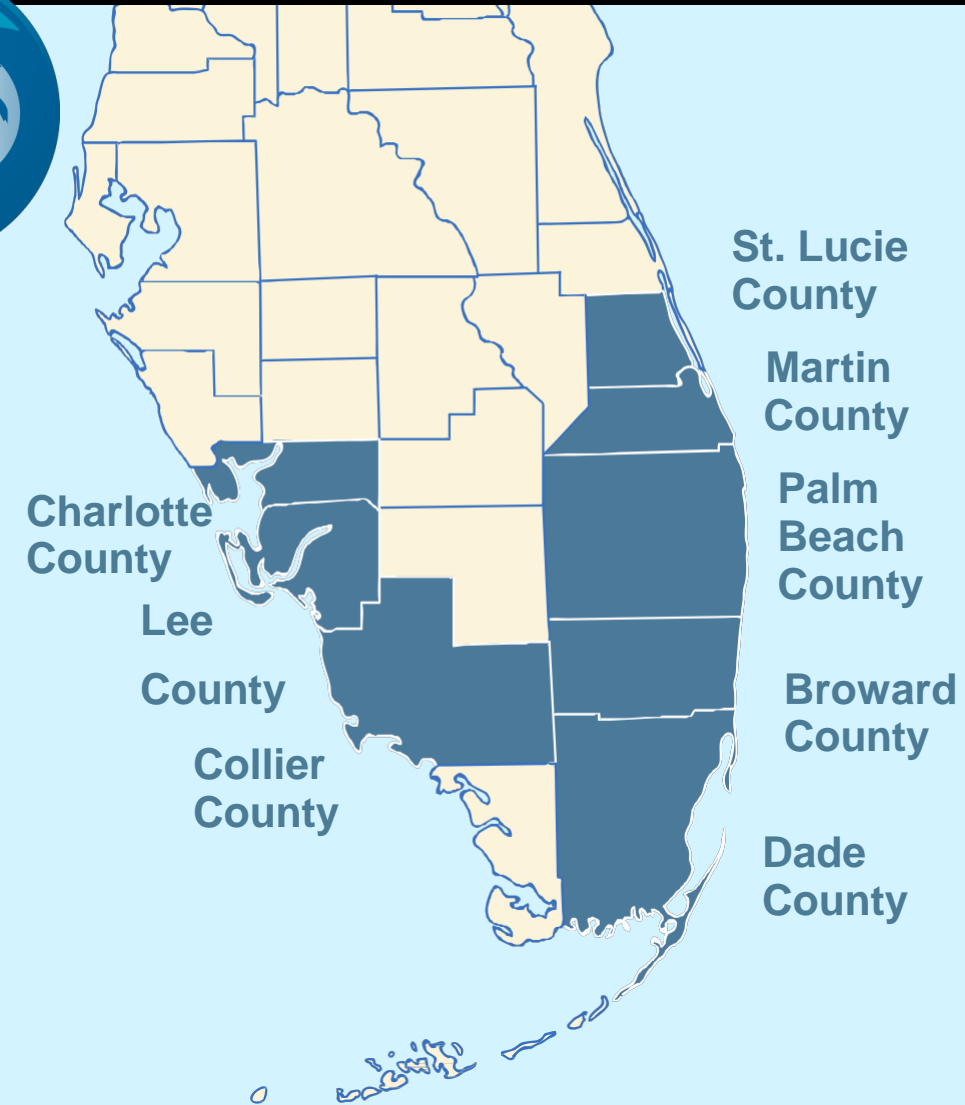


TV: 300+ channels available, TiVo, Google TV, a network DVR + **8-HBO and 9-Showtime included**

