

## Phone (per month)

Unlimited Calling Plan <sup>(8)</sup>	\$43.99
Includes Local, Regional & Long Distance Calling and Calling Features: Basic Voicemail, Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe and Three-Way Calling	
Additional Lines	\$22.00
Global Saver 250 Minutes	\$9.95
Global Saver 500 Minutes	\$19.95

### Directory Listings

(Not applicable to fax and computer lines)

Single Listing	Included
Each Additional Listing	\$2.50
Non-Directory Listed Service	\$1.50
Non-Published Service	\$2.50

### Directory Assistance (per call)

Local / Intralata Directory Assistance	\$1.25
National Directory Assistance	\$1.25
Reverse Directory Assistance	\$1.25
Directory Assistance Call Completion	\$0.50
Directory Assistance Surcharge	\$1.75
International Calling <sup>(9)</sup>	Varies

### Phone Features (per month)

Anonymous Call Rejection	\$3.50
Call Block (\$1.00 Per Use)	\$5.60
Call Forwarding Busy Line	\$3.60
Call Forwarding Busy Line / Don't Answer	\$3.60
Call Forwarding 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 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	Free
Phone Modem Rental	\$8.00

## Installation Fees & Other Charges (one-time charges, unless otherwise noted)

Account Activation Fee	\$9.99	Returned Check Fee	Up to \$30.00
Installation (Digital TV, Phone or Internet) <sup>(10)</sup>	\$49.95	Payment by Phone Convenience Fee (Via Automated Response Unit)	\$4.50
Unreturned / Damaged Equipment (per piece, per occurrence)	Varies by type of equipment	Payment by Phone Convenience Fee (Via Representative)	\$6.95
Prewired Additional Outlet (After first 4)	\$14.95	Payment by Web Convenience Fee (Via www.rcn.com)	\$1.00
Unwired Additional Outlet	\$35.00	Auto-pay Denial Fee	\$25.00
New Jack Installation	\$35.00	Late Fee - Internet Services <sup>(15)</sup>	\$10.00
Technician Visit <sup>(12)</sup>	\$54.95	Late Fee - Video & Phone Services <sup>(14) (15)</sup>	1.50%
Custom Installation / Wiring / Repair - Per 30 Minutes <sup>(11)</sup>	\$35.00	Broadcast TV Surcharge (per month)	\$18.78
Service Protection Plan (Monthly)	\$4.95	Sports Surcharge (per month)	\$19.22
Relocate Outlet	\$35.00	Entertainment Networks Surcharge (per month)	\$16.35
Upgrade (Trip Required)	\$49.95	Network Access and Maintenance Fee (per month)	\$5.57
Additional Converter Box Request	\$14.95	Municipal Construction Surcharge (per month)	\$4.49
Customer Equipment Hook-Up - (TiVo, DVD, DVR, VCR)	\$14.95	Name Change	\$12.95
Home Service - Customer Education	\$54.95	Voice Subscriber Line Charge (per line, per month)	up to \$10.50
Connect Closed Caption - Equipment	Free	Change LD Carrier	\$5.00
Seasonal Plan	up to \$10.00 per month, per service	Change Directory Listing	\$5.00
Transfer of Service	Free	Change Phone Number	\$20.00
Static IP Activation	\$25.00	Not Home Fee	\$54.95
Home Networking - (per 2nd, 3rd and 4th Computer or Device) <sup>(5)</sup>	\$14.95	Equipment Pickup Fee	\$14.95
Non-Pay Restoral	\$40.00	Western Union Fee	\$2.95
		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](http://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, crawlspace, 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.

(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 of the 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. Certain equipment may be required to receive Gigabit 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.

**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. For more information visit [www.rcn.com/ratefaq](http://www.rcn.com/ratefaq).**

\*Rates effective January, 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](http://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 Chicago LLC. All rights reserved.

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# Chicago 2021 Residential Rates



## TV Services<sup>(1)</sup> (per month)

Limited Basic .....	\$49.50
Signature .....	\$134.95

### Premium Movie Channels

HBO (not available for new sale) .....	\$23.00
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

Premiere Total (Includes all 4 packs) .....	\$33.00
Premiere Sports .....	\$21.99
Premiere News & Information .....	\$14.99
Premiere Children & Family .....	\$14.99
Premiere Movies & Entertainment .....	\$19.99

### Sports Packages

NFL Red Zone <sup>(2)</sup> .....	\$62.99
MLB Extra Innings .....	Varies
NBA League Pass .....	Varies
NHL Center Ice .....	Varies

### High Definition Package<sup>(3)</sup>

HD Expanded Tier .....	\$12.99
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### On Demand (per rental)

