

# The Isles of Sarasota Blue Stream FAQ's

Please click [here](#) to visit our Blue Stream page on The Isles website at <http://www.islesofsarasota.com/> for additional information and frequent updates.

## Who is Blue Stream?

Blue Stream Fiber is a Florida based provider of high-definition TV and high-speed internet over a fiber dedicated fiber to the home network.

## When will construction of the fiber infrastructure begin?

Blue Stream has begun construction of our new FTTH (fiber to the home) network in The Isles. Construction work is being performed by Southwest Communications Solutions. You will see them in their orange shirts as they excavate trenches, install conduit, and pull fiber cable to each home. We expect this phase of the project to be completed in April.

## Will Blue Stream service be turned on automatically?

No, residents will need to arrange installation to the interior of the unit. Installation begins with bringing the fiber into the home from the exterior connection. Inside the home, the technician will then install and configure the ONT/Router and all of the resident's Wi-Fi devices. Someone must be present for the installation visit. Residents will have the opportunity to sign up for a 30-minute consultation with Blue Stream to schedule their in-home activation, or schedule with Blue Stream by phone. Blue Stream will have representatives in the Town Center to facilitate scheduling of installation and account registration. All residents will also have the opportunity to schedule the installation over the phone if you are not able attend a consultation in the Town Center. The phone number to call will be provided at a future point in time.

## If I will not be available, may I designate someone else to be present for my installation?

We recommend that the resident be present for the installation. Decisions may be needed regarding interior equipment location, network names, passwords, etc. Additionally, the Blue Stream installation includes connecting all of your existing wireless devices to the new internet service. For example, if the resident has their phone or tablet with them and not in the home, those devices will not be connected.

## What happens if I can't have my Blue Stream service installed before the Comcast contract expires?

There is no deadline to have your Blue Stream equipment installed. For example, if you are a seasonal resident and you are unable to have your Blue Stream service installed before you leave for the summer, you can arrange to have your service installed once you come back for the season.

## How much does the service through Blue Stream Cost?

The monthly cost to each home owner for their service is \$79.00 from July 2023 through December 2024, and is included in your quarterly assessment. The contract does allow for an annual increase of up to 4% on January 1<sup>st</sup> starting in 2025.

## What is included in the Blue Stream service?

Each homeowner will receive the following:

- TV service with 200+ channels, including TiVo+ and Music. Premium channels (HBO, Showtime, etc. are available at additional cost)
- 100 hours of cloud-based DVR storage
- Up to 3 HD set top TV boxes
- 1 voice remote for each set top box
- Internet service with speeds up to 500 Mbps download and upload, with no data caps or speed throttling. Internet speed will be automatically increased by 100 Mbps every two years
- 1 Fiber to wireless ONT/Router
- 2 Plume HomePass Smart Wi-Fi extenders
- In addition, the HOA will receive HD TV service in the town center and fitness center, a community TV channel, and Wi-Fi service to the Town Center, fitness center, pool, and all sports courts.

## How can I tell what channels are included, and which I may have pay extra for?

The Isles Blue Stream page has the channel lineup that is included with your service. Click [here](#), or visit <http://islesofsarasota.com> to view the lineup.

## Can I opt out of Blue Stream?

You may choose not to connect the Blue Stream service, however since the Blue Stream agreement is a community contract, you will still be responsible for the cost, which is included in your quarterly assessments.

## I am a seasonal resident. Will I be able to put a seasonal hold on my service?

No. Blue Stream is included in a bulk contract to provide service to every resident, and billed to The Isles HOA directly.

## Who do I contact if I need technical support for my Blue Stream service?

Blue Stream will establish a toll-free number specifically for The Isles. When you call this number the Blue Stream employee will know that you are part of the Isles bulk agreement. The Blue Stream call center is located in Florida and staffed with local personnel.

## What is the normal wait time to receive onsite technical service?

If you place a service call before 2:00 pm, a technician should be at your home the same day. If a call is placed after 2:00 pm, the technician will most likely be onsite the next morning.

## What if I need a new remote? Will I be able to visit a location and pick one up?

Blue Stream does not have retail locations. Any equipment you need will be delivered to your home by a technician.

## Can I keep my Comcast/Xfinity service?

Yes, but since our bulk agreement will have ended, Comcast will consider you a retail customer, and may increase pricing for their services after June 28, 2023. You will still be responsible for the cost of the Blue Stream service.

## I have a Comcast email address now. Will I still be able to use it, or will I need to get a new one?

Yes. According to Comcast, you may retain your Comcast email address even after your service is disconnected. For instructions on how to do this visit <https://www.xfinity.com/support/articles/using-email-only>. As an alternative, you can establish an email address that is independent of your internet provider. Some options are Gmail, AOL Mail, Yahoo Mail, Outlook, and iCloud mail.

## I have a landline telephone through Comcast now. Will I be able to get a landline from Blue Stream? If yes, can I keep my existing phone number?

Yes, Blue Stream offers landline phone service. Note that this cost is not included as part of the bulk agreement. Yes, you can keep your phone number. Blue Stream will port the number from your current carrier. Remember, you no longer need a landline for your ADT system monitoring.

## I have a cell phone through Comcast. Will I be able to keep it?

Yes. However, according to Comcast, you will be charged a fee and will have some limitations on your account. For example, you may not be able to add additional lines. For more details visit <https://www.xfinity.com/mobile/support/article/xfinity-service-cancellation-details>.

## What do I do with my Comcast equipment?

Comcast equipment is registered to the account holder. Each resident will be responsible for returning their equipment to Comcast. Click on the link below to visit the Xfinity page that contains instructions to return equipment. Due to the fact equipment is registered to an individual account holder, a community drop-off is not possible.

[How to return Xfinity equipment.](#)