Phone (OPTIONAL): Unlimited with 29 features & Voicemail

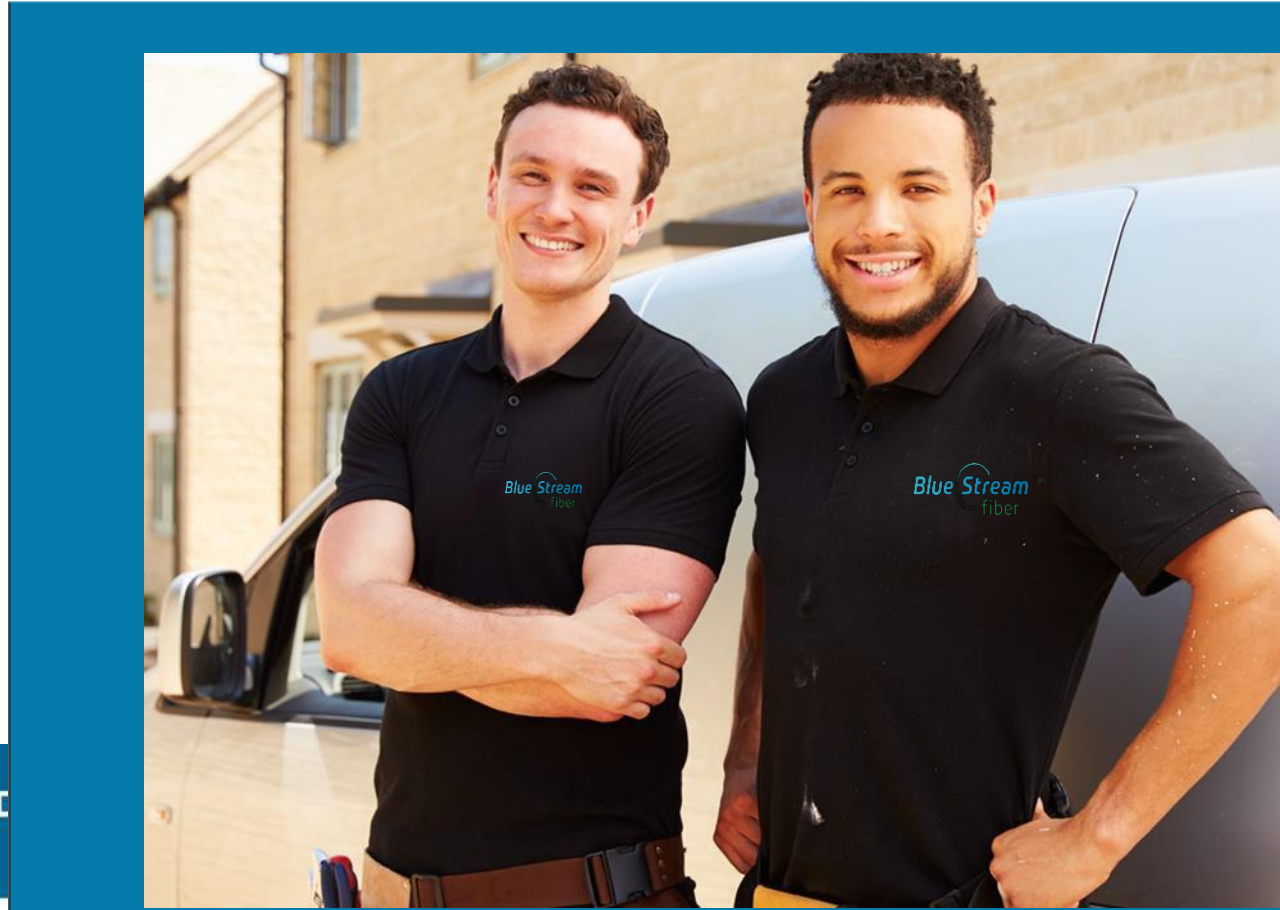
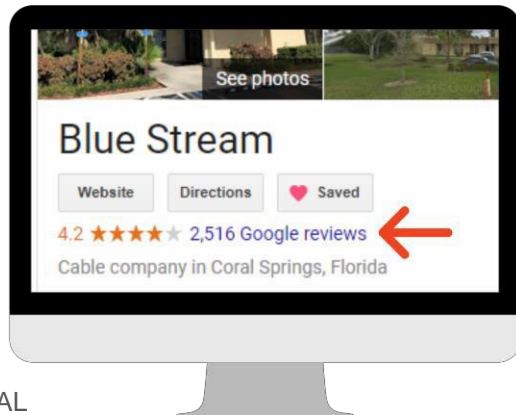


Areas of Operation



Emphasis on Localized Customer Care

- Exclusively focused on South Florida
- Call centers in Coral Springs and Port St. Lucie
- Dedicated Fiber Service Team with average wait times of 1 minute
- Same day/next day in-home support, all by our employees



Customers Love Blue Stream



★★★★☆ 4.2 stars
2,399 Google Reviews



NETFLIX

HOW WE CALCULATE THE RANKINGS ▾

Enter country/region

ISP LEADERBOARD - FEBRUARY 2019

HIDE SMALLER ISPS

RANK	ISP	SPOTLIGHT	PREVIOUS	RANK	TYPE
4	Blue Stream	4.73	<div></div> 4.62		
15	Comcast	4.60	<div></div> 4.49		
58	CenturyLink	3.80	<div></div> 3.69		

Customers Are Satisfied

*“Chad was extremely knowledgeable, **professional and prompt**. A credit to your company.”*

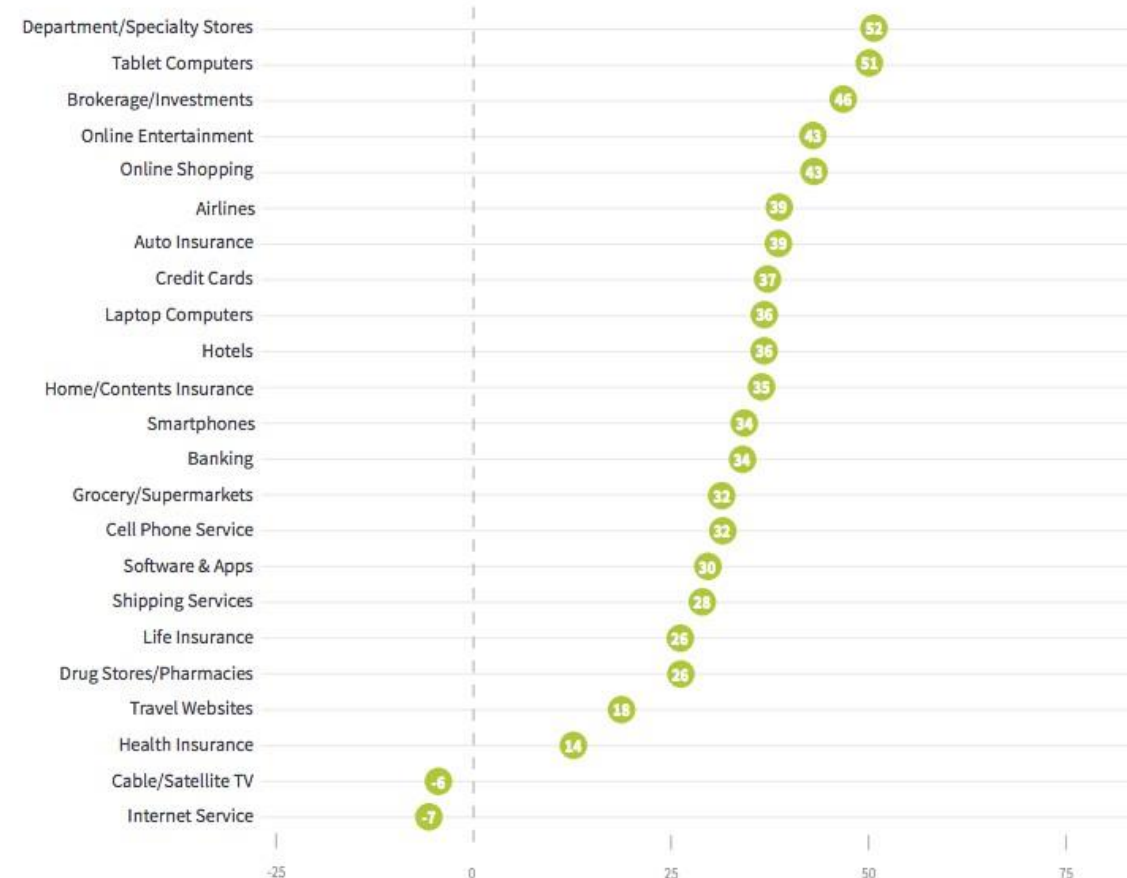
*“**Courteous Efficient** and took care of the problem +++”*

