### Phone

#### Installation Fees & Other Charges

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Activation</td>
<td>$9.99</td>
</tr>
<tr>
<td>Installation (Digital TV, Phone or Internet)*</td>
<td>$49.49</td>
</tr>
<tr>
<td>Pre-wired Additional Outlet (Max 4)</td>
<td>$14.94</td>
</tr>
<tr>
<td>Un-wired Additional Outlet</td>
<td>$35.00</td>
</tr>
<tr>
<td>New Jack Installation</td>
<td>$35.00</td>
</tr>
<tr>
<td>Custom Installation / Wiring / Repair (Per 30 Minutes)**</td>
<td>$35.00</td>
</tr>
<tr>
<td>Technician Visit **</td>
<td>$54.95</td>
</tr>
<tr>
<td>Relocate Outlet</td>
<td>$35.00</td>
</tr>
<tr>
<td>Upgrade (Trip Required)</td>
<td>$49.95</td>
</tr>
<tr>
<td>Downgrade</td>
<td>$5.00</td>
</tr>
<tr>
<td>Additional Converter Box Request</td>
<td>$14.95</td>
</tr>
<tr>
<td>Customer Equipment Hook-Up (Fax, DVD, VCR)</td>
<td>$14.95</td>
</tr>
<tr>
<td>Home Service – Customer Education</td>
<td>$49.95</td>
</tr>
<tr>
<td>Seasonal Disconnect (per line of business)*</td>
<td>$49.95</td>
</tr>
<tr>
<td>Transfer of Service (not including Tech visit)</td>
<td>Free</td>
</tr>
<tr>
<td>Static IP Activation</td>
<td>$25.00</td>
</tr>
<tr>
<td>Home Networking (1st Computer or device)***</td>
<td>Free</td>
</tr>
<tr>
<td>Home Networking (per 2nd, 3rd and 4th Computer or device)***</td>
<td>$14.95</td>
</tr>
<tr>
<td>Home Network Fee (includes Add-on and Three-Way Calling)</td>
<td>Varies</td>
</tr>
<tr>
<td>Wire Maintenance (wiring)</td>
<td>$4.95</td>
</tr>
<tr>
<td>Non-Pay Reconnect</td>
<td>$35.00</td>
</tr>
<tr>
<td>Returned Check Fee</td>
<td>$25.00</td>
</tr>
<tr>
<td>Payment by Phone Convenience Fee (Via Automated Response Unit)</td>
<td>$4.50</td>
</tr>
<tr>
<td>Payment by Phone Convenience Fee (Via Representative)</td>
<td>$6.95</td>
</tr>
<tr>
<td>Payment by Web Convenience Fee (Via rcn.com)</td>
<td>$1.00</td>
</tr>
<tr>
<td>Late Fee – Video Services (on a delinquent balance of $10 or more)</td>
<td>$8.00</td>
</tr>
<tr>
<td>Late Fee – Internet Service</td>
<td>$9.00</td>
</tr>
<tr>
<td>Late Fee – Phone Service</td>
<td>$9.00</td>
</tr>
<tr>
<td>(on a delinquent balance of $5 or more)</td>
<td>$1.50</td>
</tr>
<tr>
<td>Auto-pay Denial Fee</td>
<td>$10.00</td>
</tr>
<tr>
<td>Broadcast TV Surcharge</td>
<td>$19.86</td>
</tr>
<tr>
<td>Sports Surcharge</td>
<td>$20.28</td>
</tr>
<tr>
<td>Cable Entertainment Networks Surcharge</td>
<td>$12.10</td>
</tr>
<tr>
<td>New York Municipal Construction Surcharge</td>
<td>$3.49</td>
</tr>
<tr>
<td>Unreturned Equipment</td>
<td>Actual Replacement Cost</td>
</tr>
<tr>
<td>Network Access Fee and Maintenance</td>
<td>$3.17</td>
</tr>
</tbody>
</table>

