



Tesoro Service & Pricing Guide





Dear Tesoro Residents,

At Blue Stream Fiber, we pride ourselves on our legacy of over 45 years of great customer service and our deep experience building the latest fiber optic networks.

We have worked hand-in-hand with your Board of Directors and have been servicing your community with our state-of-the-art fiber-optic network with industry-leading products, substantially better reliability, and world-class customer service.

We understand the importance of our services in your daily life and are excited to welcome new residents as they move in, while continuing to provide excellent service to our current customers.

On behalf of Blue Stream Fiber, I would like to take this opportunity to formally thank you for entrusting us with your TV, Internet, Phone and Home Security needs.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Canavan".

Joe Canavan

Chief Executive Officer

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.

Tesoro Service Package Includes

TV SERVICE

- Digital Core TV Package with 200+ favorite channels, including, local, sports, and HBO channels with access to Max App
- HD and Video On Demand
- Blue Stream Fiber TV App perfect for watching TV on additional TVs in your home or on the go

INTERNET SERVICE

- Fiber network for blazing-fast symmetrical internet
- Up to 300 Mbps Download
- Up to 300 Mbps Upload
- ONT (Fiber Modem) that brings fiber-optic internet into your home
- HomePass WiFi App which allows you to control your home network from the palm of your hand

PHONE SERVICE

- Unlimited local calling

HOME SECURITY

- Basic Home Security Package

The above TV, Internet, Phone and Home Security services are included as part of your association dues. Should you wish to add any additional services like even faster Internet, more digital channels, or additional home security features, we can accommodate those requests when you contact us using your community phone number below.

A La Carte Options

A LA CARTE OPTIONS

	PER MO.
TV CHANNEL OPTIONS	
TiVo+ TV	FREE*
*with purchase of TiVo IP set-top box (Access to 160+ channels with popular hits and movies.)	
Digital Plus	\$27.99
HD Tier (Redzone, Outdoor, and HD Net Movies)	
Paramount+ with Showtime	\$11.99
Cinemax	\$10.00
Starz	\$14.95
Encore	\$6.95
Latino Tier	\$16.99
ADDITIONAL DVR HOURS	
150 DVR Hours	\$15.00
500 DVR Hours	\$15.00
Additional TiVo IP Set-top Box w/ Voice Remote	\$10.99
INTERNET	
600 Mbps Upload/Download	\$25.00
1 Gbps Upload/Download	\$35.00
Total Home WiFi	\$10.00
Additional WiFi Pods	\$5.00

	PER MO.	
PHONE OPTIONS		
• Unlimited Local Calling and Features . . .	\$15.54 (Upgraded local calling plan with features including Caller ID, Auto Redial, Call Blocking and more)	
• Unlimited Local and Long Distance	\$25.00	
HOME PROTECTION PLAN		\$7.95
• Accidental Fiber Damage		
• External wiring issue caused by animal or contractor damages		
• Accidental damage to phone wiring		
• Accidental damage to Modem or ONT		
• Basic customer education		
• Assistance with seasonal return reconnection should it be needed		

Pricing subject to change. For more information on disclaimers, taxes and fees, please visit: www.bluestreamfiber.com/taxes-fees.



Channel Lineup

Blue channels are included as part of your package, in HD and SD.
Channels are subject to change.

