Welcome to RCN Business.
RCN is good business.

Thank you for choosing RCN Business, and welcome to the beginning of a strong, professional relationship. In today’s business climate, it’s important to have technology you can rely on—technology that keeps pushing your company forward. We’re proud to provide a Data, Voice and Video solution for your business.

With RCN Business you can not only expect quality products and services, but a commitment to providing the best customer service and dedicated attention. We focus on providing cutting-edge services that drive today’s businesses, all tailored and supported to fit your specific needs.

Our promise to you is simple: you can always count on us for friendly, knowledgeable service. It’s what you expect, and it’s what you deserve.

And don’t forget, you can also get one month FREE simply by making a referral to RCN Business. Your referrals get outstanding RCN service and support, and you get a free month of service credited to your RCN bill.

Visit http://rcn.com/business/customer-center/ to register online for access to your account, online bill pay and more.

Welcome to RCN Business.
### Overview

By partnering with RCN Business, you now have access to great services and dedicated care. RCN gives you the tools you need to help your business move forward.

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Account Summary

1. **Service Address**: Where RCN currently provides your services. This address may be different than your billing address.

2. **Statement Date**: Date your bill was generated. Any transactions on or after this date will appear on your next bill.

3. **Contact Us**: RCN contact information.

4. **Account Summary**: Overview of your past charges, payments, and current amount due.

5. **Message Area**: Important information about your services, or information on exciting offers that may interest you.

6. **Billing Address**: Where we will mail your bill each month if you have paper billing. Detach this section of your statement and include it with your payment.

Account Detail

This page of your bill provides all the details about your current charges.

1. **RCN Services**: Shows detailed information about any monthly services.

2. **Taxes & Fees**: Outlines any taxes or fees that are applicable to your service charges.

3. **Phone Activity**: If you have phone calls with associated charges, this page will list those charges. For customers who subscribe to detailed billing, this page also shows all usage, whether or not there were any charges during the month.
Set Up E-bill Payments Through Your Online Account

You can pay your bill online quickly and conveniently with the RCN Customer Center at rcn.com/business.

Save time, have peace of mind, and avoid late fees simply by signing up for our AutoPay service. Each month, we will automatically charge your credit or checking account for the balance due on your bill.

Paperless Billing (E-Billing)

Go Green with Paperless Billing! It will be less hassle and clutter in your mailbox. Be environmentally friendly by viewing and paying your bill online.

To sign up for one or both online services, visit rcn.com/business.

What can you do with a Customer Center account?

1. Pay your bill online and view your current and past statements.
2. Set up your account to have your RCN Business bill automatically paid each month using an electronic transfer from your credit card or checking account.

Registering your account online

1. Please refer to your paper bill from RCN. Then go online to rcn.com/business/customer-center and click on “Visit the Customer Center.”
2. Once you arrive at the main Customer Center page, click on the “Register Now” link on the right-hand side. This will take you to the registration form.
3. Complete the registration form as it appears on the printed version of your latest statement, including your RCN case sensitive account number and your business name.
4. After clicking the “Submit” button, your account password will be emailed to you and the registration process is complete.
5. To use the service, return to the main Customer Center page, enter the user name you supplied on the registration form and the password you received by email, then click “Login to the Customer Center” to log on to the service and start paying your bill online.

Paying Your Bill

Using the Interactive Voice Response (IVR) system

Call 877.RCN.7000 (877.726.7000) to connect to our IVR system and let the recorded voice walk you through menu options, including language selection.

1. Press “1” for “Account Balance and Payment Information.”
2. The recorded voice will prompt you to enter your 13-digit RCN account number or your phone number.
3. Press “2” for “Make Payment.”
4. You’ll be prompted to use Direct Bank debit (ACH)*. Just punch in all the numbers and you’re done.

*A processing fee may apply for payments made through the IVR System.

Authorizing user access & account security

RCN is committed to maintaining your account security and integrity. We will only allow the account holder and authorized user to discuss confidential account information and/or make changes to this account. To further ensure the security of your account, we will mail you a unique PIN. Once you receive it, go to https://swww.rcn.com/secureaccount, enter your PIN and create a username and password. It only takes a few minutes.

