



Building a Partnership with Sonoma Bay





Dear Board Members of Sonoma Bay,

Thank you for the opportunity to participate in your selection process. We understand the importance of the task you have in finding the right provider, and Sonoma Bay should expect a service provider that becomes a true part of the community and treats the residents, staff, and board members with the respectful honest approach that they deserve.

To fulfill the unique needs of Sonoma Bay's residents, Blue Stream Fiber has created a proposal that goes beyond the usual TV and internet offering to fully address the real needs of the community, including:

- 100% fiber-optic network with the most advanced internet speed at 10 Gig capability for every resident throughout the community
- Smooth construction that respects the community and ensures the property is future-proofed
- Reliability that includes guaranteed WiFi coverage, speeds & quality in every home
- Benefits and cost savings of a bulk agreement

The remainder of this proposal covers the details of all that Blue Stream Fiber can offer your community as well as proposed rates and terms on page 31. It is our hope that we clearly demonstrated that we listened to you and that the combination of products, service and support from Blue Stream Fiber is the perfect match for your residents.

Should you have any questions, please do not hesitate to reach out to me directly on my personal phone at (561) 918-8557.

Thank you for your time and consideration.

Shernette Duncan
Director of Community Relations SWFL
sduncan@bluestreamfiber.com
(561) 918-8557

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SERVICE GUIDED BY OUR MISSION

We earn the trust of communities to provide their essential connection to the world, internet service. Using our service will improve our customers’ daily experience, because for once, they will have internet, TV, and phone that just work right every day and are backed by a team that cares.



About Blue Stream Fiber

An extensive history of Partnership, Reliability and Product Innovation

Blue Stream Fiber is a company dedicated to providing our customers and neighbors with reliable communications and entertainment services that enrich their lives. All through the most trusted products and customer experience from a team that cares.

Blue Stream Fiber has been partnering with communities just like Sonoma Bay to provide fiber infrastructure to their communities since 2002.

We are a true partner to the 500+ communities and 385,000 customers we service, offering tailored fiber-to-the-home and managed WiFi solutions together with state-of-the-art technology and dedicated support to meet their specific needs and timelines.

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

A Partner You Can Rely On

- 100% Underground fiber network
- Dedicated construction and installation oversight
- Fix and repair all landscaping each week
- Weekly project update meetings
- Strategic, minimally invasive techniques utilized

State-of-the-Art Network

- Our network is fully redundant, from our core network and data centers, all the way into the communities we service.

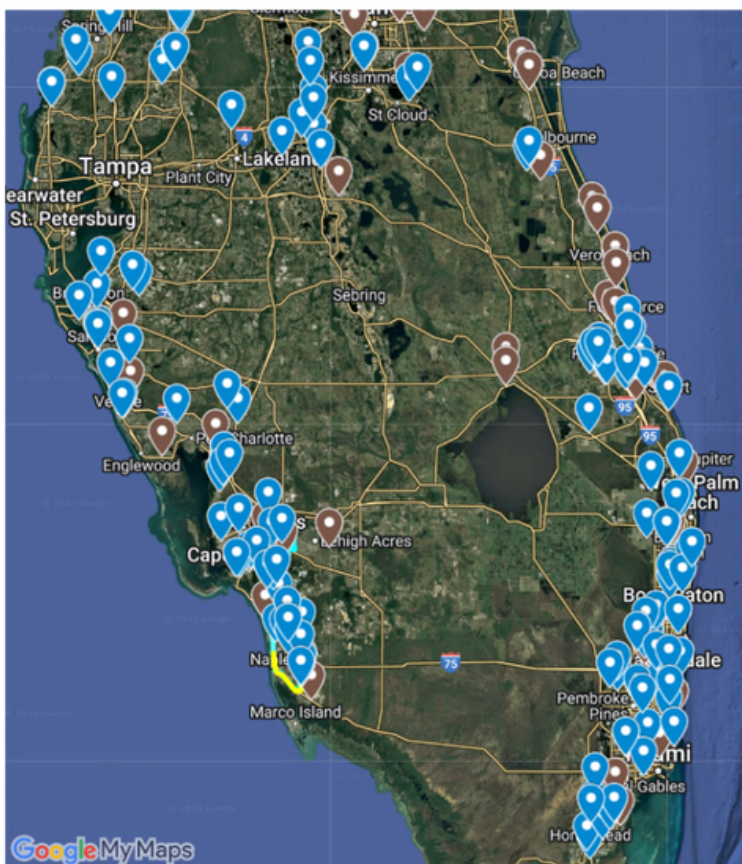
Unmatched Support

- All Blue Stream Fiber call centers, employees and service technicians are U.S.-based
- Our customer care team has an average call answer time of well under 1 minute
- If there is a problem, we get a truck to a resident's door the same day or next morning
- Communities receive a dedicated phone number to connect directly with our call center professionals
- Dedicated account manager to support your residents and property management
- With 4.3 stars on Google and over 6,300 reviews, we are the highest-rated bulk telecommunications company in Florida. We also have an A+ rating with the BBB.

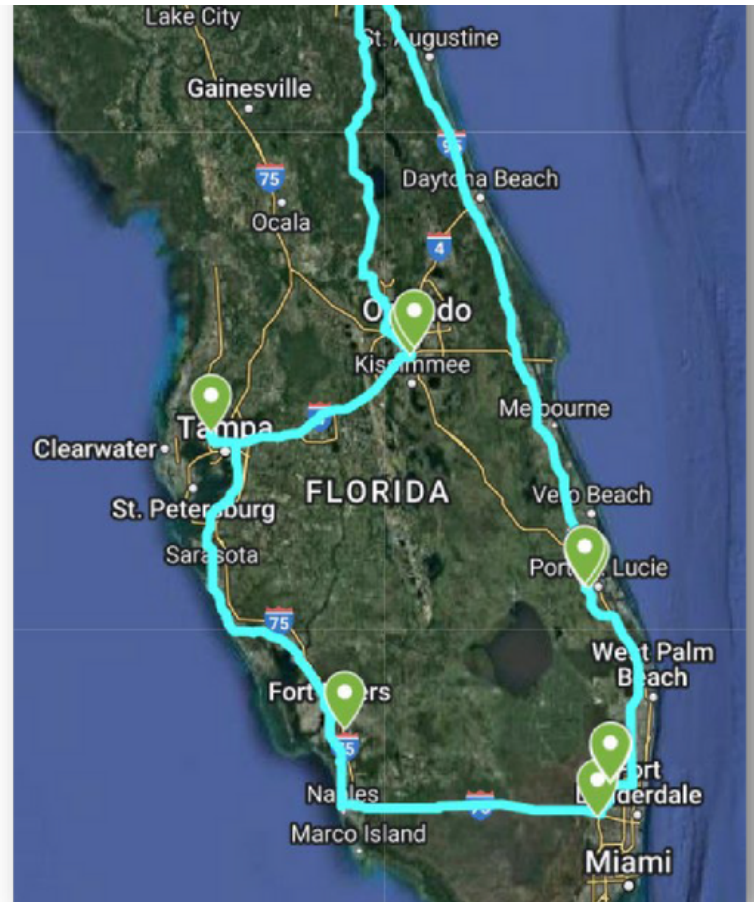
Trusted Southwest Florida Community Partner

Blue Stream Fiber is proud to serve 99 communities and over 59,000 homes across Southwest Florida—with more joining us every month. Our deep roots in this region mean more than just coverage; they represent a long-standing commitment to the people and communities that call Southwest Florida home. Our resilient network has stood up to multiple hurricanes and severe flooding, maintaining service when it mattered most. We don't just operate here—we live here, support local businesses, sponsor community events, and respond with urgency when our neighbors need us.

