



December 2017

**Important News for
Baldwin LightStream Customers**

This notice contains important information regarding pricing and services:

- Cable TV Rate Increases
- IMPORTANT RECEIVER INFO
- Consider Streaming Option
- Bandwidth Increases
- EasyStream Service
- TV Everywhere
- SmartHub

Why Does the Broadcaster Surcharge Fee Increase Each Year?

Since 2009 the Broadcaster Surcharge Fee has gone from \$0 to the current rate of \$13.32. The Broadcaster Surcharge Fee is charged by local broadcast networks to cable and satellite customers for access to their signal. The 1992 United States Cable Television Consumer Protection and Competition Act authorized broadcast stations, such as ABC, NBC, CBS and Fox, to provide consent (grant or deny permission) for cable operators like Baldwin LightStream to retransmit the signal to customers. In accordance with this law, Baldwin LightStream is required to obtain retransmission consent from a number of local broadcasters. We are currently negotiating the rates for the next three years. The Proposed Broadcaster Surcharge Fees will be:

2018	\$19.73
2019	\$22.41
2020	\$25.14

Retransmission contracts will be finalized in December and the Broadcaster fee will increase February 1, 2018.

Pay TV Rates Effective February 1, 2018

HBO	\$18.95
Cinemax	\$13.95
HBO/Max Combo	\$26.95
Starz	\$13.95
Showtime	\$13.95

Programming Costs

The price that you pay for Baldwin LightStream video service increases when the costs that we pay to the networks increases. In 2016 the 10 leading networks in the US were CBS, NBC, ABC, Fox, Fox News Channel, Univision, ESPN, The CW, USA Network and TBS. These and other networks create and package their programming. Baldwin LightStream pays a fee to the networks regardless of whether you watch their programming or not. The networks also have rules on how their shows and networks can be sold to the consumer. The rising cost of sports is another reason for higher cable bills. Sports makes up approximately 40% of programming costs paid by cable and satellite TV operators. As a member of the National Cable Television Cooperative (NCTC), Baldwin LightStream is able to offer a variety of networks to meet the needs of our customers.

Due to increased costs, cable rates will be increasing on February 1, 2018.

Lifeline Cable	\$29.95
CableStream Basic	\$81.95 +
CableStream Digital	\$100.35 +
MediaStream	\$127.95 +
TotalStream (BW area)	\$147.95 +
TotalStream (all other areas)	\$165.95 +
	+ plus the broadcaster surcharge fee

To learn more regarding rising fees visit www.TVonmyside.com

IMPORTANT – On February 1, 2018 You Will Need a Receiver On Every TV

In 2009 when TV stations were required to broadcast in a digital format, Baldwin LightStream continued to also provide an analog signal. Customers that only subscribed to channels 2-77 and/or were only interested in watching basic channels on additional sets did not need a receiver. Now we are discontinuing the analog feed and you will need a receiver to watch cable programming.

- Customers subscribing to the basic service will not be charged an additional fee for the first receiver.
- Customers needing a receiver for additional sets in their home will be charged a \$1.95/mo fee per receiver.
- We will be mailing the receiver to our basic customers that have not required a receiver in the past. You can stop by our office to pick up additional receivers.

NetStream HighSpeed

Looking for an alternative to cable TV? Our NetStream HighSpeed service provides the bandwidth that you need to stream content from many networks. When you purchase a Roku device, a set-top box that acts as a streaming player, and download our YourStream app you have access to WCCO, KMSP, KSTP, KARE, KPXM, KSTC, KTCA, WEAU, WEUX, WFTC, WHWC, WQOW, and WUCW. The Roku device streams content directly to your TV so you need a device on each TV. Hulu, Netflix and Amazon Prime and so much more are available on the Roku device. To learn more about the Roku devices available, visit <https://www.roku.com/>

Baldwin LightStream Is Increasing the Broadband Speed in Select Packages On February 1, 2018

As customers add more devices, including smart home and medical monitoring devices, the need for speed increases. Baldwin LightStream is increasing the bandwidth in select packages to meet this need.

MediaStream-video and data bundle increasing from 15 Mbps to 25 Mbps

TotalStream-voice, data and video bundle increasing from 30 Mbps to 50 Mbps

NetStream HighSpeed-data service increasing from 50 Mbps to 75 Mbps

VoiceStream-HighSpeed data and voice bundle increasing from 50 Mbps to 75 Mbps

Telecommuter Service-data service that is available to employees working from home will be increased from 6 Mbps to 15 Mbps

Still subscribing to a standalone or discontinued service? Upgrade to one of our Stream services and save. Call today!

Have questions? Call 877-684-3346 or Visit www.baldwinlightstream.com



Our Help Desk is open 24-7-365
Call 1-800-680-2641

Unleash Carrier Class WiFi

As our customers add more wireless devices, they may experience performance issues. Often times it is the router that is causing the slow speed. Is it time to upgrade your router? For just \$5.95/mo you can receive approximately twice as much signal gain compared to a household router when you subscribe to the **EasyStream** service. In addition the **EasyStream** service allows Baldwin LightStream to connect to your unit quickly to diagnose and measure WiFi strength, channel capacity and overall WiFi network performance. Call today for more information.



With TV Everywhere technology, you can watch TV series, sports, news and events live and on demand when you are a subscriber to Basic Cable from Baldwin LightStream. At home, you can watch your favorite TV show on a tablet, laptop or game console. When you are away from home, all you need is WiFi access and you can watch your favorite program on

<https://www.watchtveverywhere.com>

SmartHub

If you have not registered for SmartHub, we encourage you to do so today. With SmartHub you can report a service interruption, pay your bill, view payment history, schedule future payments and more. It is easy to get started. Just visit baldwinlightstream.com; click on account and account login; under the SmartHub heading you need to click here to set up SmartHub and select New User? Sign up to access our Self Service site. You will need to enter your account number, name and email address to get started. If you need help getting started, a CSSR is available to assist you.

Pay-By-Phone

Call 844-210-8264 to make your payment 24/7.

Baldwin LightStream office is open Thursday evenings until 7pm for your convenience