Under Customer Proprietary Network Information (CPNI) rules by the Federal Communications Commission (FCC), RCN will no longer be able to provide certain information regarding your telephone services to you online or when you call us, unless you have established a password for your account. With these security measures, we meet or exceed the CPNI guidelines as laid out by the FCC. For more information on CPNI guidelines, please visit our FAQ’s.

Paying your bill in person

Convenient payment locations are available for quick and easy bill payment. Please refer to the last page of this guide for the closest location or visit rcn.com/help to find additional locations.
Keep your customers and employees entertained and informed. RCN Business offers a vast selection of programming.

RCN Business Remote

- **A, B, C, D**: Use these to easily navigate through the interactive guide.
- **Menu**: Access the main Digital TV menu, select shows to watch, control your security settings and more.
- **Guide**: Browse the program guide to find your favorite shows and jump quickly to your selection.
- **Info**: View plot summaries and other program information to help you choose what you want to watch.
Troubleshooting Remote Control Problems

1. Confirm your batteries are correctly placed.
2. Verify batteries are charged.
3. If the remote still doesn’t work, please contact us at 877.RCN.7000 (877.726.7000).

For additional information on other RCN remote controls and troubleshooting tips, go to rcn.com/help.

Using Block Programming Control

On Digital Converters (DCT700, DCT2224, DCT2500, DCT5100, DCT6200, DCH70, DCH3200):

1. Press the “MENU” button on your RCN remote control two times to get to the MAIN MENU of the interactive guide on your TV screen.
2. Using the directional keypad, scroll to locate Parental Controls and press “OK.”
3. A window will be displayed indicating you need to set up your PIN to control the locks. Enter a four digit number that you can remember for later use and then Press “A” on your remote.

   Should you ever need the PIN and do not remember it, please contact your Customer Service Representative at 877.RCN.7000 (877.726.7000).

4. The Parental Control screen will now show. You can set your locks by Program Title, TV Rating, Movie Rating, or even a specific channel. This page also has an area which you can make sure that Hide Adult Programming titles in the on-screen lineup will just show as Adult Programming, and not the specific title.

You need to turn locking ON otherwise the settings will not work:

1. Use the Up or Down arrow buttons to choose the Locking Option.
2. Use the Right arrow to access the Setting Column.
3. Use the Up or Down arrow to choose the Option.
5. Off/Relock.
6. On.
7. Choose On to activate the Parental Controls.
8. Press “SELECT” to turn on Locking.

On All Other Digital Converters:

1. Press the “MENU” button on your RCN remote control two times to get to the MAIN MENU of the interactive guide on your TV screen.
2. From the MAIN MENU using the directional keypad arrow to Parental Control and press “OK.”
3. Using the directional keypad, arrow to LOCKING STATUS and press “OK.”
4. Arrow to ON and press “OK.”
5. A small window will be displayed noting you need to enter a PIN. Press “A” on your remote control. Once entered it will require you to enter it again to ensure the PIN is correct.

   Should you ever need the PIN and do not remember it, please contact your Customer Service Representative at 877.RCN.7000 (877.726.7000).

6. Once a PIN is created, the Locking Status must be turned on for the Parental Control feature to work properly. Scroll to Locking Status under the Parental Control area and Select “On.” All Parental Control locks set will turn on now.
7. You can set your locks by Program Title, TV Rating, Movie Rating, or even a specific channel. This page also has an area which you can make sure that Hide Adult Programming titles in the on-screen lineup will just show as Adult Programming, and not the specific title.
The RCN Business fiber-rich network delivers a reliable and secure internet experience. RCN offers Internet packages for your business.

RCN Business Email

Email Setup

Subscribing to RCN Business Internet, you are entitled to one (1) primary and three (3) additional User ID’s at no additional charge — Total of four (4). New email addresses should work Immediately after creation.

User ID and Password Rules:

User IDs must conform to the following standards:

- The User ID must be from 3 to 32 alpha-numeric characters in length.
- The User ID must begin with a letter (cannot contain special characters IE. #$%^&).
- Periods ( . ) and hyphens ( - ) ARE allowed.
- Underscores ( _ ) are NOT allowed.