*“The technician was **very knowledgeable** and able to set up the TV and **made it look outstanding with color and explained the remote usage** as well. Plus, I was able to get service in 24 hours.”*

*“**Very knowledgeable and he was very informative** and everything is working much better. Very glad we got this individual to take care of the problems we were having”*

Average NPS by Industry

Net Promoter Scores vary widely by industry, as you can see from the average scores for 23 industries. Knowing what similar companies have achieved helps you to set realistic goals for improvement, and realism is key to the long-term success of your program.



Agenda

Blue Stream Customer Focus

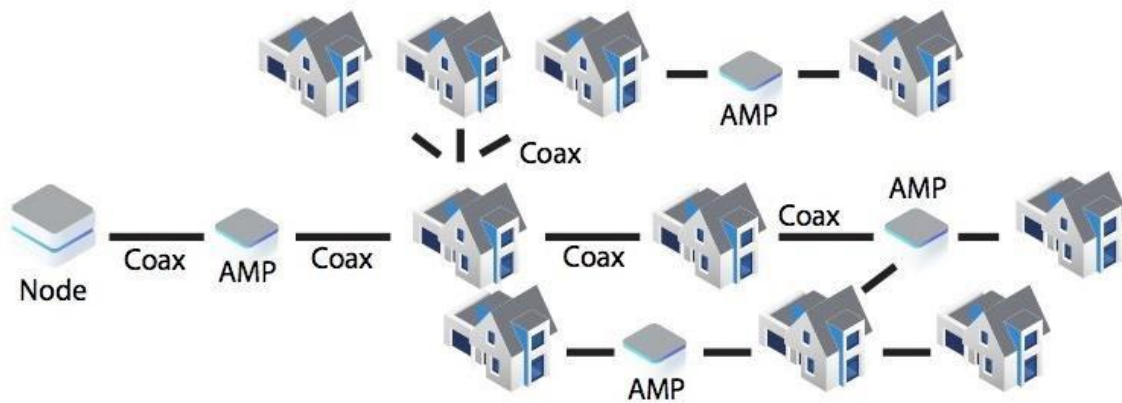
► Products & Services

Network Construction and In-Home Installation

FAQ

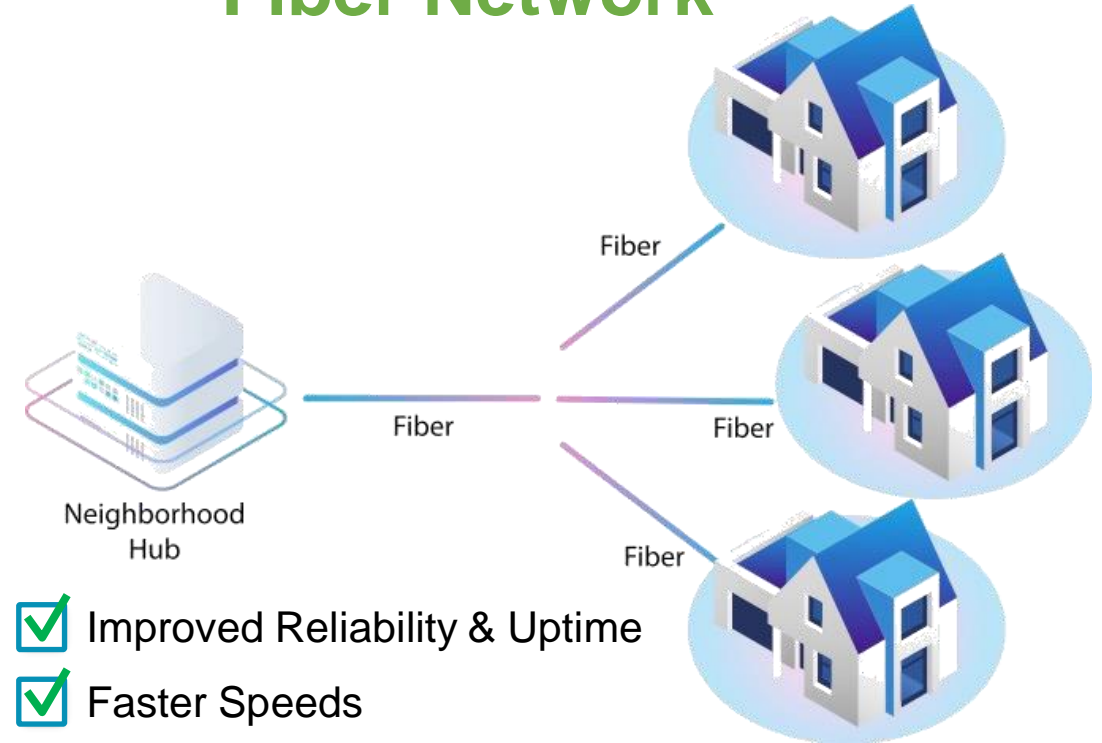
What Makes Fiber Different?