Current Properties



Statewide Ring



The Blue Stream Fiber Leadership Team

This Is Your Team

Sonoma Bay will be supported by a deep roster of telecom experts.

Blue Stream Fiber is made up of talented individuals with years of experience brought together with one mission - to provide our communities and neighbors with reliable fiber infrastructure and offer world-class services that enrich lives while providing a personalized customer experience. These are your team leaders ensuring a smooth transition of your services.

Team Leaders



Gavin Keirans, President & COO

A customer-focused leader with over 14 years in the industry, Gavin is continually pushing our team to bring the best solutions to our communities we partner with, and to always think of the customer first. His previous experience includes VP at The Madison Square Garden Company, VP at Altice USA, and Partner at the telecom firm ROX Strategy. In 2024, Gavin was selected as a Cablefax's Top 100 honoree.



Leslie Baldwin, Executive VP of Community Sales

With over 13 years of managing the world's largest property management company, Leslie truly understands the needs and wants of the communities we serve.



Milton Lopera, Executive VP of Customer Experience

Over a 25-year career, Milton has held multiple executive roles for Fortune 500 telecoms including serving as VP of Sales Call Centers and Customer Service at Charter and VP of Altice USA. Milton truly embodies our employee-centric focus.



Greg Chamberlain, Sr. VP of Technical Operations

Greg has over 37 years in the industry, part of which were spent building networks in the lava fields of Hawaii.



Josh Turiano, Sr. VP AI Strategy & Deployment

Josh has over 20 years in the industry. Most recently his work was nominated by TiVO for the renowned Faxie Award as Innovator of the Year.



Larry Lewis, VP Network Expansion Team

Bringing over 35 years of building networks, including leadership roles at Comcast and Communications Consulting Group (CCG), Larry has been the hands-on leader for all of our large-scale construction projects.

This Is Your Team

Sonoma Bay will be guided by a team of trusted leaders who know what it takes to deliver a seamless transition and great resident experience.

From planning and installation to ongoing support, our leadership team brings deep industry expertise and a hands-on approach to every phase of your rollout. They've led major initiatives across top telecom companies and are fully committed to making sure your residents experience a smooth, informed, and hassle-free switch to Blue Stream Fiber.

Team Leaders



John Jacobi, Chief Financial Officer

John serves as Chief Financial Officer for Blue Stream Fiber, bringing over 30 years of diverse financial leadership experience to the role. John most recently served as Chief Financial Officer of iQor, where he helped lead the company to a successful sale to a private equity firm in 2024.



Linda Richardson, VP of Marketing

A customer-centric marketing leader with over 15 years in the industry, Linda is passionate about building campaigns that connect communities and support customers. Her previous experience includes 12 years at T-Mobile, where she supported multiple brands. In 2024, Linda was named one of Cablefax's Most Powerful Women.



Lakysa Laing, Director of Customer Experience

A strategic customer experience leader with 30+ years in telecom and service operations, Lakysa has driven measurable improvements in customer satisfaction and operational excellence at Altice USA, Verizon, and Cox Communications. Deeply committed to community impact, Lakysa also serves on several nonprofit boards and was recognized as an award-winning author.



Andre Melendez, Director of Technical Operations

A seasoned operations leader, Andre ensures that every community deployment is delivered with excellence. He oversees the seamless planning and execution of infrastructure rollouts, network upgrades, and installations. Andre is known for his proactive approach to minimizing disruption, prioritizing safety, and delivering consistent, high-performance connectivity solutions tailored to each community's unique needs.



Adam Thomas, VP of Account Management

Adam leads our Account Management team with a service-first mindset and a commitment to community success. Adam and his team work closely with board members, property managers, and residents to foster long-term partnerships, resolve concerns quickly, and deliver the reliable, responsive support communities deserve.



Brian Breslin, Director, Sales Analytics

As Director of Sales Analytics, Brian leads the team responsible for performance forecasting, opportunity analysis, and strategic reporting. Brian supports both leadership and frontline sales teams with the tools and analytics needed to optimize growth, identify market trends, and deliver measurable results.

Why is Blue Stream Fiber the Right Partner For Sonoma Bay?

A True Partnership

Sonoma Bay needs a partner, not just another provider.

Partnering with the communities we serve is at the core of the Blue Stream Fiber team's values and drives everything we do.

A History of Trusted Partnerships

We're the partner that has earned the trust of 385,000+ community residents and the decision-makers of 500+ communities. See what just a few of our largest partners say about us:



KINGS POINT- 4,869 units

"Our relationship with Blue Stream Fiber is an asset to our community because our residents get reliability, service and support that is above and beyond anything that would usually be expected of a service provider."

- Rich Bobker, President
Kings Point in Tamarac

SOLIVITA- 5,473 units

"Since the beginning the project our experience with Blue Stream has been extraordinary. The construction process has been nearly flawless with little impact on the community."

- Bob Monica, Chair- Cable TV & Internet Committee
Solivita

PGA VERANO- 6,000 unit buildout

"I have worked alongside Blue Stream for approximately 3 years where I have had the privilege of experiencing their success, growth, and teamwork. They have been influential in the oversight of future development infrastructure, ensuring services are available to customers, and having a proactive approach with our staff, ensuring needs are met."

- Joshua Hoot, Community Director
Kolter Homes

TRADITION- 15,000 unit buildout

"Our experience with Blue Stream Fiber recently has been exceptional... Our Association Management team collaborates with them closely, specifically with our assigned Strategic Account Manager to address issues that arise and bring efficient, prompt closure. She goes above and beyond to ensure that her team responds to our needs and concerns."

- Angela Shepherd, Property Manager,
Tradition Community Association

To read more from our partners, please see full referral letters located on pages 25 - 30



Community Commitments

- Strong SLAs that uphold the commitments we make to you
- 24/7/365 Technical Support from a 100% U.S.-based team
- Guaranteed speeds and uptime



Unprecedented Access to Leadership

A dedicated team with **500+ years** of telecom experience is behind this partnership, as is direct access to Gavin Keirans, our President & COO.



Committed to Making It Happen

We will provide tailored solutions best suited for Sonoma Bay's needs, and are fully committed to building a state-of-the-art network the right way.

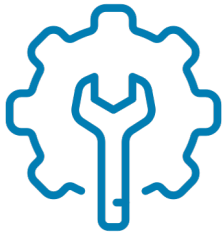
Contractual Guarantees You Can Trust, Experience That Delivers

Backed by 45+ years of experience and insights from attorneys, third-party industry experts, and tens of thousands of community leaders, we've designed contracts with transparent guarantees in the three key areas that matter most. Our unique history and expertise empower us to create agreements so impressive, it'll feel like your community wrote them.