DIGITAL CORE

	QAM	SD	HD		QAM	SD	HD		QAM	SD	HD
A&E	36-1	36	332	ESTRELLA	85-1	85		SEC NETWORK	73-1	73	318
ACC NETWORK	14-1	14	565	FOOD NETWORK	44-1	44	344	SEC OVERFLOW	74-1	74	319
ACC NETWORK		65		FOX BUSINESS	57-1	57	327	STARTTV-WFLX	82-1	82	
AMC	34-1	34	354	FOX NEWS NETWORK	39-1	39	324	SYFY	48-1	48	341
ANIMAL PLANET	32-1	32	338	FREEFORM	80-1	80	364	TBN- WTCE	21-1	21	
ANTENNA TV	81-1	81		FX	54-1	54	357	TBS	28-1	28	328
AZTECA	100-1	100		FXX	79-1	79	321	TCM	35-1	35	353
BALLY SPORTS 1	18-1	18	320	GAC	51-1	51	366	TELEMUNDO	61-1	61	
BALLY SPORTS FLORIDA	55-1	55	315	GETTV - WPTV		196		THE NEST - WPEC		124	
BALLY SPORTS SUN	16-1	16	316	HGTV	45-1	45	345	THE WEATHER CHANNEL	58-1	58	372
BASIC CHANNEL GUIDE	2-1	2		HISTORY	33-1	33	333	TLC	31-1	31	337
BET	53-1	53	368	HLN	38-1	38	325	TNT	27-1	27	331
BLUE STREAM FIBER CHN	22	22		HSN	5-1	5	370	TRAVEL CHANNEL	43-1	43	347
BOUNCE TV	86-1	86		INSP	66-1	66		TRU TV	46-1	46	377
BRAVO	71-1	71	340	INVESTIGATION DISCOVERY	76-1	76	339	TV LAND	47-1	47	359
C-SPAN2	63-1	63	374	LAFF - WPTV		195		USA	26-1	26	329
CARTOON NETWORK	24-1	24	363	LIFETIME	29-1	29	349	VH1	52-1	52	367
CATCHY COMEDY - WTVX		123		LMN	64-1	64	348	WE TV	56-1	56	355
CHARGE-WPEC		118		METV-WPBF	84-1	84		WEATHER NATION	101-1	101	
CNBC	41-1	41	322	MLB NETWORK	17-1	17	314	WFGC	103-1	103	
CNN	37-1	37	326	MSNBC	40-1	40	323	WFLX - FOX	11-1	11	311
COMEDY CENTRAL	49-1	49	356	MTV	50-1	50	365	WHDT FLORIDA 24 NTWK	7-1	7	
COMET	83-1	83		NASA	75-1	75	330	WLXTV-			
COURT TV - WHDT		194		NATIONAL GEOGRAPHIC	65-1	65	334	ST EDUCATIONAL CHNL	19-1	19	
COWBOY CHANNEL	60-1	60		NBC SPORTS NETWORK	72-1	72	317	WPBF - ABC	10-1	10	310
CSPAN	62-1	62	373	NEWSNATION	102-1	102	302	WPEC - CBS	9-1	9	309
DABL-WTCN		122		NFL NETWORK	68-1	68		WPTV (NBC)	3-1	3	303
DEFY-WPTV	116	116		NICKELODEON	25-1	25	360	WPXP - ION	8-1	8	308
DISCOVERY	30-1	30	336	OWN	70-1	70	352	WTCN			
DISNEY CHANNEL	23-1	23	361	OXYGEN	69-1	69	351	(MY NETWORK TV 15)	67-1	67	
E!	42-1	42	350	PORT ST LUCIE	20-1	20		WTCN - TBD-TV	59-1	59	
ENLACE		494		QVC	15-1	15	369	WTVX (CW)	4-1	4	304
ESPN	12-1	12	312	SCRIPPS NEWS - WHDT		193		WXEL - PBS	6-1	6	306
ESPN2	13-1	13	313								

DIGITAL PLUS

	SD	HD		SD	HD		SD	HD
AMERICAN HEROES	138	538	ESPN NEWS	162	56	MUSIC CHANNELS	701-750	
AXS TV		572	ESPN U	163	563	NAT GEO WILD	119	519
BBC AMERICA	130	530	EWTN	108		NICK 2	149	
BET JAMS	187		FOX SPORTS 2	178	578	NICK JR.	154	554
BET SOUL	189		FUSE	191	591	NICK MUSIC	186	
BIG TEN NETWORK	164	564	FUSION	124	524	NICKTOONS	152	552
BOOMERANG	151	551	FXM	112	512	OUTDOOR	180	
C&I	179	579	FYI	104	504	PARAMOUNT NETWORK	173	573
CBS SPORTS NETWORK	166	566	GOLF CHANNEL	169	569	PPV	601-607	
CMT	190	590	GSN	120	520	REELZ	121	521
CMT MUSIC	192		HALLMARK	110	510	SCIENCE	134	534
CNBC WORLD	125		HALLMARK FAMILY	111	511	SPORTSMAN	170	570
COOKING	106	506	HRTV	177		SUNDANCE	113	513
CSPAN-3	129	529	IFC	114	514	TBN	109	
DESTINATION AM	136	536	LIFETIME REAL WOMEN	115		TEEN NICK	153	553
DISCOVERY FAMILY	139	539	MAV TV	176		TENNIS	168	568
DISCOVERY LIFE	117	517	MILITARY HISTORY	181		UNIVERSAL KIDS	156	556
DISNEY JR	155	555	MTV CLASSIC	188		VELOCITY	535	
DISNEY XD	150	550	MTV U	184		VICELAND	132	532
DIY	105	505	MTV2	185				