Passwords must conform to the following standards:

- Password should be between 6-8 characters in length.
- Password has to begin with a letter or a number. (cannot start with a special character IE. #$%^&).
- Password can contain any printable character found on the keyboard.

Webmail

1. Visit rcn.com/business/customer-center and select the “Check Your Email” icon.
2. Enter your login ID and password for your RCN Business account to gain instant access to your email.
3. Store up to 5 GB of email within your account.
4. Read and send emails when you are away from the office.
Windows Email Configuration

1. Open Windows Live Mail. Click on the “Add an e-mail account” button, or go to “Tools” then “Accounts” and hit the “Add” button. Now choose “E-mail Account.”
2. Enter your email address, your password and display name. Select Remember password checkbox. Hit Next.
3. Select “POP3” from the My Incoming Mail pull-down menu.
5. Enter your login ID. RCN uses everything before the @rcn.com in your email address. If your email address is “kitty@rcn.com” your logon ID is “kitty.”
7. The Windows Live Mail setup process is now complete. You have a choice of setting the new account as the default by checking the box.

Mac Email Configuration

1. Open Mail. Click Mail, then Preferences.
2. Click Account.
3. Click the + in the bottom left hand corner.
4. Fill in the following fields then click Continue:
   • Account Type: POP
   • Account Description: RCN Email
   • Full Name: Customer Name
   • Email Address: RCN Email Address
5. Fill in the following fields then click Continue:
   • Incoming Mail Server: pop.rcn.com
   • User Name: RCN Username (everything before the @ in your email address)
   • Password: Email Password
6. Mail will now test the incoming mail server. When the Continue button lights up, click Continue.
7. Choose Password from the Authentication drop down menu.
8. Type smtp.rcn.com into the Outgoing Mail Server field and click Continue.
9. Mail will now verify the outgoing mail server. When the Continue button lights up, click Continue.
10. Please verify the settings and click Continue. Click Done.

McAfee PC Security Suite and Total Protection software

Available for purchase, you will receive an email in your RCN email address mailbox with information on how to download this software, along with activation instructions. If you do not receive this email, or you’re having issues with activation, please contact your Customer Service Representative at 877.RCN.7000 (877.726.7000).

If your Internet Connection is not working?

Powercycling Your Cable Modem - Direct Connect

To powercycle a cable modem means to turn the power off and then on again in order to restore it to full functionality.
1. Make sure one of the connections hasn’t jarred its way loose.
2. Completely shut down all of your programs and your computer.
3. Unplug the modem’s power cord from the wall outlet.
   Note: If you have phone modem (phone and internet cable modem), the battery must be removed to power cycle the cable modem.
4. Wait 30 seconds to one minute and then plug the power cord back into the wall.
5. Turn the computer on.

Powercycling Your Cable Modem with Router

1. Make sure one of the connections hasn’t come loose.
2. Completely shut down all of your programs and your computer.
3. Unplug the modem’s power cord from the wall outlet.
   Note: If you have phone modem (phone and internet cable modem), the battery must be removed to power cycle the cable modem.
4. Unplug the router power cord from the wall outlet.
5. Wait 30 seconds.
6. Plug cable modem back into the wall outlet.
7. Wait until the “Online” or “Cable” light is solid.
8. Plug router power cord back into the wall outlet.
9. Turn computers back on.
A reliable, cost-effective phone service with over 30 productivity enhancing calling features including:

- Call Manager Portal
- Caller ID
- 3-Way Calling/Transfer
- Call Barring
- Call (and Selective Call) Forwarding
- Distinctive Ringing
- Do Not Disturb
- Selective Call Rejection
- Sim Ring (Follow Me)
- Speed Dialing
- Auto Attendant
- Voicemail-to-Email Function
- Basic Line Hunt Group

**RCN Business Phone with Call Manager**

**Common Phone Access Codes**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Activate</th>
<th>Deactivate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Call Back</td>
<td>*66</td>
<td>n/a</td>
</tr>
<tr>
<td>Block Caller ID (per call)</td>
<td>*67</td>
<td>automatic</td>
</tr>
<tr>
<td>Call Forward</td>
<td>*72 + Number</td>
<td>*73</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>*78 or phone key</td>
<td>*79 or phone key</td>
</tr>
<tr>
<td>Voicemail</td>
<td>*98 or phone key</td>
<td>n/a</td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Block Caller ID (permanent)</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Call Forwarding Rules</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Simultaneous Ring</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
</tbody>
</table>
Logging into Call Manager and Voicemail

Create a PIN (from your business phone)
1. Press "*98"
2. Follow instructions to create your PIN.
3. Use PIN to access Voicemail and Call Manager.