Community-Friendly Construction

- 100% underground fiber network
- Dedicated construction oversight
- Fix and repair all landscaping each week
- Weekly project update meetings
- Strategic, minimally invasive techniques utilized



Stress-Free Installation

- Thorough communication plan for residents
- 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
- In-home training during the installation phase



Industry-Leading Support and Service

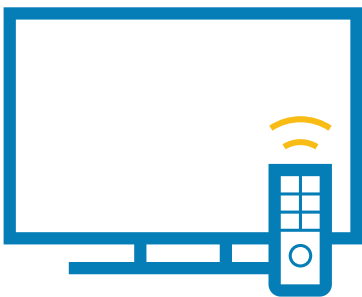
- Guaranteed speeds and uptime
- Quarterly performance reports provided
- Redundancy to keep your community online
- 100% U.S.-based customer service team
- 1 minute or less average speed to answer
- Virtual tech diagnostics
- Same day/next morning in-home tech support
- Proactive customer support via various channels including SMS, email, and phone

"Our relationship with Blue Stream Fiber is an asset to our community because our residents get reliability, service and support that is above and beyond anything that would usually be expected of a service provider." - **RICH BOBKER, President, Kings Point in Tamarac**

Services that just work

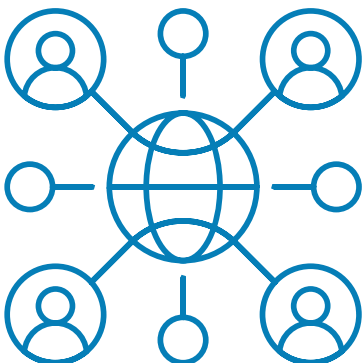
Services your resident can rely on, with support 24/7, 365

The thing residents want more than anything from their telecom partner is that their TV works exactly as they would expect when they get home, that they don't have to experience slow speeds or frustrating buffering from their devices, and that they can enjoy services that are intuitive and reliable. Blue Stream Fiber is the only provider that has put the investments into our network, platform, and products to make sure residents get what they want most — services that they don't have to think about, because they just work.



TiVo IP

- The largest and most stable TiVo platform in North America, with a **99.99% stream success** to the end user
- **6x more** TiVo IP customers than the next closest Florida provider
- Faster channel change and guide loading through the proven and already deployed use of micro-site caching



Internet and Network

- 100% fiber-optic cable to each home in your community
- WiFi **specifically designed** for communities like Sonoma Bay, ensuring more stable connections, eliminating loading circles and preventing WiFi band interference
- **Core uptime of 99.999%** with SLAs to protect the community



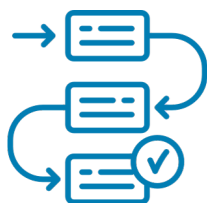
Resident Support

- **Proven** QA/QC program on 100% of installation
- Robust customer education program with in-person training, welcome kits, video content, FAQs, and easily digestible self-paced learning
- Same day or next morning in-home technical support

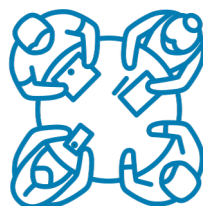
Reliability Throughout the Storm: Hurricane Milton

Experts make things look easy. That is because they put in tens of thousands of hours of practice, planning, and preparation. Blue Stream Fiber is THE expert in preparing for and recovering from a Hurricane, as demonstrated during Hurricane Milton, when 100% of Blue Stream Fiber communities with an onsite generator stayed online during and after the storm.

Below is how Blue Stream Fiber makes hurricane response and recovery look and feel easy for our customers.



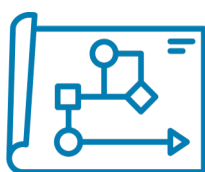
Executed extensive and methodical 105-step hurricane contingency plan, which included the deployment of 100+ teams of technicians to affected properties



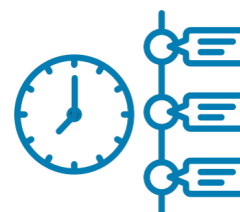
Network Operating Center (NOC) maintained continuous contact with our emergency response team before, during and after the storm



Communicated extensively with all customers regarding preparation, impact and restoration



Comprehensive pre-storm preparation, during-storm procedure, and post-storm monitoring contributing to 100% of communities with on-site generators staying up and running throughout the storm



95% of communities without onsite backup had services restored within 12 hours. (100% of communities within 30 hours). This is compared to the extended outages lasting days or even weeks reported by competitor coax customers statewide.

“Blue Stream Fiber Service stayed up for as long as we had power and was immediately restored upon restoration of power via generator. After this storm, it is clear that the infrastructure is built to withstand any storm.” — **BRIAN H., SHELL POINT CTO**

Excellence in Supporting the Partnership & Customer Experience

Industry-Leading Customer Experience Metrics

Give your residents the experience they are hoping for with Blue Stream Fiber's industry-leading metrics for onboarding and service.

Key Metrics

EXTENSIVE
COMMUNICATION

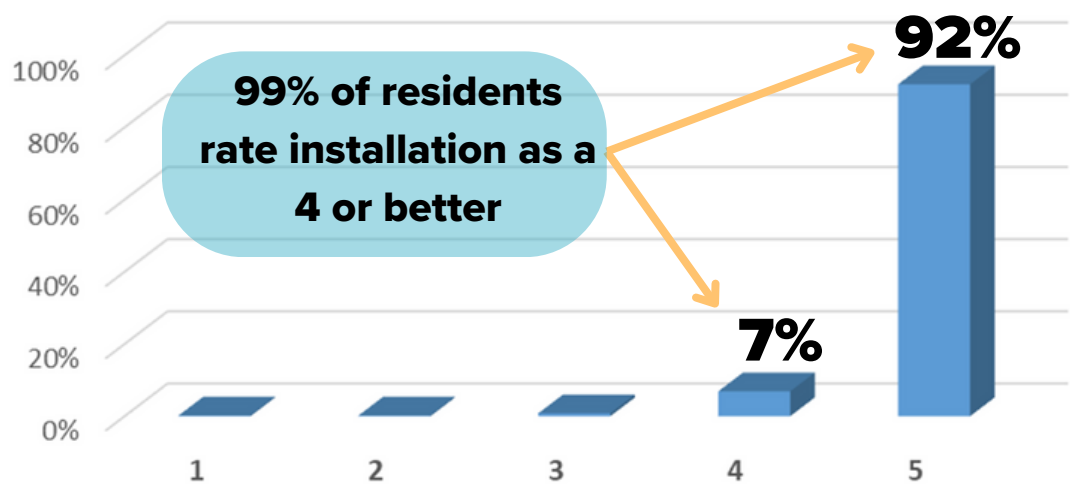
SMOOTH & CLEAN
CONSTRUCTION

COMPLETE & VERIFIED
INSTALLATION

EXTENSIVE RESIDENT
EDUCATION

ENTERPRISE LEVEL
ONGOING SUPPORT

How would you rate your total satisfaction out of 5 stars?



Google



4.3 STARS

Over 6,300 reviews received. 1,515 5-star reviews received in 2024.