*RCN Limited/Basic/Signature Digital TV Cable service needed to access other levels of service. Digital converter box or Cable Card required. Prices noted do not include monthly price for Digital converter box unless otherwise noted. Includes On Demand, Interactive Program Guide and music channels. Availability of certain On Demand content may depend on subscription to service and area. **Must subscribe to Premiere Total or Premiere Sports tier to purchase NFL Red Zone. A full subscription to NFL Network is also required. ***To receive HD features and benefits, an HD television, HD converter remote control and other equipment is required. An HD-capable TV set with component, HDMI or DVI inputs that supports BDs and meets RCN specifications for DVR service required. Allowed channel locations may vary. RCN programming does not include premium programming. Included in Premiere Total tier only. Programming can be limited to the Premiere Total tier only. Broadband services are subject to change and certain fees may apply. **This box must be broadband connected to perform multi-room viewing. Not all programs will be transferred using the multi room viewing feature due to the use of copy protection mechanisms such as the FCC’s encoding rules (47 C.F. R. 76 1904). TiVo logos and the TiVo trade name and trademarks are trademarks or registered trademarks of TiVo Inc. and its subsidiaries worldwide. All other marks are property of their respective owners. ### Phone Features (per use)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous Call Rejection</td>
<td>$3.50</td>
</tr>
<tr>
<td>Call Block</td>
<td>$3.60</td>
</tr>
<tr>
<td>Call Forward Variable</td>
<td>$5.40</td>
</tr>
<tr>
<td>Call Return</td>
<td>Free</td>
</tr>
<tr>
<td>Call Waiting ID Deluxe (with Call Waiting and Caller ID)</td>
<td>Free</td>
</tr>
<tr>
<td>Call Waiting Fax Ring</td>
<td>Free</td>
</tr>
<tr>
<td>Call Waiting Deactivation</td>
<td>Free</td>
</tr>
<tr>
<td>Caller ID Blocking</td>
<td>Free</td>
</tr>
<tr>
<td>Caller ID Deluxe</td>
<td>Free</td>
</tr>
<tr>
<td>Call Trace</td>
<td>$3.50</td>
</tr>
<tr>
<td>Distinctive Ring 1</td>
<td>$4.90</td>
</tr>
<tr>
<td>Distinctive Ring 2</td>
<td>$7.00</td>
</tr>
<tr>
<td>Priority Call</td>
<td>$4.30</td>
</tr>
<tr>
<td>Repeat Call</td>
<td>$4.30</td>
</tr>
<tr>
<td>Selective Call Acceptance</td>
<td>$3.50</td>
</tr>
<tr>
<td>Select Call Forward</td>
<td>$3.80</td>
</tr>
<tr>
<td>Speed Dial 8</td>
<td>$3.50</td>
</tr>
<tr>
<td>Speed Dial 30</td>
<td>$3.55</td>
</tr>
<tr>
<td>Three Way Calling</td>
<td>Free</td>
</tr>
<tr>
<td>Ultra Call Forward</td>
<td>$7.00</td>
</tr>
<tr>
<td>Voice Mail – Basic</td>
<td>Free</td>
</tr>
<tr>
<td>Voice Mail – Family</td>
<td>$10.00</td>
</tr>
<tr>
<td>Voice Mail – Value</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

### New York 2019 Residential Rates

- Unlimited Local, Regional and National Calling and 5 Calling Features: Basic voicemail, Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe and Three-Way Calling
- Additional lines: $25.00

**Directory Listings**

- **Not applicable for fax and computer lines**
- Single Listing Included
- Each Additional Listing: $2.50
- Non-Directory Listed Service: $1.95
- Non-Published Service: $2.50

### Domestic Directory Assistance (per call)

- Local/Interstate Directory Assistance: $1.25
- National Directory Assistance: $1.25
- Reverse Directory Assistance: $1.25
- Directory Assistance Call Completion: $0.35
- Directory Assistance Surcharge: $1.75
- International Directory Assistance: $7.94
- International Calling (7) Varies

### Monthly Residential Service

- Installation (Digital TV, Phone or Internet) $49.49
- Pre-wired Additional Outlet (Max 4) $14.94
- Un-wired Additional Outlet $35.00
- New Jack Installation $35.00
- Custom Installation / Wiring / Repair (Per 30 Minutes) $35.00
- Technician Visit $54.95
- Relocate Outlet $35.00
- Upgrade (Trip Required) $49.95
- Downgrade $5.00
- Additional Converter Box Request $14.95
- Customer Equipment Hook-Up (Fax, DVD, VCR) $14.95
- Home Service – Customer Education $49.95
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- Auto-pay Denial Fee $10.00
- Broadcast TV Surcharge $19.86
- Sports Surcharge $20.28
- Cable Entertainment Networks Surcharge $12.10
- New York Municipal Construction Surcharge $3.49
- Unreturned Equipment Actual Replacement Cost
- Network Access Fee and Maintenance $3.17
Digital TV

Limited Basic $32.50
Signature $99.76

Premium Movie Channels
HBO $21.95
Showtime/The Movie Channel $6.95
Cinemax $11.95
Starz $12.95
HBO/Cinemax $21.95

Premiere Packages
Premiere Total (includes all 4 packs) $22.99
Premiere Sports $12.99
Premiere News & Information $7.99
Premiere Children & Family $7.99
Premiere Movies & Entertainment $12.99

Sports Packages
NFL Red Zone (one-time fee) $59.99
Fox Soccer Plus $16.95
MLB Extra Innings $7.95
NBA League Pass $7.95
NFL Center Ice $7.95

High Definition Package
HD Expanded TV $9.99

On Demand
New Release – HD $5.99
New Release $4.99
Library Movie $2.99
Double Feature $4.99
Adult Programming $9.99
Events $19.99
Titles in Spanish $1.99–$3.99

