

BILLING, WHAT TO EXPECT, AND HOW TO SIGN UP FOR E-BILLING AND AUTOPAY

Customers will receive a bill for any services they select outside of those included within their HOA services.

Please note that your first bill will show a prorated cost for the first month of your upgraded services. You will only be charged for the prorated amount of those fees based on the date of your installation. We also encourage customers to sign up for electronic billing to avoid paying the paper bill fee of \$6.49. Please see below for a step-by-step on how to do that!

• Sign Up and Save with E-Bill

To avoid a paper bill fee of \$6.49, simply sign up for electronic billing notices.

- STEP 1** Visit www.bluestreamfiber.com and click on **Account** on the top right-hand corner.
- STEP 2** Sign into **Bill Pay**. If you haven't already, you will need to set up an account. To do this, you will need your account number and zip code, click **Register** and fill in all the information requested. Once you have completed this, please click **Continue**. As a reminder you can find your account number in the Welcome email you received regarding your installation appointment.
- STEP 3** To opt-in for paperless billing click on the small box next to the words **"I want to go paperless"**.
- STEP 4** Click **Submit**.

• Set Up Autopay

Make your bill paying even easier with Autopay.

- STEP 1** Go to your online account and sign in.
- STEP 2** Select **"View Statement"**.
- STEP 3** Select **"Change Payment Settings"**.
- STEP 4** Update your payment to **"Recurring"**.
- STEP 5** Follow the prompts to select preferred payment method.