ACCREDITED
BUSINESS

A+ BBB RATING

Our accredited rating with the BBB.

Communication is the key to awareness and satisfaction from the residents of Sonoma Bay. See below for the various steps included in our extensive support & communication program.

Commitment to Ongoing Resident Support Through All Phases of Transition

Minimal Impact on Residents

Using minimally-invasive techniques during buildout, we aim to ensure that your community remains visually appealing and that residents enjoy uninterrupted access to their surroundings.

We will also conduct town hall presentations, product demos, and provide information about Blue Stream Fiber products and services through community-approved communication channels.

Hassle-Free Install Scheduling

We make sure that residents have all the information they need about equipment and services, as well as provide appointment cards and confirmation emails.

Seamless, One-Visit Installation

Our goal is a seamless installation. With one-visit installations, we efficiently set up fiber optics and all related services in one visit, minimizing disruption and inconvenience. We assist residents with configuring WiFi and connected devices, and deliver a full Welcome Kit to every resident that includes:

- Full product demos
- User Guide
- Service & Price Guide
- Dedicated phone number for their community

Post-Install Support

Our guarantee means we check in with residents to ensure complete satisfaction. We provide user guides on all products and services, and survey to identify needs proactively.

Ongoing Support 24/7/365

Residents are supported long beyond the install, including:

- 24/7/365 Tech Support
- Dedicated community phone number, backed by 100% U.S.-based customer service team
- Same day/next morning in-home tech support
- Dedicated account manager to support your residents and property management
- Library of educational resources, including comprehensive Online Learning Hub and instructional videos

Transforming the Resident Experience with a Tailored Education & Transition

As your residents begin to enjoy Blue Stream Fiber's services, we know that questions are inevitable. That's why it's crucial to have a company that can provide tailored educational materials in a variety of formats. This ensures your residents get the help they want in the way that they feel most comfortable with. With the following resources at your communities' fingertips, we're confident your residents will experience a smooth and enjoyable transition to our services.

COMPREHENSIVE WELCOME CARD: During the installation, a technician will walk all residents through our comprehensive Welcome Kit Card. This card links to all the essential information each household will need to get started and will be left behind for future reference. An on-line version can also be found at bluestreamfiber.com/welcome.

INSTRUCTIONAL VIDEOS:

We understand that visual instructions can be incredibly helpful. That's why we have created step-by-step instructional videos to guide residents through mastering their new services and features. For an example of some of the video resources that would be available to your residents, visit bluestreamfiber.com/learning and then scroll down to "Support Videos."

ONLINE LEARNING HUB:

For those residents who prefer to go in-depth with online learning options, your residents will be able to access comprehensive product guides, step-by-step tutorials, FAQs, and troubleshooting through the Blue Stream Fiber Learning Hub by visiting bluestreamfiber.com/support. Think of this like an online university filled with materials that your residents can access at any time, with easy-to-follow resources crafted from years of working with communities just like Sonoma Bay.

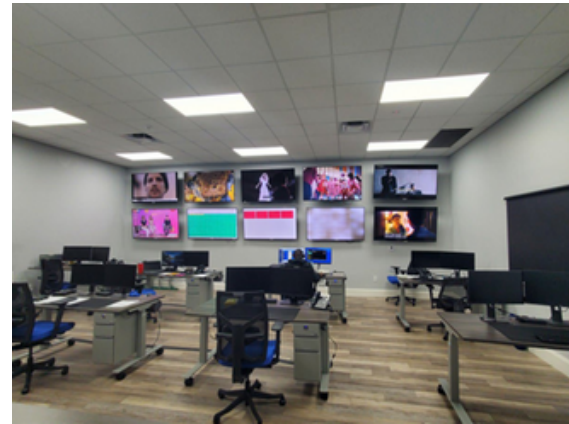


24/7 Support Model through NOC and CX Team for Residents

Network Operations Center

Blue Stream Fiber's network operations center (NOC) monitors the health and quality of the company's network 24x7x365

- The NOC team includes one director, one supervisor, and 10-12 technicians
- The NOC's mandate is to be proactive instead of reactive - the company has built proprietary technology and systems to streamline these efforts:
 - Custom-built *Severity & Escalation Matrix* ensures tasks are assigned to team members in a timely manner, and issues are escalated to Tier 3 and Tier 4 support as needed
 - Blue Stream Fiber Management Platform enables the identification of network issues before customers experience service outages



Customer Service & Tech Support

- Industry-leading employee retention rates - our reps love working for Blue Stream Fiber and are skilled in serving our customers
- All reps are U.S.-based to support 24/7 support needs
- Superior metrics in average speed-to-answer and first contact resolution
- Leverage leading customer service technology including Nice CXOne (Gartner Magic Quadrant Leader)



Upgrades to the Sonoma Bay Network & In-Home Services

Leveraging Our Expertise to Upgrade the Networks & Services for Sonoma Bay

Through unmatched industry expertise and an industry-leading service model, Blue Stream Fiber is unequivocally ready to provide Sonoma Bay an upgrade to a state-of-the-art fiber internet network and exceptional ongoing support - **ensuring that residents have access to reliable and blazing-fast connections, and the Sonoma Bay Community Homeowners Association has a partner they can rely on.**

This plan to upgrade and enhance the network and services includes:



- **State-of-the-Art Fiber Network with Future-Ready Infrastructure:**
 - We will deliver a fully upgraded fiber network to all Sonoma Bay residents



- **Products for the Best Connectivity and In-Home Experience:**
 - Fast, symmetrical speeds on a multi-Gig enabled network
 - Wall-to-wall in-home coverage for the reliable connection residents want
 - Florida's only fully deployed entertainment and lifestyle platform powered by TiVo and fully integrated with Google Assistant



- **Industry-Leading Support Model Tailored to Sonoma Bay and it's Residents:**
 - Dedicated community support
 - Proven cadence of touchpoints that keep boards, property management and residents supported and informed every step of the way

Upgraded Fiber Layout

Blue Stream Fiber is prepared to bring the level of connectivity that will benefit Sonoma Bay residents

Ready to Start

Operations, project management, and all Blue Stream Fiber business partners are ready to move forward when a Blue Stream Fiber partnership is secured.

A Proven Track Record

- Extensive experience in transitioning large communities and upgrading to fiber-optics.
- Our established workflows and best practices, honed through previous projects, ensure efficient project execution and reduced timelines.

Fiber Network Plan & Layout

- Blue Stream Fiber will upgrade the network to a 100% fiber infrastructure, capable of delivering speeds up to 10GB.
- The map to the right outlines the proposed layout.



Not All TiVo is Created Equal

TV service powered by TiVo is the best way to get all of your favorite TV channels that you love, amazing network DVR, the best on demand experience and integration with all of your streaming apps via one voice remote.

That said, not all TiVo providers offer the full TiVo solution. Some providers lack key features that matter most to your residents or will make you pay extra to receive the full experience.

AS AN INDUSTRY LEADER WITH 6X MORE TIVO IP CUSTOMERS THAN ANY OTHER FLORIDA PROVIDER —HERE'S HOW BLUE STREAM FIBER DOES IT BETTER:

Seasonal Resident Benefits

Blue Stream Fiber's TiVo service provides an industry-leading experience where snowbirds can take their TV service from Florida back to their secondary home without having to pay for a secondary service (over \$1,000 savings per year).

