



February 2013

Dear Valued Customer:

Thank you for choosing RCN for your entertainment and communications services. We value your business so we strive every day to bring you the best and most reliable services possible.

As part of that effort, on **April 10, 2013**, RCN will encrypt our Limited Basic digital TV signals on your cable system. *If you have RCN equipment connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving RCN Limited Basic on any TV without RCN-supplied equipment you will lose the ability to view channels on that TV.*

If you are affected, you should contact RCN to arrange for the equipment required to continue receiving services. *In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time.*

The Federal Communications Commission has required us to provide a detailed notification regarding the equipment available to you. You can find that notification on the next page. The most important part of that message is that, if you subscribe to a cable television service tier above Limited Basic, but also receive RCN Limited Basic service on a secondary TV without RCN-supplied equipment, you are entitled to one RCN device for one year, free of charge.

To qualify for this equipment at no additional charge or service fee, you must request the equipment between **March 10, 2013 and September 10, 2013** and satisfy all other eligibility requirements.

RCN has made it simple for you to get the equipment you might require.

 You can visit one of our retail centers at the address listed below and pick up your box of choice:

**Framingham**

518 Union Ave  
Framingham, MA 01702  
Mon-Fri 9am-1pm, 2pm-5pm  
Sat Closed  
Sun Closed

**Arlington**

956 Massachusetts Ave  
Arlington, MA 02476  
Mon, Wed, Fri 9am-5pm  
Tue, Thurs 9am-7pm  
Sat 9am-1pm  
Sun Closed

**Hyde Park**

1224 Hyde Park Ave  
Hyde Park, MA 02136  
Mon-Fri 9am-1pm, 2pm-5pm  
Sat Closed  
Sun Closed

 Or you can call our customer care center at **1.877.726.8808** and have the box shipped to you.

This change will improve service quality, reliability and security, plus reduce our service change response times and service visits. With a digital set-top box on all TVs, you will experience RCN digital cable's advanced services such as On Demand movies, programming and shows plus an interactive guide throughout your home. **For more information, visit [www.rcn.com/boxes](http://www.rcn.com/boxes).**

Thank you for being a valued RCN customer. Our pledge to you is to continue to strive to deliver you a superior experience.

Sincerely,  
Jeff Carlson  
Vice President & General Manager

## REQUIRED FCC NOTICE

*On **April 10, 2013**, RCN will start encrypting Limited Basic Service on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Limited Basic Tier Service on any TV without equipment supplied by RCN, you will lose the ability to view any channels on that TV.*

*If you are affected, you should contact RCN to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Limited Basic Service customer and receive the service on your TV without RCN-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid).\*\*\*\* If you subscribe to a higher level of service and receive Limited Basic Service on a secondary TV without RCN-supplied equipment, you are entitled to one device for one year.*

*You can learn more about this equipment offer and eligibility at [rcn.com/boxes](http://rcn.com/boxes) or by calling **1.877.726.8808**. To qualify for any equipment at no additional charge or service fee, you must request the equipment between **March 10, 2013 and September 10, 2013** and satisfy all other eligibility requirements.*

*\*\*\*\*Please note that the FCC notification, which is required of all cable operators (not just RCN), references Limited Basic subscribers that use non-RCN equipment for their primary television. Since RCN has long required a digital set-top box or cable card to receive any level of cable service, we have no such subscribers.*

*Again, you will only be impacted if you have any additional TV sets that do not have a RCN set-top box and are directly connected to the cable wall outlet. In such case, you can request additional equipment free of charge for a limited time.*