

Jan 29, 2020 7 PM Special Board Meeting of the Grand Palms HOA

This meeting was called to order at 7:00 pm By Bill Fleming

Joe Canavan CEO of Blue Stream was present to answer questions about a change the GPHOA negotiated with them to allow TIVO to be part of the new service. There is NO change in pricing, but this was done because it is a better service overall.

TIVO upgrade

Will work with voice remote

Records 6 shows at a time

1 terabyte of storage, allows 1000 SD shows, 300 HD shows

Multi room DVR, On Demand

Through an APP on TiVo you can stream shows or move them to the device. You can also watch them when you are elsewhere – in the USA.

Included with TIVO will be Netflix, Hulu, YouTube, and hopefully by the time the install is complete, Prime TV. Prime TV is a new product for Blue Stream. Additional fees apply.

Currently, Blue Stream has 10K TiVo customers. (There are 20 Million TiVo customers, worldwide.)

Every household will have a main tower style ONT (Optical Network Terminal), a main DVR, a total of 3 DVR's (unless you pay for more). Co-Ax or Ethernet (IP) cable is available plus a line for your computer. You will need to choose one. This system is NOT wireless, as the prior Blue Stream product was advertised; this system should be more stable.

WHAT does this new service upgrade mean?

Grand Palms calendar of events with Blue Stream has been extended.

The reason for this time extension is because Blue Stream needs to wait for enough TiVo boxes to be manufactured for Grand Palms, and for them to arrive onsite. We were told that the boxes are more reliable and easier to use.

In the meantime, they will continue to install glass fiber cable and to the house hook ups throughout Grand Palms. They are going to take some added time and make sure any damage to private properties are corrected. They called this the Touch Up, Clean Up, Repair service.

May to July will now be in-home installations. If you had a prior install date, you should follow the directions in the email you received and RE-Schedule an appointment to R-confirm your service selections and set a new install date.

The NEW date for your install will become the last date for your former service. Install takes 1-3.5 hours, depending on what is currently onsite and the number of TV's, etc.

August 1, 2020 is the new end date for setting up Blue Stream, rather than the April 2020 date.

Other INFO you need to know

If you want to keep your current home phone (not cell phone), Blue Stream needs your current account number as well as your phone number and your four-digit access code

There will be meetings in the future with Blue Stream that will be public meetings with time for questions or concerns. They may be at the Miami Management office or offsite to accommodate a larger group.

IF you have a current issue, use the phone number on the blue hang tag that was on your front door.

There will be online and paper instructions.

Snowbirds will be set up when they return.

Resident is responsible to returning AT&T equipment once Blue Stream set up is complete. There are close by locations (near Total Beverage, and near Publix).

Please read any communication from Blue Stream.