Existing Coax Network



- ☒ Shared Bandwidth with ~300+ Homes
- ☒ Amplification of Signals
- ☒ Limited Capacity
- ☒ Vulnerable to Environmental Factors

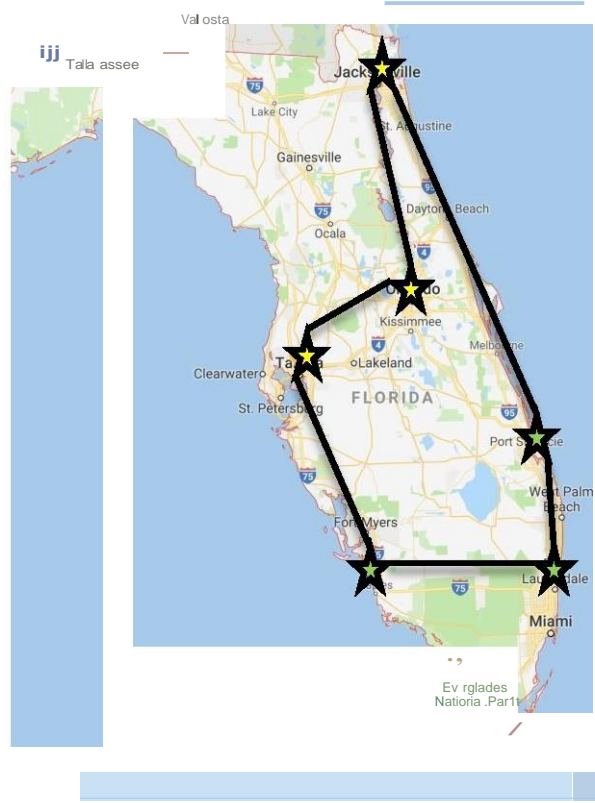
New Blue Stream Fiber Network



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

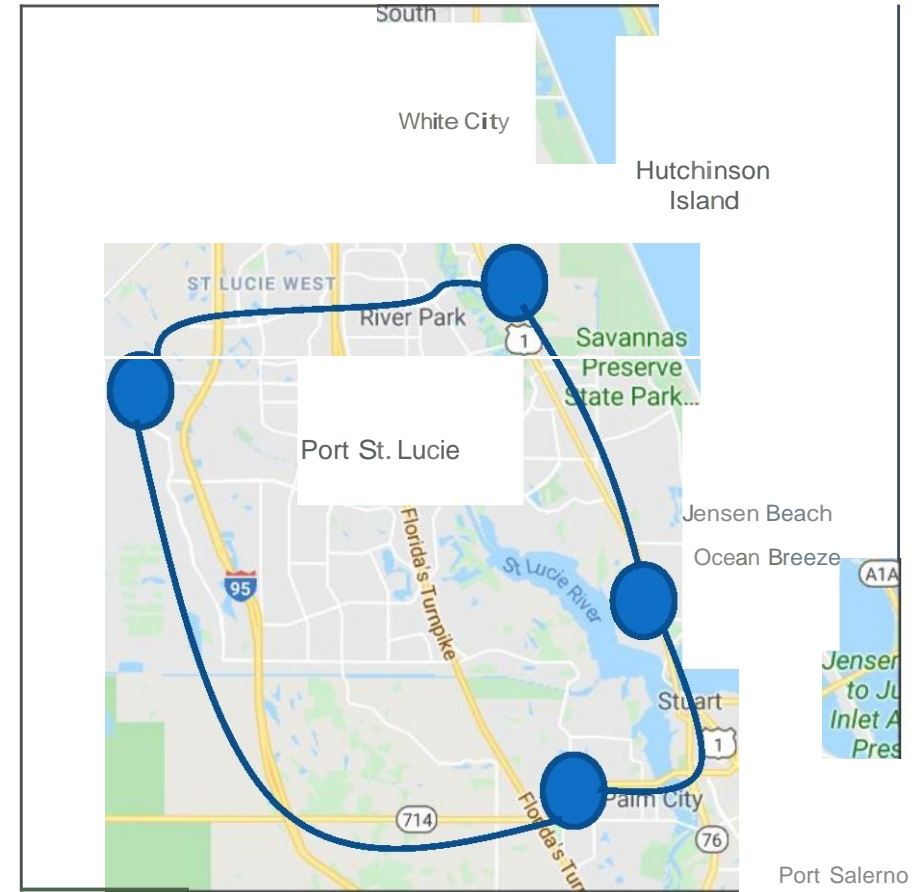
Network Rings- More Uptime!

State Wide Ring



- 100Gbps Statewide Ring
- Provides redundancy for each market

Local Rings



- Local Ring
- Provides redundancy for each property



Internet Service

With Whole Home Managed Wi-Fi

Better In-Home Service & Coverage

- Speeds up to 1Gbps available
- Business Grade Wi-Fi Equipment
- Network extenders available
- Nightly Wi-Fi optimization

Better Customer Support

- Experienced technicians
- Remote diagnostics & advanced support



OPTIONAL: SUBSTITUTE PHONE SERVICE FOR INTERNET

802.11ae	oeeenSg	293Mbps	35U
802.11n	ocean2g	72.2Ubps	65U

The Power of Google Android TV & TiVo All in the Palm of Your Hand!