PREMIUM TIER

HD NET MOVIES 582

NFL NETWORK REDZONE.. 380

OUTDOOR CHANNEL 580

LATINO TIER

ALTAVISION 478

CINEMA MEXICANO..... 482

CNN EN ESPANOL 410

DISCOVERY EN ESPANOL.. 433

DISCOVERY FAMILIA 431

ESPN DEPORTES 430

FOX LIFE..... 485

MTV TRES..... 416

NBC UNIVERSO..... 411

SORPRESSA..... 484

TELE N..... 488

TV CHILE..... 477

TVE INTERNACIONAL 414

TIVO+ STREAMING CHANNELS

70's Cinema	1188	Filmrise Classic TV	1112	Love & Hip Hop	1233	Pluto TV Terror	1195
80's Rewind	1189	Filmrise Family	1113	Lucha Libre AAA	1242	Pluto TV True Crime	1219
90's Throwback	1190	Filmrise Food	1114	MagellanTV Now	1143	Pluto TV Westerns	1192
Adventure Sports Network	1120	Filmrise Free Movies	1115	Maverick Black Cinema	1171	Pongalo Novelaclub	1144
All Reality by WE TV	1235	Filmrise True Crime	1148	Mi obsesión favorita	1266	Power Nation	1111
Amantes del romance	1268	Food52	1104	Midsomer Murders	1226	Puddle Jumper	1108
Ameba	1106	Foodies	1267	Mixible	1230	QVC	1176
America's Test Kitchen	1229	Forensic Files	1220	MLB	1239	Reel Truth	1127
American Classics	1134	FOX Sports	1236	MLS	1240	Revry	1150
Anime All Day	1249	Funny or Die	1129	Mobcrush	1142	Séptimo arte	1260
Antiques Roadshow UK	1210	Glamour	1133	Moovimex	1147	Showtime Selects	1205
Atmosphere	1135	GQ	1132	Motorvision TV	1178	Sky News	1186
batteryPOP	1122	Hallmark Mysteries	1170	Mr.Bean and friends	1128	Slightly Off By IFC	1248
Bein Sports Xtra	1146	HSN	1177	MTV Biggest Pop	1272	Spike jextremo!	1264
BET Her	1209	Investiga	1263	MTV Flow Latino	1270	Sportswire	1124
BET Pluto TV	1208	It's Showtime		MTV Pluto TV	1231	Star Trek	1206
Black Cinema	1191	at the Apollo	1174	MTV Spankin' New	1271	Stories by AMC	1207
Black Ink Crew	1234	Journey	1105	Music Baeble	1118	Tastemade	1151
BNC Go	1149	Just for Laughs & Gags	1175	Narcos	1225	The Asylum	1116
bon appetit	1131	Kabillion	1136	Narcos en Español	1261	The New Detectives	1222
British TV	1211	Kartoon	1107	Naruto	1251	The Pet Collective	1102
BUZZR	1216	Kevin Hart LOL	1246	Naturevision	1110	The Price Is Right:	
CBS Sports HQ	1237	Latido	1140	NBC News Now	1182	The Barker Era	1215
CBSN 2	1183	Law and Crime	1139	NewsMax 2	1145	The Walking Dead	
CBSN Los Angeles	1185	Little Baby Bum	1255	newsy	1137	en español	1258
CBSN New York	1184	Live Music Replay	1269	NFL Channel	1238	This Old House	1228
Cheddar News	1141	Loop 70s	1169	Nick en Español	1256	TMZ	1119
Cine Terror	1259	Loop 80s	1168	Nick Jr. en Español	1257	TODAY All Day	1187
CMT Equal Play	1281	Loop 90s	1167	Nick Jr. Pluto TV	1253	Tosh.0	1243
CNN	1181	Loop Bedroom Beats	1162	OMG Network	1126	TV Land Sitcoms	1244
Cold Case Files	1221	Loop Friday Feels	1163	One Piece	1250	USA Today	1123
Comedy Central Animation	1247	Loop Hip Hop	1152	Paramount Movie Chnl	1204	Vevo '70s	1277
Comedy Central		Loop Hot Hits	1155	People are Awesome	1103	Vevo '80s	1278
en Español	1265	Loop Latin X Pop	1153	PGA Tour	1130	Vevo '90s	1279
Complex	1109	Loop Like Yesterday	1165	Pluto TV Action	1193	Vevo 2K	1280
Conde Nast Traveler	1101	Loop Music Videos	1179	Pluto TV Cars	1213	Vevo Country	1282
COPS	1218	Loop Neural	1161	Pluto TV Comedy	1198	Vevo Pop	1276
Crímenes imperfectos	1262	Loop Party	1159	Pluto TV Crime Drama	1223	Vevo R&B	1274
CSI	1224	Loop R&B	1156	Pluto TV Drama	1200	Vevo Reggaeton & Trap	1275
Deal or No Deal	1217	Loop Texas	1154	Pluto TV Fantastic	1196	VH1 Hip Hop Family	1232
Doctor Who Classic	1212	Loop That's Hot	1166	Pluto TV Horror	1194	Wild 'N Out	1245
Dora TV	1254	Loop Trending	1164	Pluto TV Romance	1201	Wired	1138
Dust	1172	Loop Unwind	1160	Pluto TV Sci-Fi	1197	World Poker Tour	1241
Electric Now	1173	Loop Workout	1158	Pluto TV Spotlight	1203	Yo! MTV	1273
FailArmy	1100	Loop Yacht Rock	1157	Pluto TV Suspense	1199	Yu-Gi-Oh	1252

