

# Blue Stream Fiber Town Hall for Laguna Lakes

## *Frequently Asked Questions*

**I use TIVO which uses a comcast cable card but would like to ask about TIVO compatibility with other vendors.**

You will need to download the Blue Stream Fiber Application and sign in.

**What channels will be provided?**

Digital Core- About 200+ Channels.

**Are they digital/HD?**

Yes! Our channels are HD and 4k ready.

**If they are providing internet, what speeds will be offered/available?**

The bulk package starts at 300mg download by 300mg upload speed. There are upgrades up to 10G/10G available for each individual home.

**Will they provide modem/router at no additional charge?**

All equipment is included in the monthly rate quoted for bulk services.

**Will they provide a booster if you need one?**

The mesh technology will allow you to roam inside your home and automatically connect to the nearest Wi-Fi signal. This ensures highest reliability and the maximum speed possible for each device.

**Do they have a local office? Not all issues can be resolved by phone.**

Our call centers, located in Coral Springs, Pt. St. Lucie and Orlando, FL

**If any of the vendors proposals offer re-wiring the community with fiber optic cable, how much re-wiring would need to be done at each residence?**

The amount of rewiring within a community is based on the site survey that would be conducted in order to design a plan unique to the property.

**Since currently most homes have & use multiple STREAMING devices: TVs, Tablets, Computers, Security cameras, Cell phones, etc., will the internet**

**usage have data caps as is currently the case with Comcast/Xfinity?**

Blue Stream fiber does not have data cap on internet usage.

**My questions are mostly concerned with customer service. I typically spend 10-15 minutes trying to resolve a simple issue over the phone. I would like to know if your company offers domestic customer service agents.**

Our team members are based locally and dedicated to ensuring our customers and neighbors receive the most reliable services that will enrich their lives.

# EXHIBIT B

## BULK CHANNEL LINE UP

(Subject to Change)

| INCLUDED CHANNELS           |                                |                          |
|-----------------------------|--------------------------------|--------------------------|
| Digital Core Lineup         |                                | Digital Musical Channels |
| Channel Name                | Channel Name                   | Channel Name             |
| A&E                         | HSN                            | Adult Alternative        |
| ABC-WZVN                    | Investigation Discovery        | Alt Country/Americana    |
| AMC                         | Jewelry TV                     | Bluegrass                |
| Animal Planet               | Kids-WGCU*                     | Broadway                 |
| Azteca-WANA                 | Laff-WFTX*                     | Chamber Music            |
| Bally Sports Florida        | Lifetime                       | Christian Pop Rock       |
| Bally Sports Sun            | LMN                            | Classic Masters          |
| BET                         | MeTV-WZVN*                     | Classic R&B Soul         |
| Bravo                       | Motor Trend                    | Classic Rock             |
| Cartoon/Adult Swim          | MSNBC                          | Country Classics         |
| CBS-WINK                    | MTV                            | Dance Clubbin            |
| CMT                         | MTV2*                          | Easy Listening           |
| CNBC                        | My TV                          | Eclectic Electronic      |
| CNN                         | National Geographic            | Everything 80's          |
| Comedy Central              | NBC News 2 Now/Heroes & Icons* | Flashback 70's           |
| Court TV Mystery            | NBCSN                          | Folk Roots               |
| Create-WGCU*                | NBC-WBBH                       | Gospel                   |
| CSPAN*                      | News Nation                    | Groove Disco and Funk    |
| CTN-WRXY                    | Nickelodeon                    | Heavy Metal              |
| CW-WXCW                     | OWN*                           | Hip Hop                  |
| Discovery Channel           | Oxygen                         | Hip Hop/ R&B             |
| Disney Channel              | Paramount Network              | Hit List                 |
| E!                          | PBS-WGCU                       | Holiday Hits             |
| ESPN                        | QVC                            | Hot Country              |
| ESPN2                       | SEC Alternate                  | Jammin                   |
| Estrella TV                 | SEC Network                    | Jazz Masters             |
| EWTN*                       | Syfy                           | Jazz Now                 |
| Food Network                | TBN                            | Jukebox Oldies           |
| FOX Business Network        | TBS                            | Kids Stuff               |
| FOX News                    | TCM                            | Latino Tropica           |
| FOX-WFTX                    | Telemundo                      | Latino Urbana            |
| Freeform                    | Tennis Channel                 | Maximum Party            |
| FS1                         | The Florida Channel-WGCU*      | No Fences                |
| FX                          | The Weather Channel            | Nothin but '90s          |
| FXM*                        | TLC                            | Pop Adult                |
| FXX                         | TNT                            | Popular Classical        |
| Galavision                  | Travel Channel                 | Retro Latino             |
| Golf Channel                | TruTV                          | Rock                     |
| Grit-WFTX*                  | TUDN                           | Rock Alternative         |
| Hallmark Channel            | TV Land*                       | Rock Classics            |
| Hallmark Drama              | UniMas - WUVF                  | Rock En Espanol          |
| Hallmark Movies & Mysteries | Univision -WUVF                | Romance Latino           |
| HGTV                        | USA                            | Smooth Jazz              |
| History                     | VH1                            | Soul Storm               |
| HLN                         | WE TV*                         | Swinging Standards       |
|                             | World-WGCU*                    | The Blues                |
|                             |                                | The Chill Lounge         |
|                             |                                | The Spa                  |
|                             |                                | Today's Latin Pop        |
|                             |                                | Y2k                      |

Channels with an asterisk (\*) are only available in SD.