Access into Call Manager
1. Enter this URL in browser: myphone.rcn.com.
2. At login screen, enter your 10-digit phone number.
3. In the password field, enter your 4 to 9 digit PIN.
4. This takes you to the messaging service.

Accessing Voicemail

Access from YOUR Business Line
1. Access Call Manager.
2. Click Messages and Calls.
3. Click Message Tab.

Access from ANY phone
1. Dial your phone number.
2. Wait for greeting.
3. Press ***
4. Enter your PIN.

Message Playback Keys

<table>
<thead>
<tr>
<th>Playback Key Function</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increases message volume</td>
<td>6</td>
</tr>
<tr>
<td>Incrementally increases message volume</td>
<td>6</td>
</tr>
<tr>
<td>Slows playback speed</td>
<td>7</td>
</tr>
<tr>
<td>Incrementally slows playback speed</td>
<td>7</td>
</tr>
<tr>
<td>Pauses playback (up to 20) — audible &quot;ping&quot; sound will be heard during pause</td>
<td>8</td>
</tr>
<tr>
<td>Resumes playback</td>
<td>Repeat 8</td>
</tr>
<tr>
<td>Increases playback speed</td>
<td>9</td>
</tr>
<tr>
<td>Incrementally increases playback speed</td>
<td>9</td>
</tr>
<tr>
<td>Date and time of message</td>
<td>66</td>
</tr>
<tr>
<td>Skips message back :05</td>
<td>77</td>
</tr>
<tr>
<td>Skips message forward :05</td>
<td>99</td>
</tr>
</tbody>
</table>

The playback keys are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Additional Features

RCN Business Phone includes the following features. You may access the Business Phone and Call Manager User and Admin guides at: rcn.com/business/products-and-solutions/voice/business-phone-call-manager.

- Caller ID, Caller ID Blocking and Caller ID Permanent Blocking
- Forwarding Destinations, Settings
- Call Barring
- Follow Me Settings
- Speed Dial and Click-to-Dial
RCN Business Hosted Voice

RCN Business Hosted Voice provides businesses with a low cost and easily managed voice over IP solution. Unlike legacy PBX systems, RCN Business Hosted Voice does not require expensive on-premise hardware, enabling lower capital investment. The managed, end-to-end solution includes advanced calling features such as Voicemail to Email, remote call management through the Web Portal, auto attendant and voice messaging.


RCN Business Office Mobility

RCN Business Office Mobility gives the appearance of being in the office when making calls through iOS and Android devices. Offered with RCN Business Hosted Voice and Business Phone with Call Manager, Office Mobility provides a secure, remote connection to the office phone.

You may access the Business Phone with Call Manager User guide at: rcn.com/business/products-and-solutions/voice/rcn-business-office-mobility.

Requirements

For this to work on your mobile phone or tablet device you’ll need to install the Office Mobility app.

RCN Business Office Mobility works on these mobile devices:

- Android phones and tables with arm chips running 2.3.3 (gingerbread) or later version
- iPhone 3GS or newer
- iPad running iOS5 or later

You’ll need your RCN Business phone number and password to start using Office Mobility. If you don’t have this information, contact your business’s administrator and they should be able to provide you with this information.

Note – Video calling only works on devices that have a front-facing camera. The video feature may only be used between parties who are on the same RCN Business account.

Download and Install App

Download RCN Business Office Mobility from Google Play or iTunes App Store.

Making Calls

To Make a call enter the number you care calling into the Office Mobility dialer or simply tap on the contact and touch the contacts number you would like to call. Office Mobility will route the call over Wi-Fi. If the person you are calling has Calier ID, they’ll see your individual RCN Business phone number.