No Need for Additional Boxes

Only Blue Stream Fiber allows you to watch your full channel lineup on additional TVs in your home without paying for any monthly set-top box fees. The other TiVo providers in the state make you pay for a device on every TV. We think that's just wrong.

Most Reliable TiVo Service

Blue Stream Fiber has invested more in TiVo reliability than any other provider. Our 99% reliability, superior picture quality, and advanced TiVo video network set us apart, delivering faster channel changes, eliminating loading circles, and ensuring your residents enjoy an unmatched TV experience—leaving no room for complaints compared to other providers.

An Upgraded In-Home Experience for Sonoma Bay Residents

Blue Stream Fiber will offer residents an incredibly reliable connection with the technology, speeds, and the wall-to-wall coverage they want and need



The Blue Stream Fiber network solution would create an easy transition for residents to a Multi-Gig Enabled Network and improved in-home experience, complete with:

- Symmetrical speeds for all residents – starting at 500Mbps/500Mbps
- Whole-home WiFi, including a mesh network via beacons
- Network reliability through enhancements to engineering & network equipment
- All supported by our leading CX metrics

What Our Customers Say About Their Blue Stream Fiber Partnership

Blue Stream Fiber References for Sonoma Bay

A list of references has been gathered for you. Please feel free to reach out to anyone of your choice during regular business hours. If that time frame does not work for you, please let me know, and I will be glad to schedule a meeting to connect you with the property.

Shernette Duncan
SDuncan@Bluestreamfiber.com
(561) 918-8557

PROPERTY	NAME	TITLE	CONTACT
Glen Eagle	Linda Duggan	Board Member	(617) 947-0013
Herons Glen	Patti Cummings	Board Member	(239) 822-2474
The Brooks	Joe Bartoletti	Board Member	239-390-2456

Additional letters of recommendation can be found in the following pages, and visit [Bluestreamfiber.com](https://bluestreamfiber.com) to view some of our featured community partnerships, too!





TRADITION

November 28, 2023

To Whom It May Concern:

Blue Stream Fiber provides our Master Association with bulk cable, internet, alarm monitoring and telephone services. Our experience with them recently has been exceptional. Their Operations Team is knowledgeable, deliberate and professional in all that they do.

Our Association Management team collaborates with them closely, specifically with our assigned Strategic Account Manager to address issues that arise and bring efficient, prompt closure. She goes above and beyond to ensure that her team responds to our needs and concerns. Considering the size of our Association (6500+ single family residences and growing), it can sometimes be a tall order, but she provides the open communication and support needed to maintain our relationship, both with staff and the residents.

We look forward to our continued partnership with Blue Stream Fiber as our community grows.

Please feel free to contact me should you have any further questions.

Sincerely,

Angela Shepherd, LCAM
Property Manager, Tradition Community Association, Inc.



1553 SE Conference Cir.
Stuart, FL 34997

November 7, 2023

Dear Prospective Customer,

It is my pleasure to recommend Blue Stream Fiber as a Strategic Partner with your organization.

I have worked alongside Blue Stream for approximately 3 years where I have had the privilege of experiencing their success, growth, and teamwork. They have been influential in the oversight of future development infrastructure, ensuring services are available to customers, and having a proactive approach with our staff, ensuring needs are met. With their help, we have been able to enhance the offerings within our community and grow from 100 closings per year to well over 250 without having any interruptions.

I have also thoroughly enjoyed my time working with the staff at Blue Stream Fiber. The leadership team they have in place is personable, approachable, and helpful on a multitude of topics. They are willing to meet to discuss anything from account management, HOA issues, and problems customers are having to additional offerings available and tech operations. They handle all of these things professionally and with an open problem-solving approach.

Overall, Blue Stream Fiber has been a great partner in our community and one I can count on to assist us in our growth and to do the right thing for our customers. As dedicated and knowledgeable individuals, I know that they will be a beneficial addition to your firm.

Please feel free to contact me at jhoot@kolter.com or 941-915-9693 should you wish to discuss Blue Stream Fiber and their qualifications further. I'd be happy to expand on my recommendation.

Respectfully,

Joshua Hoot
Community Director
Kolter Homes, LLC



November 29, 2023

To Whom It May Concern

Re: Blue Stream Fiber Project

Our HOA Cable TV and Internet Committee spent more than a year searching for the best telecom provider to serve the future needs of our 55+ community of nearly 5,500 homes.

After reviewing the offerings of every top provider serving Central Florida our unanimous decision was Blue Stream Fiber. Blue Stream met our key objectives by offering state-of-the-art technology, with a demonstrated commitment to personalized customer service at surprisingly attractive prices.

Since the beginning our project experience with Blue Stream has been extraordinary. The construction process has been nearly flawless with little impact on the community. Now, with nearly 33% of homes installed, that part of the project is proceeding smoothly with residents expressing great satisfaction with the improved quality of the services they receive.

Blue Stream's leadership and management team have been hands on, and in constant communication with our onsite representatives. With Blue Stream we have not only found an outstanding provider but a genuine ongoing working partner. Please feel free to contact me with any questions.

Best regards,

Bob Monica

Chair, Cable TV & Internet Committee



Dear Board Members,

I am writing to you as the President of Kings Point in Tamarac (KPIT). Kings Point is an active adult community in Broward County that has over 10,000 residents, over 80 Active clubs, a large and actively engaged set of social functions and 13 sub-associations. KPIT has worked with Blue Stream Fiber since 2016 to provide our community with a fiber-based internet service, TiVo video services and individual phone upgrades. Our relationship with Blue Stream Fiber is an asset to our community because our residents get reliability, service and support that is above and beyond anything that would usually be expected of a service provider.

Blue Stream began their relationship with KPIT by building and installing the network and all residents in under 10 months from December 2016 till August 2017. Throughout this process Blue Stream communicated with residents' boards and PMs. They also were respectful to our community, facilities, landscaping, and utilities. After the network construction they completed installation to almost 5k homes and did extensive customer training and education in the home, in classrooms and over the phone. This ensured that our residents were able to learn the new system and services with minimal disruption.

Beyond that. Blue Stream provided high-quality day-to-day services including fast response times for phone calls and in-home support, onsite 5 day per week customer service representatives and well-trained in-home technicians. Additionally, we have been able to always rely on Blue Stream management, including the CEO, to respond to any need, request, or escalation almost immediately.

Due to their performance, we extended our contract one time already and we are beginning an evaluation of an additional extension so that we can get the new TiVo IP services. Should you have any questions about our relationship with Blue Stream please do not hesitate to reach out.

Regards,
Rich Bobker
President - KPIT

A handwritten signature in black ink, appearing to be 'Rich Bobker', written over a horizontal line.