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.....	\$7.95
here! On Demand.....	\$8.95
Too Much for TV On Demand .....	\$17.99
DOG TV .....	\$4.99
Music Choice Karaoke .....	\$6.99
Music Choice Relax .....	\$5.99

## International Programming<sup>(16)</sup> (per month)

### Arabic

ART (Arab Radio & Television) .....	\$12.95
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### Chinese

CCTV-4 .....	\$9.95
CTI Zhong 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

### French

TV5 MONDE .....	\$9.95
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### Greek

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

### Italian

Sky TG24 .....	\$2.95
RAITALIA .....	\$9.95

### Japanese

TV Japan .....	\$24.95
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### Korean

MBC (Munhwa Broadcasting Corporation) .....	\$12.95
tvk24 .....	\$12.95
MBC / tvk24 .....	\$19.95

### Pan-Asian

MYX (Music Video Channel) .....	\$4.95
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### Polish

TVN24 .....	\$9.95
ITVN .....	\$14.95
ITVN / TVN24 .....	\$19.95

### Portuguese

RTPi (Radio e Televisao de Portugal) .....	\$9.95
TV Globo Internacional .....	\$19.99
PFC .....	\$19.95
PFC / TV Globo Internacional .....	\$29.95

### Russian

RTVI .....	\$9.95
Channel One Russia .....	\$14.95
RTN (Russian Television Network of America) .....	\$15.95
NTV America .....	\$15.95
RTVI / Channel One Russia / RTN / NTV America .....	\$28.95

### South Asian

SONY (SET Asia) .....	\$9.95
ITV Gold .....	\$9.95
Aapka Colors .....	\$14.95
TV Asia.....	\$14.95
Zee TV .....	\$14.95
ITV Gold / Zee TV.....	\$19.95
Zee TV / TV Asia .....	\$24.95

### Spanish

MiVisión Lite .....	\$13.00
MiVisión Plus .....	\$23.95

## Internet<sup>(16)</sup> (per month / each)

### High-Speed Internet

Downloads up to 10 Mbps / Uploads up to 2 Mbps .....	\$65.99
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Downloads up to 25 Mbps / Uploads up to 4 Mbps .....	\$91.99
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Downloads up to 50 Mbps / Uploads up to 10 Mbps .....	\$105.99
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Downloads up to 110 Mbps / Uploads up to 15 Mbps .....	\$118.99
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Downloads up to 155 Mbps / Uploads up to 15 Mbps .....	\$135.99
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Downloads up to 250 Mbps / Uploads up to 15 Mbps .....	\$139.99
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Downloads up to 330 Mbps / Uploads up to 20 Mbps .....	\$143.99
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Downloads up to 500 Mbps / Uploads up to 20 Mbps .....	\$148.99
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Downloads up to 940 Mbps (GIG) / Uploads up to 20 Mbps .....	\$153.99
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Modem Rental <sup>(4)</sup> .....	\$15.00
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Wireless Router Rental <sup>(5)</sup> .....	\$10.95
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Static IP .....	\$9.95
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Home Networking <sup>(5)</sup> .....	\$10.95
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Enhanced Whole Home WiFi <sup>(6)</sup> .....	\$9.95
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Additional Whole Home WiFi beacons <sup>(6)</sup> .....	\$5.00
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eero Secure+ <sup>(6)</sup> .....	\$9.99
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### Internet Security

#### McAfee PC Security

Non Triple Play Bundle Customers .....	\$3.95
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#### McAfee Total Protection

Triple Play Bundle Customers .....	\$5.95
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Non Triple Play Bundle Customers .....	\$7.95
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## Equipment<sup>(7)</sup> (per month / each)

Additional TiVo Mini / eBox Outlets .....	\$16.95
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TiVo Whole Home - 6 tuner DVR .....	\$46.95
(includes one primary and one secondary converter)	

TiVo Whole Home - 4 tuner DVR .....	\$36.95
(includes one primary and one secondary converter)	

TiVo - 6 tuner stand alone DVR .....	\$46.95
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TiVo - 4 tuner stand alone DVR .....	\$31.95
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TiVo - 2 tuner stand alone DVR .....	\$22.95
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DVR Converter .....	\$26.95
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HD/DVR Converter .....	\$19.95
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HD Converter .....	\$19.95
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SD Converter .....	\$15.95
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Cable Card .....	\$3.00
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TiVo Wireless Adapter Rental .....	\$2.00
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TiVo Ethernet Bridge .....	\$2.99
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TiVo Stream 4K Device <sup>(13)</sup> .....	\$5.95
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Streaming (IPTV) Device .....	\$30.00
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Sonos Beam .....	\$14.99
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Sonos One .....	\$7.99
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