



Phone

(per month) ⁽¹⁸⁾

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| Unlimited Calling Plan ⁽⁸⁾ | \$50.00 |
| Includes Local, Regional & Long Distance Calling. Includes choice of Calling Features: Basic Voicemail, Caller ID Deluxe, Call Waiting, Call Return, Repeat Dial, Call Waiting ID Deluxe, Call Forward Variable, Speed Dial, 3-Way Calling | |
| Local Calling | \$62.99 |
| Long Distance Calling | \$64.99 |
| Directory Listings (Not applicable to fax and computer lines) | |
| Non-Published Service | \$4.95 |
| Single Listing | included |
| Each Additional Listing | \$3.00 |
| Non-Directory Listed Service | \$3.00 |
| Domestic Directory Assistance (per call) | |
| Local/Intralata Directory Assistance..... | \$1.25* |
| *The first ten directory assistance calls per month are available at no charge. | |
| National Directory Assistance | \$1.25 |
| Reverse Directory Assistance..... | \$1.25 |
| Directory Assistance Call Completion..... | \$0.35 |
| Directory Assistance Surcharge | \$2.75 |
| International Calling ⁽⁹⁾ | Varies |
| Phone Features (per month) | |
| Anonymous Call Rejection | \$3.50 |
| Call Block (\$1.00 Per Use) | \$5.60 |
| Call Forward Busy Line..... | \$3.60 |
| Call Forward Busy Line/Don't Answer..... | \$3.60 |
| Call Forward Don't Answer | \$3.60 |
| Call Forward Variable | \$3.60 |
| Call Return (*69) (\$1.00 Per Use)..... | \$5.40 |
| Call Waiting | \$7.00 |
| Call Waiting ID Deluxe (with Call Waiting and Caller ID)..... | Free |
| Call Waiting Fax Ring..... | Free |
| Caller ID Number Only | \$7.60 |
| Caller ID Blocking | \$5.60 |
| Caller ID Name & number..... | \$8.55 |
| Call Trace..... | \$3.50 Per Use |
| Distinctive Ring 1 | \$4.90 |
| Distinctive Ring 2 | \$7.00 |
| Priority Call | \$4.30 |
| Repeat Call (\$1.00 Per Use)..... | \$4.30 |
| Selective Call Acceptance | \$3.50 |
| Speed Dial 8 | \$3.50 |
| Speed Dial 30..... | \$3.55 |
| Three Way Calling (\$1.00 Per Use) | \$4.90 |
| Ultra Call Forward | \$7.00 |
| Voice Mail - Basic | \$7.00 |
| Voice Mail - Family | \$10.00 |
| Voice Mail - Value | \$7.00 |
| Greeting Only Voicemail..... | \$5.00 |

Installation Fees & Other Charges

(one-time charges, unless otherwise noted)

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|--|--------------------------------------|
| Account Activation Fee..... | \$9.99 |
| Installation (Digital TV, Phone or Internet) ⁽¹⁰⁾ | \$79.95 |
| Unreturned / Damaged Equipment (per piece, per occurrence)..... | Varies by type of equipment |
| Prewired Additional Outlet (After first 4) ⁽¹⁷⁾ | \$14.95 |
| Unwired Additional Outlet ⁽¹⁷⁾ | \$35.00 |
| New Jack Installation ⁽¹⁷⁾ | \$35.00 |
| Technician Visit ⁽¹²⁾ | \$79.95 |
| Custom Installation / Wiring / Repair - Per 30 Minutes ⁽¹⁷⁾ ⁽¹⁷⁾ | \$35.00 |
| Service Protection Plan (Monthly) | \$4.95 |
| Relocate Outlet ⁽¹⁷⁾ | \$35.00 |
| Additional Converter Box Request ⁽¹⁷⁾ | \$14.95 |
| Customer Equipment Hook-Up - (TiVo, DVD, DVR, VCR) ⁽¹⁷⁾ | \$39.95 |
| Connect Closed Caption - Equipment..... | Free |
| Seasonal Plan | up to \$10.00 per month, per service |
| Home Networking - (per 2nd, 3rd and 4th Computer or Device) ⁽⁵⁾ ⁽¹⁷⁾ | \$14.95 |
| Non-Pay Restoral | \$40.00 |
| Returned Check Fee..... | \$30.00 |
| Payment by Phone Convenience Fee (Via Automated Response Unit)..... | \$4.50 |
| Payment by Phone Convenience Fee (Via Representative)..... | \$6.95 |
| Payment by Web Convenience Fee (Via www.rcn.com)..... | \$1.00 |
| Late Fee - Internet Service ⁽¹⁵⁾ | \$10.00 |
| Late Fee - Phone Service ⁽¹⁴⁾ | 1.5% |
| Late Fee - Video Services ⁽¹⁵⁾ | 5.00% |
| Auto-pay Denial Fee | \$25.00 |
| Broadcast TV Surcharge (per month)** | \$18.78 |
| Sports Surcharge (per month)** | \$16.82 |
| Entertainment Networks Surcharge (per month) ** | \$16.35 |
| Network Access and Maintenance Fee (per month) ** | \$5.57 |
| Voice Subscriber Line Charge (per line, per month)..... | \$8.54 |
| Change Long Distance Carrier | \$5.00 |
| Change Directory Listing | \$5.00 |
| Change Phone Number | \$20.00 |
| Equipment Pickup Fee ⁽¹⁷⁾ | \$14.95 |
| Bill Copy Request Fee..... | \$5.00 |

