

## Local Office Information

### Address

**593 3rd Ave** ((near 39th St, next door to TD Bank)  
**Manhattan, NY 10016**

**Entrance is on 3rd Ave.**

### **IMPORTANT MESSAGE:**

This office is located on the ground floor and is handicapped accessible.

There is **no parking** near the office.

Monday - Friday - 8:00am - 6:00pm

Saturday - 9:00am - 1:00pm

Sunday - Closed

**33-16 Woodside Ave**  
**Long Island City, NY 11101**

There is **no parking** near the office.

### **Subway Station**

**Northern Blvd** (1 block from RCN office) The M and R trains stop at Northern Blvd

Monday - Friday: 8AM - 6PM

Saturday: Closed

Sunday: Closed

## Office Functions:

<b>Accept Payments</b>	<b>YES</b>
-Cash	<b>YES</b>
-Check	<b>YES</b>
-Credit Card	<b>YES</b>
-Money Orders	<b>YES</b>
<b>Walk-in Service</b>	<b>YES</b>
<b>Drop Off Equipment/ Returns in person</b>	<b>YES</b>
<b>After Hours Payment / Equipment Drop Box</b>	<b>NO</b>

<p><b>Cable Equipment Swaps</b></p> <p><b>Proof of identification or CPNI information required!</b></p>	<table border="1"> <tr><td>Digital Box</td><td>YES</td></tr> <tr><td>HD Box</td><td>YES</td></tr> <tr><td>DVR Box (HD Capable)</td><td>YES*</td></tr> <tr><td>TiVo 2 Tuner</td><td>YES*</td></tr> <tr><td>TiVo Wireless Adapter</td><td>YES</td></tr> <tr><td>TiVo 6 Tuner (MoCA)</td><td>NO‡</td></tr> <tr><td>TiVo 4 Tuner (MoCA)</td><td>NO‡</td></tr> <tr><td>TiVo Single Tuner (MoCA)</td><td>NO‡</td></tr> <tr><td>TiVo Mini</td><td>NO‡</td></tr> <tr><td>MoCA Bridge (ECB)</td><td>NO‡</td></tr> <tr><td>TiVo Stream</td><td>YES</td></tr> <tr><td>CableCARD</td><td>YES</td></tr> <tr><td>Remote Control</td><td>YES</td></tr> </table> <p><b>*Even Swaps ONLY - 2 Tuner for 2 Tuner, DVR for DVR</b></p> <p><b>‡Tech needed to install</b></p>	Digital Box	YES	HD Box	YES	DVR Box (HD Capable)	YES*	TiVo 2 Tuner	YES*	TiVo Wireless Adapter	YES	TiVo 6 Tuner (MoCA)	NO‡	TiVo 4 Tuner (MoCA)	NO‡	TiVo Single Tuner (MoCA)	NO‡	TiVo Mini	NO‡	MoCA Bridge (ECB)	NO‡	TiVo Stream	YES	CableCARD	YES	Remote Control	YES
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<p><b>Data/Phone Equipment Swaps</b></p> <p><b>Proof of identification or CPNI information required!</b></p>	<p><b>Existing Data customers only!</b></p> <table border="1"> <thead> <tr> <th>Existing Equipment:</th> <th>Can be Swapped for:</th> </tr> </thead> <tbody> <tr><td>DOCSIS 2.0 Modem</td><td>DOCSIS 2.0 Modem</td></tr> <tr><td>DOCSIS 2.0 Modem</td><td>DOCSIS 3.0 Modem</td></tr> <tr><td>DOCSIS 3.0 Modem</td><td>DOCSIS 3.0 Modem</td></tr> <tr><td>3-in-1 Modem/Router/MoCA</td><td>NO‡</td></tr> <tr><td>1 Gig Modem</td><td>NO‡</td></tr> <tr><td>1 Gig 4-in-1 Modem/Router/MoCA/Phone</td><td>NO‡</td></tr> <tr><td>DOCSIS 2.0 E-MTA (Modem + Phone)</td><td>DOCSIS 3.0 E-MTA</td></tr> <tr><td>DOCSIS 3.0 E-MTA (Modem + Phone)</td><td>DOCSIS 3.0 E-MTA</td></tr> <tr><td>Older Routers</td><td>Newer WiFi Router</td></tr> <tr><td>WiFi Router</td><td>WiFi Router</td></tr> </tbody> </table> <p><b>‡Tech needed to install</b></p>	Existing Equipment:	Can be Swapped for:	DOCSIS 2.0 Modem	DOCSIS 2.0 Modem	DOCSIS 2.0 Modem	DOCSIS 3.0 Modem	DOCSIS 3.0 Modem	DOCSIS 3.0 Modem	3-in-1 Modem/Router/MoCA	NO‡	1 Gig Modem	NO‡	1 Gig 4-in-1 Modem/Router/MoCA/Phone	NO‡	DOCSIS 2.0 E-MTA (Modem + Phone)	DOCSIS 3.0 E-MTA	DOCSIS 3.0 E-MTA (Modem + Phone)	DOCSIS 3.0 E-MTA	Older Routers	Newer WiFi Router	WiFi Router	WiFi Router				
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**Customer Additional Equipment Pick-Up**

**Proof of identification or CPNI information required!**

**Existing customers only!**

Digital Box	YES
HD Box	YES
DVR Box (HD Capable)	YES
TiVo 2 Tuner	NO*
TiVo Wireless Adapter	YES
TiVo 6 Tuner (MoCA)	NO‡
TiVo Quad Tuner (MoCA)	NO‡
TiVo Single Tuner (MoCA)	NO‡
TiVo Mini	NO‡
MoCA Bridge (ECB)	NO‡
TiVo Stream	YES
CableCARD	YES
Remote Control	YES
Additional Remotes (\$15 fee)	YES
Cable Modem	YES
HLAN/Routers	YES
3-in-1 Modem/Router/MoCA	NO‡
1 Gig Modem	NO‡
1 Gig 4-in-1 Modem/Router/MoCA/Phone	NO‡
E-MTA (Modem + Phone)	NO‡

**\*Swaps ONLY - 2 Tuner for 2 Tuner**

**‡Tech needed to install.**