



UPDATE: 3/21/22

CORRECT WEBSITE: www.bluestreamfiber.com/sawgrass-lakes

March 21, 2022-IT'S TIME!!! CALL our dedicated # at 772-242-7017 ASAP to schedule your appointment for installation FOR AFTER 4/4/22. You will need your driver's license or social security #. If you need help, call me. At this time, the Bluestream rep will discuss additional services you may want that are not covered by the HOA. Please see the enclosed list. These services will be your responsibility to pay for.

Snowbirds: Schedule your installation for before you leave town.

April 4, 2022 through May-Residential installations and services will begin. Once your equipment is installed, your new Bluestream services will be "live". Your installer will help you connect all of your devices. Have a list ready for him. You will need a Gmail account. He will help you with that too. **PLEASE ALLOW 3-4 HOURS FOR INSTALLATION**

COMCAST SERVICES: You need to call our Bulk #855-788-0064 to cancel any Comcast services you have, including your HOA package, after Bluestream is activated for you and working properly. We suggest you wait 1-2 weeks before cancelling. If you prefer, you can keep any Comcast or other services. However, those expenses would be at normal Comcast rates, 100% yours and you will still be paying for Bluestream via your HOA Dues, approximately \$80/month of the \$151/month dues we all pay. **Your dues will not be reduced.**

COMCAST EQUIPMENT-Unless you are continuing Comcast service(s), each of us will be expected to **return ALL Comcast equipment. We suggest you wait 1-2 weeks to be sure Bluestream is working properly.** This includes your DVR box, additional boxes, all remotes and your router if you have a Comcast router. **Bluestream is providing a new router to everyone, which is included in our HOA monthly fee.**

*We advise each resident to return all of your own devices to any UPS Store. They will box it up for you and return it to Comcast at no charge to you. I have alerted the UPS Store in Tradition in the Publix Center and the new UPS Store on Becker near Bonefish Macs & the turnpike to be ready for us! **GET A RECEIPT!!** You may also use our local Comcast Xfinity Store in the Winn Dixie shopping center at PSL Blvd and Bayshore Blvd. However, there tends to be a long wait there for service.*

Hours for all: 8AM to 6PM, Monday through Friday. (Saturday-Comcast closed, UPS 8A-3P)

COMCAST EMAIL: If using, you should check with Comcast to see if you can keep it after your services are cancelled. If not, you should start migrating your emails to another email address. **CHECK YOUR EMAIL FOR MORE BLUESTREAM INFO**

Contact Bob at 734-787-9841 or bobshonce@yahoo.com with your questions.



To all North Panther Trace Homeowners,

RE: HOA Dues and the Bluestream Services Disconnect Policy

We would like to inform you that once Bluestream Fiber is connected in our neighborhood, **your HOA Dues must be current to receive the video and Internet services after 6/1/22.**

The NPT Board voted to have the option to **disconnect your Bluestream services if your HOA Dues are in arrears more than 2 Quarters or currently \$906.00.**

We are sure you understand that the NPT HOA cannot pay for and provide services for you without payment from you for said services through your HOA Dues.

If you are disconnected, you are still liable for 100% of your Past Due HOA Dues plus any Late Fees, Interest and Legal fees assessed to your account. If you are disconnected, the NPT HOA and the Master Board HOA still has to pay Bluestream.

If you are disconnected, there may be a disconnect fee assessed to your account as well as a reactivation fee (paid in advance to be connected) if Bluestream charges the Sawgrass Lakes Master Board HOA for these services.

The NPT HOA Board does not want to disconnect anyone, please pay your HOA Dues, on time and there will be no issues.

If you find yourself behind, please rectify the situation immediately or contact Watson to discuss the matter.

You will be notified multiple times you are behind on your HOA Dues and a Final 14-Day Notice will be sent that your services are at risk to be disconnected.

Regards,
NPT Board of Directors

Watson Association Management, 772-871-0004