- (1) RCN (Limited Basic and/or Signature) TV service needed to access other levels of service. Equipment such as Converter box, Cable Card or Streaming Device required. Prices noted do not include monthly price for equipment unless otherwise noted. Prices do not include monthly surcharges, taxes, or fees. Availability of certain On Demand content may depend on subscription to the tier/service that includes the underlying linear channel.
- (2) Must subscribe to Premiere Total or Premiere Sports tier to purchase NFL RedZone
- (3) To receive HD features and benefits, an HD television, HD-capable device and other equipment may be required. An HD-capable TV set with component, HDMI or DVI inputs that supports up to 1080i and meets RCN specifications for DVR service required. Advertised channels/stations may provide some non-HD programming. HD programming is limited to the programming provided to RCN in HD format by the content provider.
- (4) Modem rental is only required if subscriber does not provide and use own modem.
- (5) Home networking service available for up to 4 computers and/or other computer related devices, such as gaming consoles and printers. RCN certified home networking device required. Each standard home networking installation must be within 150 feet of the RCN certified Home Networking Device and includes installation of modem/router, software, PC cards or USB adapters, computer set-up and file sharing.
- (6) Includes 1 base eero and 1 beacon eero. Each additional eero device is available for an additional monthly fee. eero Secure+ requires subscription to whole home WiFi powered by eero.
- (7) All RCN TiVo services/products require RCN Internet service. Availability of third-party content subject to change and certain fees may apply. TiVo boxes must be broadband connected to perform multi-room viewing. Not all programs may be transferred using the multi-room viewing feature due to the use of copy protection mechanisms under the FCC's encoding rules (47 C.F.R. 76.1904). TiVo and the TiVo logo are trademarks or registered trademarks of TiVo Inc. and its subsidiaries worldwide. All other marks are property of their respective owners.
- (8) Unlimited long distance includes direct dialed calls to the Continental U.S., Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. Calls to international countries will be on a per minute basis. Other restrictions may apply.
- (9) Please visit www.rcn.com for country-specific usage rates.
- (10) Additional fees may apply for unwired installation. Unwired installation refers to installs up to 125 feet from existing RCN plant, primary outlet only; does not include wall fishing.
- (11) Custom work includes but is not limited to: wall fishing; extensive drop ceiling work; basement, crawl-space, attic work; removal or replacement of fixtures; relocation of drops; installation of customer owned equipment such as home theaters, DVR and High Definition TV equipment.
- (12) After initial installation, additional fees may apply for technician visits to the home and may be in addition to other one-time charges. This fee applies for technician visit to evaluate, repair, transfer, reconnect, and/or upgrade existing services, in-home education and missed appointments (customer not home).
- (13) 4K compatible TV, equipment and an internet connection are required to receive content in 4K.
- (14) Late fee applies to phone only accounts.
- (15) Late fee is applied on services with a past due balance.
- (16) **Internet download speeds may vary and are not guaranteed.** Observed speeds may vary based on device, connection and other factors outside of RCN's control. Certain equipment may be required to receive Gigabit speeds - with speeds up to 940 Mbps and may vary due to conditions outside of network control, including customer location. All speeds not available in all areas.
- (17) This charge is in addition to the Installation or Technician Visit charge.
- (18) A 2% Regulatory Recovery Fee will apply to telephone services. This fee is assessed to recover the cost of complying with certain federal impositions related to voice service. It is a monthly charge to defray a portion of the fees paid to support government programs such as Telecommunications Relay Service and Local Number Portability, along with other charges assessed by the FCC, and additional indirect costs associated with administering and complying with government programs. This charge is not a customer tax or fee assessed by a government agency. It is a surcharge RCN assesses and retains.