Receiving Calls

When someone calls your RCN Business number, the Office Mobility App will offer you the choice to either accept or reject the call.

Depending on the other services you have, you may see the incoming call on your desk phone or on a tablet device. You answer the call on whichever device is most convenient for you.

During a Call

While a call is in progress you’ll have these options:

- Mute the Call
- Open Keypad
- Turn on Speaker Mode
- Switch
- End Call
- Video

When another call comes in:

If you receive a call while you are already on the phone Office Mobility will give you the choice to:

- Hold existing call and answer new call
- End existing call and answer new call
- Ignore the new call
- Switch between calls after answering a new one
Switch: Move the call while still on it

A call on Office Mobility will be on Wi-Fi or on a mobile data service. If the connection is not reliable, the audio may be of poor quality. If this happens, you can switch the call to a regular cell phone connection by pressing the switch button. You’ll see the option to switch to “This device (cellular)”. Remember that the call will now start to use your mobile minutes.

You may also choose to switch the call to another of your devices running Office Mobility. To make this switch, choose the option for “Other device”, then answer the call on whichever other device is most convenient.

RCN Business Phone Troubleshooting

If your phone is not working properly please use the following steps:

- Is the Power LED lit? If not, check to make sure the phone modem is plugged in and the outlet has power. If the LED is lit, go to the next step.
- Is the Online LED lit? If not, check the coax connection at the phone modem and the wall. Ensure they are connected and tight. Then you can powercycle the phone modem.

Powercycling Your Phone Modem

1. Disconnect cord that supplies power to the phone modem.
2. On the bottom of the device, press down on the lever that holds the battery door in place and pull off the battery door.
3. When the battery door is removed, you will see a white battery. Grasping it by its sides, pull the battery out of the compartment.
4. Wait 30 seconds, and then put the battery back in the phone modem just as you removed it. Replace and close the battery door, then plug power cord back into the back of the phone modem.

Once the lights stop blinking, and the Online light does not become solid, contact RCN.

- If the Online LED is lit, go to the next step.
- Is the Telephone (Telephone 1 or Telephone 2) LED lit? If not, phone service has not been provisioned on that line. Contact RCN.
- If it is blinking, there is a phone off hook somewhere in the house. Find that phone and hang it up.
- If it is lit, go to the next step.
- Is the phone plugged directly into the phone modem?
- Make sure the phone is plugged into the port on the back of the phone modem labeled “Tel 1/2” (TM602G) or “Tel 1” (TM602A/B/H) for line 1, and “Tel 2” for line 2.
- If so, try a different phone. Make sure the new phone is a working phone.
- If a known good phone is used and you still don’t have dial tone, try a different phone cable. If a new phone and cable do not restore dial tone, call RCN.
- Is the phone modem plugged into a wall outlet?
- If so, unplug the RJ-11 connector at the back of the Telephony Port and plug in a known working phone. If you now have dial tone, the problem is with the house wiring.
Help Resources

Access these online resources for more tips and guides.

**rcn.com/business**

- How-to videos
- Video tours of Hosted Voice
- Downloadable guides
- Hosted Voice portal access login

**Hosted Voice Portal Help**

**Click on gear icon**

Access the help section by clicking on the upper right corner and selecting help. Search or browse for help topics.

**Have a Question?**

**rcn.com/business/contact-us**

We’re here to help. Follow the URL above to chat live, or call 877.RCN.7000.
Internet Acceptable Use Policy

For a complete copy of this document, please see [link to document].

RCN’s dedication to customer service means that RCN strives to maintain an Internet Access Service (“Access Service”) that provides RCN customers with an enjoyable Internet experience, and an experience that is free from interference by persons who use the Access Service in an improper or unlawful manner. RCN’s Online Policies address frequently asked questions regarding proper online conduct. These policies include information on: RCN Account Charges; the content of the material that you may find on or through the Access Service; goods and services available online through the Access Service; and procedures for reporting complaints regarding a person’s online conduct. RCN’s Online Policies, including the following list of Prohibited/Abusive Activities, are part of your subscriber agreement. Please note that if you engage in any such activities, RCN may suspend or terminate your account.