Subscription On Demand
Eros Now $9.95
Filipino On Demand $7.95
hboGo On Demand $8.95
Too Much for TV On Demand $17.99

TVG DO $4.99

International Programming

Arabic

ART (Aраб Radio & Television) $12.95

Bengali

NTV $14.95
ATN News $7.95
Channel 24 $7.95
Desh $7.95
ATN $7.95
Boishak Bangladesh $7.95
Complete Bengali Pack $19.99

Chinese

CCTV-4 (China Central Television-4) $11.95
CTI Zhang Tian $11.95
CCTV-4 / CTI Zhang Tian $11.95
Filipino

TFC (The Filipino Channel) $11.95
GMA Pinoy TV $12.95
GMA Life TV $9.95
GMA Pinoy TV / TFC $19.95
GMA Pinoy TV / GMA Life TV / TFC $29.95
GMA Pinoy TV / TFC / Filipino On Demand $29.95
GMA Pinoy TV / GMA Life TV / TFC / Filipino On Demand $35.95
Malabuyoc Pack $27.95

French

TVS MONDE $9.95

Greek

ANTENNA Satellite $14.95
Mega Cosmos $11.95
ANTENNA Satellite / Mega Cosmos $25.95
New Greek TV $14.95
Alpha $4.95
4E $4.95
Rik $4.95
Complete Greek Pack $39.99

Italian

RaiITALIA $9.95

Japanese

TV Japan $24.95

Korean

MBC (Muhuha Broadcasting Corporation) $12.95
tvk24 $12.95
MBC / tvk24 $19.95

Pan-Asian

MYX (Music Video Channel) $4.95

Polish

TVN24 $14.95
ITV $14.95

Portuguese

RTP (Radio e Televisao de Portugal) $9.95
TV Global Internacional $19.99
PFC $19.95
PFC / TV Globo $29.95

Punjabi

TV5 $4.95
Channel Punjab $4.95
Punjabi TV $4.95
Complete Punjabi Pack $7.95

Russian

Elite Pack $24.99
Premiere Pack $24.99
RTV $9.95
Channel One Russia $14.95
RTVI (Russian Television Network of America) $15.95

South Asian

Aapka COLORS $14.95
SIBN $12.95
ITV (India TV Gold) $9.95
Sahara Filmy $11.95
SUN TV $16.95
TV Asia $14.95
TV Asia / TV Gold $19.95
TV Asia / TV Gold $24.95
TV Asia / ITV Gold $17.95
Sona Pack (Sony TV, Zee TV, Aapka Colors, ITV Gold, TV Asia) $37.99
Sona Pack Plus (All of Sona Pack + Sahara Filmy, Eros Now) $45.99
Chandi Pack (Zee TV, Aapka Colors, Sony TV) $26.99
Chandi Pack Plus (Zee TV, Eros Now, Aapka Colors, ITV Gold, TV Asia) $32.99

Spanish

MiVision Lite $13.00
MiVision Pack $17.95
MiVision Plus $23.95
El Paqueton $17.50
Mi Cine $5.50
Mi Musica $5.50

Urdu

Firdaus $4.95
Dawn $4.95
APlus $4.95
ATV $4.95
Metro-One $4.95
Complete Urdu Pack $9.95

Equipment

Title 2-Tuner $23.00
Title 4-Tuner $26.00
Title 6-Tuner $40.99
McCa Bridge $3.99
Additional TiVo Preview Converters $33.00
TiVo Wireless Adapter Rental $2.00
DVR Converter $22.00
HD Converter $13.00
Standard Converter $13.00
Cable Card $2.00
Title Mini $13.00

Internet

High-Speed Internet
Downloads up to 5 Mbps / Uploads up to 322 Kbps $54.00
Downloads up to 10 Mbps / Uploads up to 2 Mbps $70.00
Downloads up to 25 Mbps / Uploads up to 4 Kbps $82.00
Downloads up to 50 Mbps / Uploads up to 10 Mbps $99.99
Downloads up to 75 Mbps / 110 Mbps / 155 Mbps Uploads up to 10 Mbps $149.99
Downloads up to 330 Mbps / Uploads up to 20 Mbps $249.99
500 Mbps $89.99
1 Gig $149.99
Home WiFi Service $5.50
Modern Wireless $5.50
1 Gig Modern $5.00
Static IP $19.95
Enhanced Whole Home WiFi $9.95
Additional Whole Home WiFi beacons $0.00

Internet Security
McAfee PC Security
Free
Non Triple Play Bundle Customers $3.95

McAfee Total Protection
Triple Play Bundle Customers $5.95
Non Triple Play Bundle Customers $7.95

Why RCN?
In a word, quality.

1.800.RING.RCN | rcn.com