Sonoma Bay Proposal Summary

Tailored Bulk Service Options to Meet the Needs of Sonoma Bay

	DIGITAL CORE DOUBLE PLAY OPTION 1	INTERNET ONLY OPTION 2
Summary	Digital Core TV, TiVo Plus, 2 HD-DVR Set-Top Boxes, 1 Gig/ 1 Gig Internet & Whole Home Wi-Fi	Symmetrical 1 Gig/1 Gig internet speeds, fiber fed modem and whole home Wi-Fi
TV Channels	400+ (includes HD, VOD, TiVo Plus, Digital Music)	n/a
TV Services	2 HDR-DVR Set-Top Boxes, 100 hours Cloud DVR, Android TV, Voice Remote, Mobile TV App	n/a
Internet Speed	1 Gig/ 1 Gig	1 Gig/ 1 Gig
Wi-Fi Gear Included	1- Calix GP1101X ONT (fiber modem) & up to 2- 6E whole home mesh WiFi pods	1- Calix GP1101X ONT (fiber modem) & up to 2- 6E whole home mesh WiFi pods
Monthly Rate*	\$70.95*	\$29.95*
Annual Increase	4%	3%
Term Length	10 Years	10 Years
Door Fee	\$300	\$300
Door Fee Total	\$90,600	\$90,600

*At Blue Stream Fiber, we recognize the importance of choice for our customers. Under either option described above, the community will be responsible for collecting payments based on two service levels: one for residential homes selecting both internet and television services, and one for homes selecting internet services only. Initially, this applies to either 500 or 600 homes, depending on the selected option. The community may also elect, on an annual basis, to increase the number of residences receiving combined services. Blue Stream Fiber remains committed to delivering custom-tailored solutions that meet the unique needs of Sonoma Bay.

Summary of Blue Stream Fiber Partnership

Summary

Term: We look forward to partnering with your community to provide services that you will love. The services and pricing shown here are based on a 10-year term.

Annual increases: We understand that associations must manage expenses and we try to keep our annual increases as low as possible. Annual increases are capped at 4% to help cover the annual cost of programming increases.

Symmetrical, high-speed Internet: Guaranteed speeds and uptime and Internet speed upgrades of 100Mbps/100Mbps every 2 years.

Extra Value

Complimentary Internet and Video Services: For the offices, clubhouses, pools, and gyms: We will design service to common areas with you.

Community Channel: We will cover the full cost of a dedicated community channel with “Smart Communities” for the length of the term.

Leading product set: Whole home mesh WiFi on a 10 Gig capable network and Google Android powered Set-Tops, Network DVR, Voice Remote and TiVo guide.

Quarterly performance data: Your local Account Manager will provide a quarterly report of network and customer service performance of community.

Network Diversity & Backup: We build diversity into your network to keep you connected and will provide an onsite generator to power the network even if the community loses power.

Dedicated Resident Care

A Dedicated Account Manager: Will be assigned to assist with the initial community launch and day-to-day operations.

Truck Roll: Same day/next day in-home support for residents experiencing issues with services.

Resident Upgrade Options: Easily add on faster speeds, additional premium channels, or rent additional equipment as needed.

Personalized Training Materials For Residents: Training materials will be customized for your community and provided for all new residents upon request.

Rapid Phone Response: A dedicated number for Sonoma Bay to our 100% Florida-based call centers with average answer times of under 1 minute.

Blue Stream Fiber Contact Information

Contact Information

Blue Stream Fiber appreciates the opportunity to partner with you on this opportunity to ensure Sonoma Bay residents get the partnership, infrastructure, and service they hope for. If you have any questions, require further clarification, or need additional information, please do not hesitate to contact us. Our team is available and eager to help you.

Contact information for Blue Stream Fiber is as follows:

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Appendix

LIMITED

ABC-WPBF	10	Enlace	176	NewsNation	16	WFLX -	
Antenna-WTCN	154	Estrella TV-WPBF	5	PBS-Create	177	Heroes and Icons	175
Bounce- WFLX	166	Florida 24 Network-		PBS-WPBT	13	WFLX - Oxygen	
Catchy Comedy -		WHDH	26	PBS-WXEL	6	True Crime	157
WTVX	187	FOX-WFLX	11	PSL Channel	20	WPTV- Get TV	173
CBS-WPEC	9	HSN	96	QVC	7	WPTV- Laff	182
Charge-WPEC	185	ION-WPXP	8	StartTV-WFLX	174	WTCN- Dabl	186
Comet TV-WPEC	148	Jewelry TV	21	TBN-WTCE	14	WTCN-TBD	155
CSPAN	18	MeTV- WPBF	141	TWC	24	WWHB- Rewind TV	149
CW-WTVX	4	MyTV-WTCN	15	Weather Nation-WPEC	2	WWHB- The Nest	172
Defy-WPTV	184	NBC-WPTV	3	WFGC- CTN	25	WWHB-Charge	147

EXPANDED

A&E	44	ESPN	32	HGTV	47	Syfy	48
ACC Network	84	ESPN2	33	History	58	TBS	27
AMC	59	EWTN	73	Investigation Discovery	79	TCM	60
Animal Planet	62	Food Network	74	Lifetime	51	Tennis Channel	144
Bally Sports Florida	38	FOX Business Network	153	LMN	108	TLC	57
Bally Sports Sun	31	FOX News	37	Motortrend	181	TNT	30
BET	42	Freeform	49	MSNBC	50	Travel Channel	56
Bravo	65	FS1	99	MTV	40	TruTV	52
Cartoon/Adult Swim	61	FX	45	MTV2	77	TUDN	136
CMT	75	FXM	67	National Geographic	78	TV Land	54
CNBC	36	FXX	81	Nickelodeon	29	USA	46
CNN	35	Galavision	94	OWN	66	VH1	41
Comedy Central	53	Golf Channel	39	Oxygen	146	WE TV	34
Discovery Channel	28	Hallmark Channel	70	Paramount Network	43		
Disney Channel	63	Hallmark Family	71	SEC Alternate	83		
E!	55	Hallmark Mysteries	80	SEC Network	82		

MUSIC CHANNELS

Adult Alternative	528	Flashback 70's	524	Kids Stuff	537	Romance Latino	543
Alt Country/Americana	544	Folk Roots	518	Latino Tropica	539	Romance Latino	543
Bluegrass	534	Gospel	515	Latino Urbana	538	Smooth Jazz	531
Broadway	502	Groove Disco and Funk	519	Maximum Party	508	Soul Storm	511
Chamber Music	548	Heavy Metal	516	No Fences	504	Swinging Standards	545
Classic Masters	517	Hip Hop	512	Nothin but '90s	522	The Blues	514
Classic R&B Soul	525	Hit List	503	Pop Adult	506	The Chill Lounge	501
Classic Rock	509	Holiday Hits	533	Popular Classical	507	The Light	520
Country Classics	526	Hot Country	530	Retro Latino	540	The Spa	532
Dance Clubbin	546	Jammin	536	Rock	521	Today's Latin Pop	541
Easy Listening	527	Jazz Masters	547	Rock Alternative	505	Urban Beats	510
Eclectic Electronic	549	Jazz Now	513	Rock Classics	529	Y2k	550
Everything 80's	523	Jukebox Oldies	535	Rock En Espanol	542		

