

Lauderdale West Community Association No. 1, Inc.

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BLUE STREAM CABLE & INTERNET IMPORTANT INFORMATION

Blue Stream has upgraded us to TiVo. This is at no additional cost to the community. Some of the benefits are described on the following pages. Blue Stream representatives will be available to demonstrate TiVo TV and answer questions in clubhouse room 111 through May 8, 2020. Their hours are Monday through Friday from 9 a.m. to 6 p.m.

PHONE SERVICE: If you have home phone service that you would like to transfer to Blue Stream, and want to keep your phone number, **DO NOT CANCEL YOUR CURRENT PHONE SERVICE. Blue Stream will cancel it for you.**

CANCEL AT&T SERVICE: Once Blue Stream is installed in your home, the number you should call to cancel service is **866-299-6824, option#1.**

RESIDENTS MUST CALL to cancel their cable TV service; plus, other services you have paid for with AT&T such as internet and premium channels. **YOU MUST CANCEL SERVICE BEFORE YOUR EQUIPMENT CAN BE RETURNED.**

If you do not cancel your AT&T cable TV and other services, your service and billing will continue after the Lauderdale West bulk contract ends at regular **RETAIL** rates.

AT&T EQUIPMENT: Once Blue Stream is installed in your home, just put your AT&T equipment in bags and take them to any UPS Store **within 10 days.** Bring a copy of your bill, UPS needs your account number. AT&T contracts with UPS, they will box it and give you a receipt. **MAKE SURE YOU GET A RECEIPT and save it.** The receipt, it is your only proof you returned your equipment. There is no charge to return your equipment. You need to return the router/modem, DVR, wireless access point, each TV box, the remotes and cords. (if you don't have wireless TV boxes you will not have a wireless access point to return)