For purposes of the Prohibited/Abusive Activities, the term “content” means information or material of any type capable of being posted or transmitted on or through the Access Service, including material in print, graphic, pictorial, audio, or audio-visual form.

When using the Access Service:

a) Defamation. You agree not to post or transmit any content in violation of any applicable law of libel or defamation in the United States or elsewhere. You agree not to post or transmit any fraudulent content on or through the Access Service. This includes any content that you know or have reason to know is false, and that you intend for others to rely on.

c) False Advertising. You agree not to post or transmit on or through the Access Service any advertising or promotional materials that contain false, deceptive, or misleading statements, claims, or representations.

d) Unsolicited Advertising. You agree not to post or transmit any unsolicited advertising, promotional materials, or other forms of solicitation to other subscribers, individuals, or entities, except in those areas (e.g., classified advertisement areas) that are designated for such a purpose. You further agree not to involve or associate RCN in any way with the posting or transmission of unsolicited advertising, promotional materials, or other forms of solicitation, including but not limited to unsolicited advertisements sent from another service provider advertising an RCN-hosted web page, and unsolicited advertisements sent from another service provider which request that replies be sent to an RCN email address. Copyright Violations. You agree not to post or transmit on or through the Access Service any content that infringes another person’s or entity’s copyright in all or any part of the content.

e) Trademark, Service Mark, and Trademark Violations. You agree not to post or transmit on or through the Access Service any content that infringes, dilutes or otherwise violates another person’s rights in its trademarks, service marks, trade dress, or other indicia of origin.

f) Trade Secret Violations. You agree not to post or transmit on or through the Access Service any content that reveals trade secrets or other confidential or proprietary information belonging to another person or other entity.

g) Obscenity. You agree not to post or transmit any obscene or pornographic content, including, but not limited to, child pornography, on or through the Access Service.

h) Harassment, Threats, and Abuse. You agree not to use the Access Service to harass, intimidate, threaten, or abuse any person or entity, by any means, including the use of vulgar, hateful, racially or ethnically offensive, sexually harassing, or otherwise objectionable content.

i) False Pretenses. You agree not to use the Access Service to impersonate any person, including but not limited to, an RCN official or an information provider, guide, or host, or communicate under a false name or a name that you are not entitled or authorized to use in all forms of online communication, including but not limited to, screen names, subscriber profiles, chat dialogue, and message posting.

j) Chain Letters. You agree not to post or transmit chain letters, or letters or messages that offer a product or service based on the structure of a chain letter, on or through the Access Service.

k) Inappropriate Content. You agree not to post or transmit on or through the Access Service content that is patently inappropriate material under the circumstances e.g., content or topics not related to the topics focused on by the participants in a particular news group or mailing list.

l) Scrolling. You agree not to cause the screen to “scroll” faster than other subscribers or users are able to type to it, or any action to a similar disruptive effect on or through the Access Service.

m) Disruptive Activities. You agree not to use the Access Service to disrupt the normal flow of online dialogue, or otherwise act in a manner that negatively affects use of the Internet by other subscribers, users, individuals, or entities.

n) Violations of Service Providers’ Rules. You agree not to use the Access Service to violate any operating rule, policy, or guideline of any other online service provider or interactive service.

o) Multiple Access. You agree that this Agreement is not transferable. You agree not to simultaneously access the Access Service for more than one session at any time.

p) Abuse of RCN Procedures. You agree not to make false or unverified complaints against any RCN subscriber or otherwise abuse any of RCN’s Complaint Response Procedures.

q) Systems Abuse. You agree not to abuse RCN’s system, or any other system accessible through the Internet via RCN, by causing any harm to the system so that it inhibits or negatively impacts the ability of other users to effectively use such system.