DIGITAL PLUS

American Heroes Chnl	104	CSPAN 3	171	FYI	112	NFL Network	124
BBC America	115	Destination America	105	GOLTV	138	Nick Jr	125
BBC Worldnews	114	Discovery Family	101	GSN	142	Nickmusic	129
beIN Sports	160	Discovery Life	167	IFC	179	Nicktoons	127
BET Soul	128	Disney Junior	109	JBS	110	QVC2	168
Big Ten Network	116	Disney XD	106	JLTV	107	Science	102
Boomerang	103	ESPNNEWS	118	Magnolia	152	Sundance	180
CBS Sports Network	143	ESPNU	117	Military History Chnl	164	Teen Nick	126
CMT Music	130	FanDuel Racing	161	MLB Network	158	Viceland	111
Cooking Channel	140	FanDuel TV	159	MTV Classic	131	Yes Network	162
Crime & Investigation	165	FOX Deportes	134	Nat Geo Wild	135		
CSPAN 2	170	FS2	119	NBC Universo	137		

BLUE LATINO

beIN Sports Esp	421	Discovery en Espanol	404	GOLTV Esp	420	Semillitas	416
Canal 24 Horas	418	Disney XD en Espanol	409	History En Espanol	401	Tele N	415
Canal Sur	412	ESPN Deportes	410	MTV Tres (Tr3s)	402	TUDN	426
Caracol	427	EWTN Esp	423	Nat Geo Mundo	425	TV Chile	414
Cinelatino	405	FOX Deportes	134	NBC Universo	137	TVV	411
CNN Espanol	408	FOX Life	424	Nuestra Tele	413	Viendo Movies	406

TIVO+ STREAMING CHANNELS

90210	1164	Cheaters	1813	Impossible - Quiz Show	1818	Pluto TV Comedy	1124
48 Hours	1141	Cheddar News	1414	Infamous TV	1743	Pluto TV Crime Drama	1151
5-Minute Crafts	1835	Choppertown	1854	Investiga	1278	Pluto TV Crime Movies	1117
60 Minutes	1217	Cine adrenalina	1262	It's Showtime at the Apollo	1479	Pluto TV Drama	1125
70's Cinema	1131	Cine en español	1261	JAIL	1745	Pluto TV Fantastic	1126
80's Rewind	1132	Cine Premiere	1260	Jersey Shore	1202	Pluto TV Horror	1121
90's Throwback	1133	Cine Terror	1263	Johnny Carson TV	1733	Pluto TV Paranormal	1163
Accuweather NOW	1405	CineLife	1428	JUBAO	1917	Pluto TV Romance	1128
AfrolandTV	1924	CMT Equal Play	1296	Judge Faith	1810	Pluto TV Sci-Fi	1123
Alien Nation by DUST	1466	CNN Headlines	1101	Judge Nosey	1809	Pluto TV Spotlight	1129
Aliwko	1918	Cold Case Files by A&E	1140	Just for Laughs & Gags	1495	Pluto TV Terror	1122
All Reality by WE TV	1214	Comedy Central Animation	1188	Kevin Hart LOL	1193	Pluto TV True Crime	1143
Always Funny	1792	Comedy Central en Español	1275	KIDoodle tv	1877	Pluto TV Westerns	1118
Always Funny en Español	1915	Comedy Central Pluto TV	1187	Law & Crime	1440	PocketWatch Game-On	1878
Amantes del romance	1264	Comedy Dynamics	1791	Lawless: Crime & Action	1741	Poker Night TV	1858
American Classics	1450	COPS	1138	Let's Make a Deal	1183	PokerGO	1857
America's Test Kitchen	1225	COPS en Español	1891	Little Angel's Playroom	1250	Power Rangers	1879
Anime All Day	1239	Court Sports Network	1862	Live Music	1285	PowerNation	1549
Antiques Road Trip	1829	CraftsyTV	1836	Lone Star Network	1777	PursuitUP	1860
Antiques Roadshow UK	1220	Crímenes imperfectos	1277	Love & Hip Hop	1212	QVC	1531
Architectural Digest	1525	CSI	1148	Love Pets	1796	Qwest TV	1931
ARTFLIX - Movie Classics	1721	CSI en Español	1265	Lucha Libre AAA	1238	Racing America	1852
AsianCrush	1919	CSI: Miami	1149	MagellanTV Now	1537	Real Stories	1723
BABY SHARK TV	1876	CSI: Miami en español	1266	Mansa Mix	1785	Real Wild	1845
Backstage	1933	CSI: NY	1150	Maverick Black Cinema	1480	Rescue 911	1197
Baywatch	1165	CSI: NY en español	1267	MAVTV Select	1853	RetroCrush	1870
BBC Comedy	1786	Dallas Cowboys Cheerleaders	1215	McLeod's Daughters	1729	Reuters TV	1701
BBC Earth	1843	Deal or No Deal	1185	Midnight Pulp	1759	Revry	1485
BBC Food	1824	Degrassi	1171	Midsomer Murders	1152	Ryan and Friends	1880
BBC Game Shows	1819	Desi Play TV	1926	MLB	1227	Samuel Goldwyn Classics	1720
BBC Home & Garden	1827	Doctor Who Classic	1174	Motorsport.tv	1850	Scream Factory TV	1757
BBC Sci-Fi	1764	Documentary+	1724	MOTORVISION.TV	1550	Screambox TV	1756
BBC Travel	1838	Dove	1719	MTV Biggest Pop	1302	Scripps News	1413
beIN Sports XTRA	1565	DREAD TV	1755	MTV Dating	1208	Shemaroo Bollywood	1927
Bellator MMA	1232	El Conflicto TV	1913	MTV Flow Latino	1303	Shout! Factory TV Stream	1790
Best of Dr. Phil	1175	Estrella TV Plex	1901	MTV Pluto TV	1201	Sky News	1111
BET Her	1210	ET	1186	MTV Spankin' New	1301	Slightly Off IFC	1191
BET Pluto TV	1209	FailArmy	1494	Music Legends	1930	Slopes tv	1867
Beyond Belief: Fact or Fiction	1767	Family Ties	1173	MyTime Movie Network	1717	Smithsonian Channel Selects	1216
Bigtime - Free Movies	1712	Farscape	1766	Naruto	1241	So Yummy!	1825
Black Cinema	1120	Fear Factor	1817	NatureVision	1541	So... Real	1814
Black Ink Crew	1213	Fifth Gear (UK)	1851	NBC News Now	1102	Sonic TV	1881
Blaze Live	1112	Filmrise Classic TV	1449	NFL Channel	1226	Space Science Now	1823
Bon Appetit	1519	Filmrise Family	1451	Nick Jr. Pluto TV	1248	Spike jextremo!	1273
Britbox Mysteries	1740	Filmrise Food	1517	Nickelodeon en Español	1255	Star Trek	1153
British Drama	1170	Filmrise Free Movies	1433	Nickelodeon Pluto TV	1247	Stories by AMC	1159
butaca tv	1899	Foodies	1276	Nolly Africa HD	1925	Strongman Champions	1861
BUZZR	1184	Forensic Files	1139	Nosey	1808	Supernatural Drama	1161
Canela Telenovelas	1898	Fox Sports	1229	Nosey Escándalos	1914	Surfer	1866
CBS News 24/7	1104	FrightFlix	1758	Novelisima	1897	Survivor	1198
CBS News Baltimore	1318	Golazo Network	1234	One Piece	1240	Swerve Combat	1555
CBS News Bay Area	1319	GoUSA TV	1842	OUTtv Proud	1793	T2	1865
CBS News Boston	1320	Gravitas Adrenaline	1714	Paramount Movie Channel	1130	Tastemade	1516
CBS News Chicago	1321	Gringo Western Movies	1776	Paramount+ Picks	1158	Teen Mom	1203
CBS News Colorado	1322	Gusto TV	1511	PBR RidePass	1228	The Amazing Race	1199
CBS News Detroit	1323	Hallmark en Español	1889	PBS Antiques Roadshow	1828	The Asylum	1464
CBS News Los Angeles	1324	Hallmark Movies & More	1424	PBS Food	1826	The Beverly Hillbillies	1172
CBS News Miami	1325	Highway to Heaven	1718	People Are Awesome	1503	The Boat Show	1837
CBS News Minnesota	1326	History & Warfare Now	1821	Peppa Pig	1249	The Carol Burnett Show	1734
CBS News New York	1327	Hi-YAH!	1922	PGA Tour	1556	The Challenge	1200
CBS News Philadelphia	1328	Hot Bench	1177	PickelballTV	1863	The Ed Sullivan Show	1732
CBS News Pittsburgh	1329	Hot Ones	1789	PickleTV	1864	the Grio	1481
CBS News Sacramento	1330	HSN	1532	Pluto TV Action	1119	The Hill	1703
CBS Sports HQ	1230	Humor Mill	1784	Pluto TV Cars	1194	The Judge Judy Channel	1176