PREMIUMS (SD AND HD)

	SD	HD		SD	HD		SD	HD
CINEMAX			HBO FAMILY	203		STARZ		
5 STAR MAX	221		HBO LATINO	204		STARZ	263	399
ACTION MAX	217		HBO SIGNATURE	209		STARZ CINEMA	267	
ACTION MAX WEST	225		HBO SIGNATURE	202		STARZ COMEDY	264	
CINEMAX	215	396	HBO ZONE	206		STARZ EDGE	268	
MAX WEST	223		HBO ZONE	212		STARZ IN BLACK	266	
MAXLATINO	220		HBO2	201		STARZ KIDS & FAMILY	265	
MORE MAX	216		PARAMOUNT + WITH SHOWTIME			ENCORE		
MORE MAX WEST	224		FLIX	243		ENCORE	269	
MOVIEMAX	219		PARAMOUNT+			ENCORE ACTION	270	
OUTER MAX	222		WITH SHOWTIME	233	397	ENCORE BLACK	274	
THRILLER MAX	218		SHOBET	237		ENCORE CLASSIC	273	
THRILLER MAX WEST	226		SHOWTIME 2	234	393	ENCORE FAMILY	275	
HBO			SHOWTIME EXTREME	236		ENCORE SUSPENSE	271	
HBO	200		SHOWTIME NEXT	238		ENCORE WESTERNS	272	
HBO	207		SHOWTIME SHOWCASE	235				
HBO 2	208		SHOWTIME WOMEN	239				
HBO COMEDY	205		THE MOVIE CHANNEL	241	398			
HBO COMEDY	211		THE MOVIE CHANNEL					
HBO FAMILY	210		EXTRA	242				



Educational Resources

Explore the Resources to Help You Get the Most Out of Your Future Services

As we gear up to bring you a world of entertainment and seamless connectivity, we wanted to highlight the various resources available to help you make the most of your new services.

Our main goal is to ensure a smooth and enjoyable transition to our services. With these resources at your fingertips, you'll be able to confidently explore all the fantastic features of your Internet and TV services in no time.

Thank you for choosing us as your service provider. We look forward to delivering an exceptional experience and connecting you to a world of entertainment.

WELCOME GUIDE BOOKLET OR CARD:

During the installation, our technician will walk you through our comprehensive Welcome Guide. This guide contains all the essential information you need to get started and is available online, but if preferred a copy can be left behind.