The Best of Traditional TV, Apps
and Advanced Voice Remote

- Simple, easy-to-use guide
- Visual display with poster art
- Any screen in any room
- Network DVR, Start Over & Catch Up
- Say it. See it. Watch it
- Google Assistant



androidtv

TIVO



EXHIBIT B
Bulk Channel Line Up
(Subject to Change)

Core Digital Lineup	
Channel Name	Channel Name
44 A&E	72 HLN
10 ABC-WPBF	96 HSN
59 AMC	79 Investigation Discovery
62 Animal Planet	8 ION-WXPX
154 Antenna-WTCN*	21 Jewelry TV
12 Azteca-WWHB*	51 Lifetime
19 Becon-WBEC*	108 LMN
42 BET	141 Me TV-WPTV*
166 Bounce- WFLX*	181 Motor Trend
65 Bravo	50 MSNBC
61 Cartoon/Adult Swim East	40 MTV
9 CBS-WPEC	77 MTV2
75 CMT	15 MyTV-WTCN
36 CNBC	78 National Geographic
35 CNN	98 NBCSN
53 Comedy Central	3 NBC-WPTV
148 Comet TV-WPEC*	29 Nickelodeon
18 CSPAN	66 OWN
4 CW-WTVX	146 Oxygen
28 Discovery Channel	43 Paramount Network
63 Disney Channel	177 PBS-Create
55 E!	13 PBS-WPBT
32 ESPN	6 PBS-WXEL*
33 ESPN2	7 QVC
5 Estrella TV-WPBF*	83 SEC Alternate
73 EWTN	82 SEC Network
74 Food Network	48 Syfy
153 FOX Business Network	14 TBN-WTCE
37 FOX News	27 TBS
38 FOX Sports Florida	60 TCM
31 FOX Sports Sun	144 Tennis Channel
11 FOX-WFLX	57 TLC
49 Freeform	30 TNT
99 FS1	56 Travel Channel
45 FX	52 TruTV
67 FXM	54 TV Land
81 FXX	24 TWC
94 Galavision	46 USA
39 Golf Channel	41 VH1
174 GritTV-WFLX*	34 WE TV
70 Hallmark Channel	2 Weather Nation-WPEC*
71 Hallmark Drama	16 WGN America
80 Hallmark Movies & Mysteries	155 WTCN-TBD
47 HGTV	147 WWHB-Charge
58 History	

INCLUDED

INCLUDED

EXHIBIT B Bulk Channel Line Up Continued (Subject to Change)

Music Channels	Music Channels
<u>Channel Name</u> 501 The Chill Lounge 502 Broadway 503 Hit List 504 No Fences 505 Rock Alternative 506 Pop Adult 507 Popular Classical 508 Maximum Party 509 Classic Rock 510 Urban Beats 511 Soul Storm 512 Hip Hop 513 Jazz Now 514 The Blues 515 Gospel 516 Heavy Metal 517 Classic Masters 518 Folk Roots 519 Groove Disco and Funk 520 The Light 521 Rock 522 Nothin but '90s 523 Everything 80's 524 Flashback 70's 525 Classic R&B Soul 526 Country Classics 527 Easy Listening 528 Adult Alternative 529 Rock Classics 530 Hot Country 531 Smooth Jazz 532 The Spa 533 Holiday Hits 534 Bluegrass 535 Jukebox Oldies 536 Jammin	537 Kids Stuff 538 Latino Urbana 539 Latino Tropica 540 Retro Latino 541 Today's Latin Pop 542 Rock En Espanol 543 Romance Latino 544 Alt Country/Americana 545 Swinging Standards 546 Dance Clubbin 547 Jazz Masters 548 Chamber Music 549 Eclectic Electronic 550 Y2k <div>HBO & Showtime</div> <u>Channel Name</u> 206 HBO Comedy East 201 HBO East 205 HBO Family East 208 HBO Latino East 204 HBO Signature East 202 HBO West 207 HBO Zone East 203 HBO2 East 218 SHO East 219 SHO West 220 SHO 2 East 221 SHO Showcase East 222 SHO Extreme East 223 SHO Beyond East 224 SHO Next East 225 SHO Familyzone East 226 SHO Women East

Digital Plus

American Heroes	FS2	119
Channel	Fusion	169
BBC America	FYI	112
BBC Worldnews	GOLTV	138
beIN Sports	GSN	142
BET Soul *	IFC	179
Big Ten Network	JBS*	110
Boomerang*	JLTV*	107
CBS Sports Network	Military History	
CMT Music*	Channel*	164
Cooking Channel	MLB Network	158
Crime & Investigation	MTV Classic*	131
CSPAN 2	Nat Geo Wild	135
CSPAN 3	NBC Universo	137
Destination America	NFL Network	124
Discovery Family	Nick Jr	125
Discovery Life	Nickmusic*	129
Disney Junior	Nicktoons	127
Disney XD	Olympic Channel	145
DIY	QVC2	168
EL REY	Science	102
ESPNNEWS	Sundance	180
ESPNU	Teen Nick	126
EVINE LIVE*	Tennis Channel	144
FOX College Sports -	TUDN	136
Atlantic	TVG*	159
FOX College Sports -	TVG2*	161
Central	Universal Kids	139
FOX College Sports -	Viceland	111
Pacific	Yes Network	162
FOX Deportes		134

Blue Latino

beIN Sports Esp	GOLTV Esp	420
Canal 24 Horas*	History En Espanol	401
Canal Sur*	MTV Tres (Tr3s)*	402
Caracol*	Nat Geo Mundo	425
Cinelatino*	NBC Universo	137
CNN Espanol*	Nuestra Tele*	413
Discovery en Espanol	Semillitas*	416
Disney XD en Espanol	Tele N*	415
ESPN Classic	TV Chile*	414
ESPN Deportes*	TV Venezuela*	411
EVTV*	TVE International*	419
EWTN Esp*	TUDN	426
FOX Deportes	Viendo Movies*	406
FOX Life*		424

\$19.95

\$11.95

Exhibit C
Additional Services

All Services listed below are subject to change in availability and price and may be dependent upon purchasing underlying Services (e.g., premium channels require a Set-Top-Box to be viewed on a television set). All prices shown are monthly rates and exclude taxes or other fees.