**** A Broadcast TV Surcharge is applicable to all RCN accounts subscribing to Limited Basic TV Tier and higher. A Sports Surcharge is applicable to all RCN accounts subscribing to Signature TV Tier and/or Premiere Tier and/or Sports Packages/Tiers. An Entertainment Networks Surcharge is applicable to all RCN accounts subscribing to Signature TV Tier and/or Premiere Tier and/or Premiere Movies and Entertainment Tier and/or Premiere News and Information Tier and/or Premiere Children and Family Tier. A Network Access and Maintenance Fee is applicable to all RCN accounts subscribing to Internet service. These fees and surcharges are not government mandated taxes or fees imposed by the government. They are fees that RCN assesses and retains. For more information visit www.rcn.com/ratefaq.**

*Rates effective August 10, 2021. Some restrictions may apply. All RCN prices listed are monthly, recurring charges unless otherwise indicated, excluding one-time fees such as installation, administrative, On DEMAND and/or Pay-Per-View charges. Unless otherwise noted, the listed taxes, surcharges, and fees are neither government mandated nor a tax, surcharge, and/or fee imposed on you by the government. They are either a fee and/or surcharge RCN assesses and retains. Not all channels and features are available in all areas; check for availability in your area. Any additional services, such as equipment, premium channels and other tiers of service are subject to an additional charge and subject to change. Additional charges apply for taxes, fees, surcharges, equipment, activation and installation that are not included as part of the package and are subject to increases. Advertised maximum download speeds may vary and are not guaranteed. Services and pricing are subject to change. Services are subject to terms and conditions of RCN's subscriber agreements, online policies, and other applicable terms and conditions. Programming, channel location and packaging subject to change. All sales subject to credit check and may require pre-payment of service or a deposit. Leased equipment must be returned to RCN if service is canceled. See our online disclosure at rcn.com for information about services offered in your area. The names, images, and logos of featured programs are the property of their respective owners. ©2021 RCN Telecom Services of Massachusetts, LLC. All rights reserved.



Boston Residential Rates 2021

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TV Services⁽¹⁾

(per month)

| | |
|---|----------|
| Limited Basic [^] | \$21.18 |
| [^] Subscription to Limited Basic is required to access other levels of TV services, tiers and packages. | |
| Signature [†] | \$110.04 |
| [†] Signature pricing includes the cost of Limited Basic. | |

Premium Movie Channels

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| HBO (not available for new sale) | \$23.95 |
| Showtime/The Movie Channel | \$18.95 |
| Cinemax | \$14.95 |
| Starz | \$13.95 |
| HBO Max | \$14.99 |
| Includes HBO Channels, HBO On Demand and HBO Max app | |

Premiere Packages

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|---|---------|
| Premiere Total (Includes all 4 packs) | \$32.99 |
| Premiere Sports | \$22.99 |
| Premiere News & Information | \$17.99 |
| Premiere Children & Family | \$17.99 |
| Premiere Movies & Entertainment | \$21.99 |

Sports Packages

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|-----------------------------------|---------|
| NFL Red Zone ⁽²⁾ | \$65.99 |
| Fox Soccer Plus | \$14.95 |
| MLB Extra Innings | Varies |
| NBA League Pass | Varies |
| NHL Center Ice | Varies |

High Definition Package⁽³⁾

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|------------------------|--------|
| HD Expanded Tier | \$9.99 |
|------------------------|--------|

On Demand (per rental)

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|-------------------------|---------------|
| New Release - HD | \$5.99 and up |
| New Release | \$4.99 and up |
| Library Movie | \$2.99 and up |
| Adult Programming | Varies |
| Events | Varies |
| Titles in Spanish | Varies |

Subscription On Demand

| | |
|------------------------------------|---------|
| Eros Now On Demand | \$9.95 |
| Filipino On Demand | \$9.95 |
| here! On Demand | \$8.95 |
| Too Much for TV On Demand | \$17.99 |
| DOG TV | \$4.99 |
| The Jewish Channel On Demand | \$6.50 |
| Music Choice Karaoke | \$6.99 |
| Music Choice Relax | \$5.99 |



International Programming

(per month)

Arabic

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|-------------------------------------|---------|
| ART (Arab Radio & Television) | \$12.95 |
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Chinese

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|----------------------|---------|
| CCTV-4 | \$9.95 |
| CTI Zhong Tian | \$11.95 |

Filipino

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|---|---------|
| 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 |

French

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|-----------------|--------|
| TV5 MONDE | \$9.95 |
|-----------------|--------|

Greek

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|--|---------|
| ANT1 - ANTENNA Satellite .. | \$14.95 |
| Mega Cosmos | \$11.95 |
| ANT1 - ANTENNA Satellite / MEGA Cosmos | \$25.95 |

