



## Encryption – Frequently Asked Questions

### **1. *What is encryption and how does it affect the RCN Subscriber?***

All TVs will require a device/digital set-top box to continue to receive any level of RCN digital cable, including additional TV outlets throughout the home. Prior to encryption, a customer with a QAM tuner could connect the TV to the RCN network and receive basic tier channels, since FCC regulations required basic tier channels broadcast unencrypted “in the clear”.

### **2. *Why is RCN encrypting its video signal?***

Encryption helps maintain service quality while reducing our service change response times and service visits. Encryption enhances security of the network which reduces service theft that harms customers.

With a device/digital set-top box on all TVs, customers can experience RCN digital cable advanced services throughout the home.

- Access to the On Demand library including premium channels, movies and events
- Easy to use Interactive Program Guide.

### **3. *Are all cable companies encrypting their signals?***

Eventually, we expect all cable operators will encrypt any digital channel currently broadcast in the clear. While the FCC has granted cable operators permission to encrypt their most basic cable programming, the commission has inserted measures to prevent the public from suddenly finding themselves without access.

To ease this transition, an RCN Limited Basic only customer receiving service on their TV without RCN-supplied equipment is entitled to up to two standard definition boxes for two years. Since RCN requires RCN supplied equipment for any level of digital cable service, RCN Limited Basic customers will not be affected by this change as long as each TV is connected to RCN supplied equipment.

A customer subscribing to LIMITED Basic or higher level of service receiving RCN Limited Basic service on a secondary TV without RCN-supplied equipment is entitled to one standard definition box for one year.



**4. *How do I know if I am eligible?***

Existing RCN Digital TV customers that subscribe to any level of Digital Cable Service higher than Limited Basic that do not have RCN supplied equipment on an existing additional TV outlet are eligible.

**5. *I am an existing Digital Cable TV customer with Limited Basic and do not have RCN supplied equipment or cable card. Am I eligible?***

Since RCN requires RCN supplied equipment for any level of digital cable service, you should have been issued RCN supplied equipment at the time of your install. As an RCN Limited Basic customer you should not be affected by this change as long as each TV is connected to RCN supplied equipment. Let us check to verify if at the time of install you were issued RCN supplied equipment. Our capable Customer Care Representative will be able to check your account to determine if you are eligible.

**6. *I am an existing Digital Cable customer and want to add an additional outlet. Am I eligible?***

You must be an existing RCN Digital TV customer subscribing to Limited Basic or higher video service with an existing additional TV outlet that does not have RCN supplied equipment.

**7. *Are new customers eligible?***

Only existing RCN Digital TV customers that subscribe to any level of Digital Cable Service (Limited Basic or higher) that do not have RCN supplied equipment on an existing additional TV outlet are eligible.

**8. *How will RCN encryption affect the channels I receive? Will I lose any stations?***

TV's with RCN supplied equipment or cable card are unaffected by this change.

Any TV without RCN equipment will lose channels in the Limited Basic tier gradually on a rolling basis, with the major broadcasters as the last channels to encrypt (CBS, NBC, ABC, FOX and WGN). Encryption in RCN New York City and Chicago serviceable areas will start December 6 and be completed by December 29. Look here for future updates for other RCN markets.

**9. *How is RCN making customers aware they need a box on all TV's? How can a customer get a box?***

Video and Internet only customers will be notified by mail and bill message, as well as website information at [www.rcn.com/boxes](http://www.rcn.com/boxes), banners, flyers and TV ad spots regarding the need for a device to continue to view RCN Digital Cable on all additional TV outlets.



Instructions on how to obtain a device will be included:

1. Pick-up at retail/payment center: Free of charge
2. FedEx shipped directly to customer's home \$9.95.
3. By technician visit to home: Truck roll fee of \$49.95

**10. *I can get my video content from other sources. Why do I need RCN cable?***

We recognize customers have a growing array of options for enjoying their video content but cable has many advantages, including:

- Hundreds of channels are always on and readily available on multiple TVs in the home with no need for streaming, downloading or mail ordering, plus an easy to use Interactive program guide to find and search for your favorite shows.
- The widest variety of programming that meets the diverse entertainment and information needs of families and multi-person households
- Viewing flexibility with interactive services like On Demand and the TiVo Whole Home Bundle
- Billing is simple, one payment covers unlimited viewing
- Bundling video with other services offers significant savings and even more convenience of having one provider
- There is no need to purchase equipment and technicians are available to install and fix it.