<u>Retail Rate Upgrades</u>	
Equipment	
Addl. TiVo HD Set-Top-Box/DVR	\$9.99
Digital Tiers	
Digital Plus Tier	\$19.95
Sports Tier	\$11.95
Spanish Language Tier	\$11.95
International Channels	\$19.95
Premium Packages	
HBO (INCLUDED)	\$20.95
Showtime (INCLUDED)	\$10.99
Cinemax	\$10.00
Starz	\$14.95
Encore	\$6.95
Phone Service	
Unlimited Calling w/29 Features	\$19.95
Internet Upgrades	
600Mbps	\$25.00
1 Gig	\$35.00

Easy to Use Voice Remote & Ultra Slim Set-Top

- Supports 4K HD TV
- Small Set-Top works when hidden behind TV!
- Enhanced customer support through virtual technician system



Say things like **“Fast forward three minutes”,** or **“Watch NCIS on now”,** or **“Find some action movies.”**

Our TV Service Works With All Of Your Devices

androidtv



Phones & Tablets



Apple TV & Android TV



Amazon Fire TV Sticks

Watch Live TV, On Demand and Recordings in Your Home



TV Setup Options

Two Ways to Connect – And Save!

Use Set-Tops



- Connect TV to Google Set-Top
- Get all the channels you subscribe to
- Get DVR, On Demand, Start-over Catch Up
- 1 Voice remote per set-top & DVR
- **1 DVR + 2 Set-tops included with Bulk HOA Services**

Use Fire Sticks



- Connect your TV to Firestick & download app
- Get your Channel Line Up
- Get DVR, On Demand, Start-over Catch Up
- Included at **No Charge, up to 5 streams**

Phone Services-**OPTIONAL**

A service you can count on

- Perfect sounding connection
- Never worry about your call coverage
- 29 popular calling features including call waiting and anonymous call rejection

Great International Rates

- Competitive rates for international calling
- Keep in touch with family, friends and colleagues overseas



Agenda

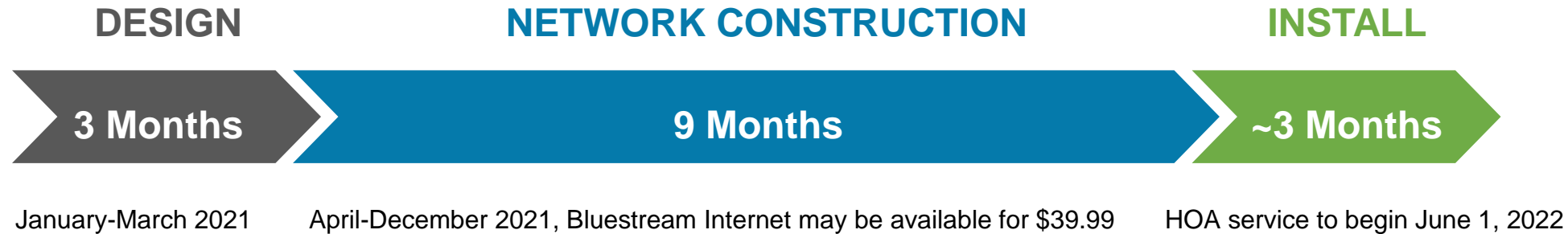
Blue Stream Customer Focus

Products & Services

▶ Network Construction and In-Home Installation

FAQ

Network Build & Installation Timeline



Extensive Support & Communication

- Multiple notifications to ensure community awareness (Letters, e-mail, meetings)
- Onsite support during the install period & one month afterwards
- Personal in-home training, plus onsite classroom training, plus online training & support
- Board & PM have access to C.E.O. for any escalation

Resident Communications – Keep Everyone Informed-DATES ARE ESTIMATED

DECEMBER, 2020

CONTRACT SIGNED

OBJECTIVE:

- Welcome, Thank you for choosing BSF and Introduce Property to BSF
- Communicate what to expect when, contracted services and additional services

AUDIENCE:

- Property Manager
- Board Members
- Building Captains
- Residents [once approved by board]

TOOLS:

- Thank you/Welcome Letter
- Contracted and Upgrade Services Collateral, FAQs
- Channel Lineup
- Estimated Schedule
- Snowbird Communications
- Construction information if applicable

MARCH TO DECEMBER, 2021

CONSTRUCTION

OBJECTIVE:

- Inform residents of Construction, Installation Process

AUDIENCE:

- Building Captains
- Residents

TOOLS:

- Town Hall presentation and product demos
- Information within property communications e.g. newspapers, blogs, etc
- Posters in Common Areas
- Door Hangers/Flyers
- Equipment, Video Tutorials, Flyers, Signage

EARLY, 2022

INSTALL SCHEDULING

OBJECTIVE:

- Welcome resident to Blue Stream
- Inform residents of Installation Process
- Schedule install
- Add/Upgrade services

AUDIENCE:

- Building Captains
- Residents

TOOLS:

- Invitations (included in property materials e.g. community channel, newspaper, etc)
- Equipment, Video Tutorials, Flyers, Signage
- Contracted Services and Additional Services Flyers
- FAQs, HPP Guide
- Channel Lineup
- Appointment cards/Confirmation email

APRIL AND MAY 2022

INSTALLATION

OBJECTIVE:

- Seamlessly install resident
- Resident is proficient at using the services [Demo product]

AUDIENCE:

- Residents

TOOLS:

- Product Demo INSTALL PACKET
- Customer Checklist
- User Guide
- Channel Lineup
- Service and Price Guide
- Pens, Magnets
- Welcome kit - Envelope

JUNE THRU AUGUST, 2022

POST INSTALL

Ongoing Customer Communication Plan
7-14-21-28 DAYS

OBJECTIVE:

- Quality check on overall process and installation
- Customer is a brand advocate

AUDIENCE:

- Residents

TOOLS:

- Surveys
- Ongoing Communication
- **Product Announcements, Tips and Tricks, etc:**
- How to Use OnDemand
- How to use the DVR
- How to use my Remote Control
- How to Read My Bill
- How to use the Guide
- How to Log In
- Snowbird Information

