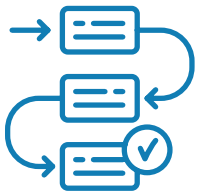
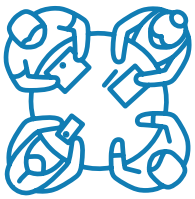
Reliability Throughout the Storm: Hurricane Milton

Experts make things look easy. That is because they put in tens of thousands of hours of practice, planning, and preparation. Blue Stream Fiber is THE expert in preparing for and recovering from a Hurricane, as demonstrated during Hurricane Milton, when 100% of Blue Stream Fiber communities with an onsite generator stayed online during and after the storm.

Below is how Blue Stream Fiber makes hurricane response and recovery look and feel easy for our customers.



Executed extensive and methodical 105 step hurricane contingency plan, which included the deployment of 100+ teams of technicians to affected properties



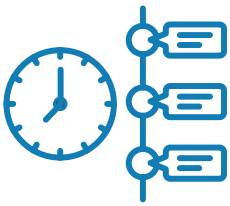
Network Operating Center (NOC) maintained continuous contact with our emergency response team before, during and after the storm



Communicated extensively with all customers regarding preparation, impact and restoration



Comprehensive pre-storm preparation, during-storm procedure, and post-storm monitoring contributing to 100% of communities with on-site generators staying up and running throughout the storm



95% of communities without onsite backup had services restored within 12 hours. (100% of communities within 30 hours). This is compared to the extended outages lasting days or even weeks reported by competitor coax customers statewide.

"Blue Stream Fiber Service stayed up for as long as we had power and was immediately restored upon restoration of power via generator. After this storm, it is clear that the infrastructure is built to withstand any storm."

— **BRIAN H., SHELL POINT CTO**