PERSONAL IN-HOME TRAINING:

Our installation team is not only there to set up your services but also to provide you with personal in-home training. They'll ensure that you understand how to navigate through the features and functionalities of your new Internet and TV services and that your devices are connected and ready to go.

ON-SITE GROUP TRAINING SESSIONS:

Apart from individual training, we also offer on-site group training sessions for our valued customers. These sessions provide an opportunity to interact with other customers and share knowledge about making the most of our services. Be on the lookout for communications highlighting dates and times for these.

ONLINE LEARNING RESOURCE HUB:

Our online learning resource hub shares a wealth of knowledge tailored to various learning styles. Whether you prefer written guides, infographics, or interactive tutorials, you'll find it all in one convenient location under bluestreamfiber.com/learning.

INSTRUCTIONAL VIDEOS:

We understand that visual instructions can be incredibly helpful. That's why we have created step-by-step instructional videos to guide you through mastering the new services and features included in your subscription. Find these under bluestreamfiber.com/learning.

FAQs

Seasonal Residents

I am a seasonal resident. What should I do when I am ready to return?

Seasonal residents can be installed when they return. Simply call your Blue Stream Fiber Community number 772-362-7203 seven days prior to your arrival.

Installation Experience

What will you be doing during my install?

Our technicians will install your services and any additional services you requested. On average, the installation will take anywhere from 3-4 hours per home to complete. This will include the set-up of your wireless devices as well as the programming of your remote controls. Moreover, we will provide an in-home training experience on how to use your new equipment and services.

Where will your equipment be located in my home?

The Blue Stream Fiber Wireless ONT will be located at a central location in your home and/or where your previous modem/router was located. Set-Top boxes will be placed in the same location where your televisions are located.

Products & Services

How do I access the Blue Stream Fiber TV App?

In order to get started, please have your Watch TV Everywhere credentials. For a step-by-step on how to download and log in, please visit bluestreamfiber.com/bluestreamtv.

What in home visits are covered by Blue Stream Fiber in our association's package?

Blue Stream Fiber will be responsible for in-home visits to repair faulty equipment or wiring owned and maintained by Blue Stream Fiber. An example of this would be if you experienced service issues related to a faulty piece of equipment like an ONT (Fiber Modem) or Set-Top Box. In this case, Blue Stream Fiber would come to your home and replace the equipment free of charge. Another example of this would be if you experienced service issues related to faulty internal wiring in your home. In a similar way, there would be no charge to replace or repair that faulty Blue Stream Fiber wiring. For service requests or needs outside of the above, there is a \$99 fee per home visit.

Can I add other services from Blue Stream Fiber?

Yes, you can add additional services at any time by calling your dedicated community number 772-362-7203. Charges will be billed directly from Blue Stream Fiber for any additional services outside your Association's agreement. Please be advised that charges will start the same day the services are activated. When you add on additional services, please note additional fees and taxes will apply. For more information, please visit bluestreamfiber.com/taxes-fees.

What do I get with Blue Stream Fiber Phone Services?

Unlimited local calling. We also offer phone service upgrade packages for unlimited long distance or local calling with additional features.

FAQs

Educational Resources

Where can I access resources on my recently installed services?

For a variety of how-to-guides and videos on our services, please visit bluestreamfiber.com/welcome.

Miscellaneous

How do I avoid paying the \$7.49 paper bill fee?

If you have added upgraded services above what is included in your community agreement, you can avoid paying the fee by signing up for E-bill.

How do I sign up for E-bill or autopay?

If you have added upgraded services above what is included in your community agreement, sign up for E-bill or auto pay by visiting bluestreamfiber.com and click on Account in the top right corner of your screen. Select Bill Pay, then “residential customers” from the drop-down menu. You will then be taken to the Blue Stream Fiber Billing Website. On the right side of the screen, enter your Account Number and Zip Code then click Register.

What can I expect on my first bill?

Your first bill for any upgraded services will cover the cost of your first month. Please note that due to us following a standard bill-in-advance schedule, you will receive a second bill soon for your following month's services. This is normal. You'll then fall into a regular monthly cadence for future bills.



bluestreamfiber.com/tesoro
772-362-7203