You further agree not to compromise or attempt to violate security at RCN or elsewhere, including but not limited to, attempted access of any data, server, or account that you are not expressly authorized to access. RCN cable modem service is for residential use only and our network will not support or allow servers of any kind from the home.

r) SPAM. You agree not to post or cross post, regardless of content, copies of the same message to 20 or more newsgroups.

s) Support Abuse. You agree not to harass, threaten or abuse authorized representatives of RCN, including but not limited to tech support representatives, customer relations representatives, and sales representatives, or otherwise abuse RCN’s support services.

t) Inappropriate software, products, and services. You agree not to post, transmit, promote, or otherwise make available any software, product or service that is illegal, violates the rights of RCN or a third party, or is designed to violate this Agreement. Such software, products or services include, but are not limited to, programs designed to send unsolicited advertisements (i.e., ‘spamware’), services which send unsolicited advertisements, programs designed to initiate ‘denial of service’ attacks, mail bomb programs, and programs designed to gain unauthorized access to networks on the Internet.

u) Reselling. You agree not to resell RCN services or products without an express written agreement with RCN to do so.

v) Device Attachment Rules. You agree not to violate any of the rules or restrictions regarding devices or approval procedures for devices connected to the Access Service.
E911 Dialing

E911 CUSTOMER ADVISORY: Under certain circumstances, RCN Business Phone service (where available) will not support Traditional 911 or Enhanced 911 (E911) dialing access to emergency services. The address associated with an E911 call on RCN Business Phone service is specific to Customer’s original service location only. Movement of the RCN Business Phone equipment from the original service location to a new service location may result in a mistaken identification of the E911 call as having come from the original service location. If the coaxial cable or telephone line is removed from its connection on the RCN Business Phone equipment, an improper network connection will result and may render the RCN Business Phone service unusable.

Furthermore, 911 dialing on RCN Business Phone service will not function in the event of a power failure, improper network connection and/or function, or broadband network outage and/or slowdown. You must inform all household residents, guests, and other third persons who may be present at the physical location where RCN Business Phone service is utilized as to the important limitations on emergency response services as detailed herein. Customer understands and acknowledges that RCN, its affiliates, subsidiaries, parent companies and network service providers, will have no liability whatsoever with respect to 911 dialing on RCN Business Phone service.

Customer agrees to defend, indemnify, and hold harmless the aforementioned entities from any claims, losses, damages, costs and expenses (including reasonable attorney’s fees) relating to such 911 dialing by Customer and/or any user of Customer’s RCN Business Phone service.

Voice Customer Privacy Rights Notice

Federal law gives you a right to confidentiality of information about the telephone services you purchase from RCN, and requires us to protect the privacy of that information, including how many telecommunications services you have, the type of lines you buy, technical characteristics, class of service (business or residential), as well as where, when, and to whom you place a call, and the related billing for these services. Under Federal law, this telephone account information is referred to as Customer Proprietary Network Information (“CPNI”). However, unless you have requested an unlisted or unpublished number, we may release your name, address, telephone number for listing directories and for directory assistance services, including those of unaffiliated third parties. RCN may also use information about your telephone services without notifying you, to provide, install and repair the services you have ordered, for billing and collection, for emergency services, and for protection of our network and our subscribers against fraud, abuse, and unlawful use.

From time to time we may have the opportunity to offer you related products and services that will better meet your needs by using information about the services you have already purchased from RCN. Use of your service-related information for this purpose may enhance our ability to make you aware of new or alternate products and services that are tailored to your needs. We may also share this information, without your prior consent, with our Company’s affiliates and agents for administrative and marketing purposes, but only for communication-related services. RCN, and its agents and affiliates, are permitted to use your CPNI to market new communications service to which you do not currently subscribe, but only after providing you with this written or electronic notice and the opportunity to “opt-out” of such use. Under these circumstances, it is assumed that if you do not affirmatively instruct RCN not to use or disclose your CPNI for such use within 30 days of receiving this notice, you have consented to the use of your CPNI for these purposes. RCN is required to provide you with this “opt-out” notice biannually. Your decision to restrict our use of your CPNI is free of charge and will not affect the service you receive from RCN. If you wish to “opt-out” of RCN’s use of your CPNI, please notify RCN Marketing “Opt-out”, in writing, at 650 College Road East, Suite 3100, Princeton, NJ 08540, or email to phone@rcn.com or call us at 877.RCN.7000 (877.RCN.7000). You may contact us at any time in the future to restrict the use of your CPNI. If you elect not to restrict use of your CPNI, RCN may use it for any of the purposes described in this notice.