Italian

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|---------------------------|---------|
| Sky TG24 | \$2.95 |
| RAITALIA | \$9.95 |
| RAITALIA / Sky TG24 | \$11.95 |

Japanese

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| TV Japan | \$24.95 |
|----------------|---------|

Korean

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| tkv24 | \$12.95 |
| MBC (Munhwa Broadcasting Corporation) | \$12.95 |
| MBC/tkv24 | \$19.95 |

Polish

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|------------------|---------|
| TVN24 | \$9.95 |
| ITVN | \$14.95 |
| TVN24/ITVN | \$19.95 |

Portuguese

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| RTPi (Radio e Televisao de Portugal) ... | \$6.95 |
| TV Globo Internacional | \$19.99 |
| PFC | \$19.95 |
| TV Record Internacional | \$29.95 |

Russian

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|---|---------|
| Channel One Russia | \$9.95 |
| RTN (Russian Television Network of America) | \$15.95 |
| NTV America | \$15.95 |
| Channel One Russia / NTV America / RTN | \$28.95 |

South Asian

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|--|---------|
| ITV Gold | \$9.95 |
| Aapka Colors | \$14.95 |
| TV Asia | \$14.95 |
| Zee TV | \$14.95 |
| ITV Gold / TV Asia | \$17.95 |
| ITV Gold / Zee TV / Aapka Colors | \$19.95 |
| Zee TV / TV Asia / Aapka Colors | \$24.95 |

Spanish

| | |
|---------------------|---------|
| MiVisión Lite | \$13.00 |
| MiVisión Plus | \$23.95 |
| El Paquetón | \$17.50 |



Internet⁽¹⁶⁾

(per month / each)

High-Speed Internet

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|---|----------|
| Downloads up to 25 Mbps / Uploads up to 4 Mbps | \$83.99 |
| Downloads up to 50 Mbps / Uploads up to 10 Mbps | \$89.99 |
| Downloads up to 75 Mbps / Uploads up to 10 Mbps | \$89.99 |
| Downloads up to 100 Mbps / Uploads up to 15 Mbps | \$103.99 |
| Downloads up to 110 Mbps / Uploads up to 15 Mbps | \$113.99 |
| Downloads up to 155 Mbps / Uploads up to 15 Mbps | \$133.99 |
| Downloads up to 250 Mbps / Uploads up to 15 Mbps | \$138.99 |
| Downloads up to 330 Mbps / Uploads up to 20 Mbps | \$143.99 |
| Downloads up to 500 Mbps / Uploads up to 20 Mbps | \$148.99 |
| Downloads up to 940 Mbps (1 GIG) / Uploads up to 20 Mbps | \$153.99 |
| Modem Rental ⁽⁴⁾ | \$13.95 |
| Pro-Gaming Router Rental | \$12.95 |
| Wireless Router Rental ⁽⁵⁾ | \$13.95 |
| Home Networking ⁽⁵⁾ | \$13.95 |
| Enhanced Whole Home WiFi ⁽⁶⁾ | \$9.95 |
| Additional Whole Home WiFi beacon / device ⁽⁶⁾ | \$5.00 |
| eero Secure+ ⁽⁶⁾ | \$9.99 |

Internet Security

McAfee PC Security

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|--|--------|
| Non Triple Play Bundle Customers | \$3.95 |
|--|--------|

McAfee Total Protection

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|--|--------|
| Triple Play Bundle Customers | \$5.95 |
| Non Triple Play Bundle Customers | \$7.95 |



Equipment⁽⁷⁾

(per month / each)

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| Additional TiVo Mini / eBox Outlets | \$21.95 |
| TiVo Whole Home - 6 tuner DVR (includes one primary and one secondary converter) | \$74.40 |
| TiVo Whole Home - 4 tuner DVR (includes one primary and one secondary converter) | \$65.94 |
| TiVo - 6 tuner stand alone DVR | \$52.45 |
| TiVo - 4 tuner stand alone DVR | \$43.99 |
| TiVo - 2 tuner stand alone DVR | \$33.95 |
| DVR Converter | \$19.95 |
| HD/DVR Converter | \$29.45 |
| HD Converter | \$25.95 |
| SD Converter | \$20.45 |
| Cable Card | \$10.00 |
| TiVo Wireless Adapter Rental | \$2.00 |
| TiVo Stream 4K Device ⁽¹³⁾ | \$5.95 |
| Streaming (IPTV) Device | \$30.00 |
| Sonos Beam | \$14.99 |
| Sonos One | \$7.99 |
| Enhanced Cloud DVR tier (250 hours) | \$11.99 |



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