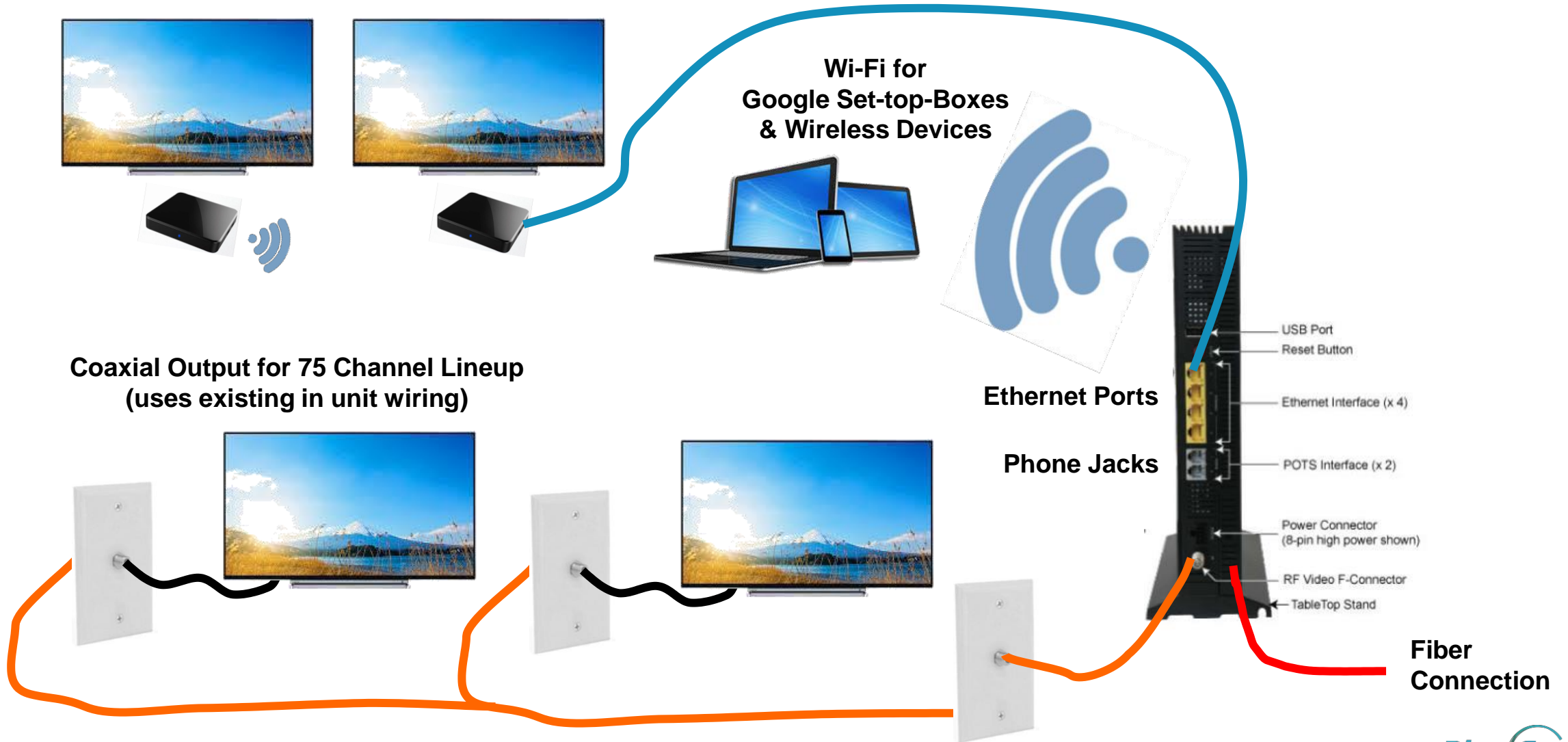
Building Your New Fiber Network



- 100% Fiber network
- All fiber in conduit
- All underground (No Pedestals)
- Utilize minimally invasive techniques
- Repair/replace all landscaping
- Weekly project meetings



How Devices Are Connected



In Home Installation & Setup

An Easy Transition to Blue Stream

- Install takes 2-3 hours
- Someone 18+ must be home
- Blue Stream sets up the Wi-Fi network
- **Blue Stream sets up all of your Set-Tops and programs your remotes for your TV volume/power**
- Blue Stream will port your number and install Home Phone if you add phone service





Account Number
8535 11 485 1033262

Billing Date
Feb 03, 2021

Services From
Feb 16, 2021 to Mar 15, 2021

Page
3 of 3

Regular monthly charges \$57.50

My Xfinity plan	\$40.00
My Xfinity services	\$76.00
TV: Digital Starter Provided By Your Community	✓
Internet: Performance	\$76.00
Discounts	-\$36.00
Autopay Discount Including Paperless Billing	-\$10.00
Contract Discount Includes a 12 month \$26.00 Contract Discount that will end on Oct 15, 2021	-\$26.00

Add ons	\$10.00
HBO MAX Provided By Your Community	✓
HD Technology Fee Provided By Your Community	✓
DVR Service	\$10.00

Equipment & services	\$7.50
TV Box Provided By Your Community Qty 2 @ \$0.00 each	✓
Service To Additional TV With TV Box	\$7.50

Taxes, fees and other charges \$1.85

Taxes & government fees	\$1.85
Sales Tax	\$0.52
State Communications Services Tax	\$0.75
Local Communications Services Tax	\$0.58

What's included?

- TV:** 70+ Channels
- Internet:** Download as fast as 100 Mbps

This shows a service is included in your package: ✓

Visit xfinity.com/myaccount for more details

You've saved \$36.00 this month with your
autopay and contract discounts.

You receive a \$10 monthly discount for using automatic
payment and paperless billing.