TIVO+ STREAMING CHANNELS, CONTINUED

The New Detectives.....1142	Top Gear.....1848	Unexplained.....1773	Wild 'N Out.....1192
The Pet Collective.....1502	Tosh.O.....1189	Unidentified.....1772	WildEarth.....1846
The Price is Right.....1181	TRACE Brazuca.....1935	USA Today News.....1415	Wired2Fish.....1859
The Price is Right:	TRACE Latina.....1936	Vevo 2K.....1289	Women's Sports Network..1856
The Barker Era.....1182	TRACE Urban.....1934	Vevo '70s.....1286	World Poker Tour.....1231
The Rifleman.....1774	Trailer Park Boys:	Vevo '80s.....1287	World's Wildest Police
The Walking Dead	The SwearNet Show.....1788	Vevo '90s.....1288	Videos.....1746
en Español.....1268	Transformers.....1884	Vevo Country.....1297	Wu Tang Collection.....1923
The Walking Dead Universe 1162	Tribeca Channel.....1722	Vevo Pop.....1300	YO! MTV.....1298
This Old House.....1224	TruBlu.....1750	Vevo R&B.....1299	Yu-Gi-Oh.....1242
TNA Wrestling.....1233	True History.....1486	VH1 Hip Hop Family.....1211	
TODAY All Day.....1180	TV Land Drama.....1160	Watch it Kid.....1885	
Toon Googles.....1882	TV Land Sitcoms.....1190	Watch It Scream.....1760	
Toony Planet.....1883	TVB Pearl Drama.....1920	Western Bound.....1779	

MOVIE CHANNELS

Cinemax	HBO Zone East.....207	Starz
5StarMAX.....216	HBO2 East.....203	Starz Cinema East.....235
ActionMAX.....212		Starz Comedy East.....244
Cinemax East.....209	Paramount + with Showtime	Starz East.....232
Cinemax West.....210	Flix East.....230	Starz Edge East.....233
MaxLatino.....215	Paramount+ with Showtime East..218	Starz in Black East.....236
MoreMAX East.....211	Paramount+ with Showtime West..219	Starz Kids East.....234
MovieMAX.....214	SHO 2 East.....220	
OuterMAX.....217	SHO Extreme East.....222	Encore
ThrillerMAX East.....213	SHO Familyzone East.....225	Encore Action East.....243
HBO	SHO Next East.....224	Encore Black East.....242
HBO Comedy East.....206	SHO Showcase East.....221	Encore Classic East.....240
HBO East.....201	SHO Women East.....226	Encore East.....238
HBO Family East.....205	SHOBET East.....223	Encore Family East.....237
HBO Latino East.....208	The Movie Channel East.....227	Encore Suspense East.....241
HBO Signature East.....204	The Movie Channel West.....228	Encore Westerns East.....239
HBO West.....202	The Movie Channel Xtra East...229	

SPORTS PLUS

beIN Sports.....160	ESPNU.....117	MLB Network.....158	Tennis Channel.....144
Big Ten Network.....116	FOX Deportes.....134	NFL Network.....124	World Fishing Network...197
CBS Sports Network.....143	FS2.....119	NFL Redzone.....200	Yes Network.....162
ESPN NEWS.....118	GOLTV.....138	Sportsman Channel.....198	

INTERNATIONAL PREMIUMS

RTN.....455	RAI.....457	TV5Monde.....458
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1 Gig / Digital Core Double Play Upgrade Price List

Additional TV Services (Retail Rates) Digital Plus Sports Tier Blue Latino Tier

Digital Plus	\$24.45
Sports Tier	\$13.95
Blue Latino Tier	\$11.95

Premium Packages (Retail Rates)

HBO MAX	\$17.00
Showtime	\$11.99
Cinemax	\$10.00
Starz	\$14.95
Starz Encore	\$6.95

International Premiums (Retail Rates)

RTN	\$14.95
RAI	\$9.99
TV5 Monde	\$10.95

TV Equipment & Add-Ons (Retail Rates)

TiVo Android HD Set-Top Box	\$11.99/ each
300 DVR Hours	\$11.00
500 DVR Hours	\$16.00

Internet Service Upgrades (Everyday Prices)

1.5 Gig/1.5 Gig	\$25.00
2 Gig/2 Gig	\$35.00

WiFi Services (Retail Rate)

Additional WiFi Pods	\$6.00/ each
Static IP	\$15.00

Phone Service (Everyday Price)

Unlimited Phone (With TV or Internet)	\$19.95
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Home Protection Plan (Retail Rate)

\$9.95

Connect More

Connect More (1.5gig, 1 pod, 1 STB, 300 DVR hours, HPP, home visits)	\$19.99
Complete Connect (2gig, unlimited pods, unlimited STBs, 500 DVR hours, HPP, home visits)	\$24.99

Prices subject to change and do not include taxes, fees, and surcharges. A Set-Top box is required to view all TV service.

The information contained in this Proposal shall be considered to be Confidential and may not be distributed to any other persons. No proposal or draft agreement is final until duly executed by all Parties. All previous offers are replaced by the offers shown in this Proposal. Pricing for Services shown is monthly and is not reflective of all applicable government fees and taxes. The enclosed channel lineup is current at the time of this Proposal and subject to change, it may not be the exact channel lineup at the time when services are provided. This preliminary offer is subject to change based on Blue Stream performing an onsite property inspection. This Proposal is valid for only Thirty (30) days from the date this Proposal is submitted. Service terms and conditions are outlined in the Telecommunications Services Agreement and are subject to an executable agreement.



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