Peacock Premium (\$4.99 value) is now included in
your Xfinity package on us. Experience timeless movies,
TV shows and exclusive originals that you can't not
watch. Just say "Peacock" into your Voice Remote to
start streaming or visit xfinity.com/peacock to learn
more.

Term Agreement Applies 12 Month Term Agreement
On Account. Visit www.xfinity.com/myaccount For
Details

Additional information

The Regulatory Cost Recovery fee is neither government mandated nor a tax,
but is assessed by Comcast to recover certain federal, state, and local regulatory
costs.

Effective April 13, 2021, Cartoon Network will no longer be available with TV300,
TV450, Digital Starter or Kids and Family. It will be available with Digital Preferred
and Preferred. To learn more visit xfinity.com/HowItWorks.

Information on programmer contract expirations, which could affect our
carriage of the programmer's channels, can be found at <https://my.xfinity.com/contractrenewals/> or by calling 1-866-216-8634.

1ST Year-VIDEO & INTERNET = \$79.41 for all services, equipment, fees and taxes



INVOICE

Name Sawgrass Lakes \$75.95 bulk rate before tax (430 units)
 Address 459 NW Prima Vista Blvd
 City Port St. Lucie State FL ZIP 34983
 ATT:
 Property Sawgrass Lakes

Invoice Date 6/1/2022
 Account #
 Month Jun-22
 Invoice #
 Due Date 5/20/2022

Units	Description	RATE/UNIT	TOTAL
	Total Bulk Service: 6/01/22 - 6/30/22		
430	Video : Basic / Expanded / Digital Core	\$ 9.50	\$ 4,085.00
430	HBO	\$ 5.00	\$ 2,150.00
430	Showtime	\$ 3.50	\$ 1,505.00
430	Equipment: (3) TiVo Android Set Top Boxes, (1) Router ONT	\$ 14.00	\$ 6,020.00
430	Internet: 200Mbps	\$ 43.95	\$ 18,898.50
430	Local Communications Tax - 5.82%	\$ 1.0478	\$ 450.47
430	State Communications Tax - 7.44%	\$ 1.3392	\$ 575.86
430	Sales Tax - 7.00%	\$ 0.9800	\$ 421.40
430	FCC Fee	\$ 0.09	\$ 38.70
Sub Total		\$ 79.41	\$ 34,144.92

PLEASE SEND
 PAYMENT:
 BLUE STREAM
 12409 NW 35th ST
 CORAL SPRINGS, FL 33065
 ATT: CANDICE SOEDER

TOTAL \$ 34,144.92

Thank you for your payment. If you have any questions please call (954) 752-7244 Ext 243

Candice Soeder - Accounting Manager

Highlights and Recap of what is included in our new 2022 Bluestream agreement:

***Fiber optics will give us the best performance with today's fast-growing technology and will make homes more saleable**

***Digital core TV package included with HOA bundle-Over 200 channels including HD channels & On-Demand**

***8 HBO & 9 SHOWTIME channels included in our package (\$27.00 with Comcast on your own)**

***50 Music Choice channels included in our package**

Digital Plus (over 50 channels, \$19.95), Blue Latino (over 25 channels, \$11.95), Sports Tier,

International channels, Cinemax, Starz and Encore available for additional fees

***Residents may choose a landline in place of Internet at no additional charge**

***INTERNET: 200 Mbps download/200 Mbps upload including modem/router (NO DATA CAPS) (600Mbps & 1 GIG available)**

***(1) whole house DVR and (2) Tivo HD boxes, all with voice remotes included**

***Complementary phone line & Internet at all Sawgrass gates, Hammock Cove Clubhouse and RV lot**

***All new underground fiber optic infrastructure throughout the five Sawgrass communities including Dark Fiber**

***All infrastructure and lines ran in rear yards and along the lake when possible**

***One direct fiber line home-run to each home to central location to modem, then uses existing wiring or wireless**

***On site project manager throughout construction**

***Saturdays is restoration day – replacement of any dead or damaged sod or shrubs**

***Bluestream representative for 90 days during and after activation with direct line for troubleshooting and technical problems housed in Hammock Cove Clubhouse Mon – Sat 9-5**

***Guaranteed next day service calls for the term of contract-8 years**

***Residents may purchase optional landline for \$19.95 with unlimited calling**

***Should construction be completed before our June 1, 2022 contract date residents may purchase Internet for \$39.99 per month until full activation.**

***For additional TV's you can purchase an Amazon Fire Stick and not pay for additional boxes**

TOTAL COST: \$79.41 including taxes, per homeowner. INCLUDED IN YOUR HOA DUES. 4% increase per year possible

Your additional IN-HOME Comcast bill should be eliminated.

HOA FINANCIAL INCENTIVES

\$399.00 Per Door bonus which totals \$173,565 and will be split among the Master Association, RV Lot and the five sub associations per the number of doors per community. Total to North Panther Trace, approximate-\$22,200, **\$10,595.32 received 1/13/21. Use TBD.*

***\$12,000 Rebate from HBO & Showtime (*this is approximate) and will be split among the Master Association and the 5 sub associations.**

Please contact your board representative if you have any questions.

Crane Pointe – David Stellato- dstellato@aol.com

Hammock Cove - Ed Forte- fored@comcast.net

Paar Estates - Lizz Millardo- lizzmilardo@yahoo.com

North Panther Trace - Bob Shonce- bobshonce@yahoo.com

South Panther Trace - Darby Comas- darbycomas@gmail.com

www.BlueStreamFiber.com

bobshonce@yahoo.com

NORTH: <https://www.watsonassociationmanagement.com/communities/north-panther-trace/>

SOUTH: <https://www.watsonassociationmanagement.com/communities/south-panther-trace/>

FACEBOOK: <https://www.facebook.com/groups/2233578896781592>

NEXTDOOR: https://nextdoor.com/choose_address