Customer Proprietary Network Information (CPNI) is a right you have to control the use of your RCN Business Phone service information. This right is not affected by your refusal to provide us with your CPNI.

Video Customer Privacy Rights Notice

As a subscriber to cable television service, you are entitled under the Section 623 of the Communications Act of 1934, as amended [47 U.S.C. 551] (the “Communications Act”) to know the limitations imposed upon cable operators in the collection and disclosure of personally identifiable subscriber information, the type of personally identifiable information collected, how subscriber information is used, under what conditions it is disclosed, the period during which it is maintained, and the right of subscribers concerning such information and its disclosure. This law relates only to personally identifiable information. In order that we may operate efficiently, we keep regular business records that contain the following types of personally identifiable information: your name, address, telephone numbers, social security number, credit information, and subscriber correspondence. Please keep in mind that information you choose to provide to us may be used by us both asRCN Business Phone services and as RCN Video services.

As a subscriber to cable television service, you must be provided with a “privacy notice” that contains certain information. This notice will describe the kinds of personal information we collect from you; it will also explain how we use your personal information and how we disclose it. The privacy notice will also tell you about your rights regarding the disclosure of your personal information and the procedures you can follow if you want to exercise those rights.

For more information about the Communications Act, please visit the Federal Communications Commission’s website at www.fcc.gov/privacy or call 888.CALL.FCC (255-5322).
Our records also include information on billing, payment, damage and security deposits, maintenance and repairs, how many television sets you have connected to cable, the location of these television sets in your home, the service options you have chosen, and the number of converters or other cable equipment installed in your home. We also keep records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires. We also keep records showing the movies and events you have ordered on our Pay-Per-View and Video On Demand channels.

Additionally, if you rent your home, we may have a record of whether landlord permission was required prior to installing our cable facilities, as well as your landlord’s name and address. Without appropriate written or electronic consent from you, we cannot collect personal information over the cable system unless it is necessary to provide a cable or other service you have requested or to determine if you are being properly billed for the services you are receiving.

RCN considers the information contained in the business records confidential. Unless prior written or electronic consent is obtained, personal information that we maintained related to our subscribers will be disclosed only when it is necessary to render or conduct a legitimate business activity related to the cable and other services that we provide to you, or if required by court order or if disclosure is otherwise consistent with Communications Act, as summarized in this notice.

Our detailed business records are used (and personal information contained in them disclosed) generally to help make sure you are being properly billed for the services you receive, to send you pertinent information regarding your cable services, to improve the quality of the services we provide, and for tax, legal and accounting purposes. Specifically, the information in these records is used to sell, install, maintain and disconnect cable services, as well as to bill and collect service-related charges, to measure subscriber satisfaction and improve marketing and program decisions, to mail related materials, to ensure compliance with relevant law and contractual provisions and to answer questions from subscribers.

The types of persons to whom information about you may be disclosed in the course of our business include the employees of RCN and their related legal entities, agents, legal counsel, repair and installation subcontractors, sales representatives, accountants, billing and collection services, program guide distributors, mail houses, program suppliers, consumer and market research firms, franchising authorities, and authorized representatives.

Personally identifiable information is disclosed to persons with an equity interest in legal entities to RCN when they have a legal right to inspect our books and records. Information for billing purposes and program guide mailings is generally provided on a monthly basis. Information for other purposes is provided as it is needed.

We will maintain information about you as long as it is necessary for our business purposes. This period of time lasts as long as you are a subscriber and up to 15 additional years so that we can comply with tax and accounting requirements. Unless you object or unless state or local law provides to the contrary, the Communications Act also allows us to disclose information to others, including advertisers and direct mail or telemarketers, for non-cable related purposes, including product advertising, direct marketing and research. Disclosure for such purposes is limited to your name, address and the particular services to which you subscribe, but cannot include the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system.

We may provide names and addresses of subscribers to third parties. If you wish to have us remove your name from such lists, please write us at RCN Marketing “Opt-out”, 650 College Road East, Suite 3010, Princeton, NJ 08540 or telephone 877.RCN.7000 (877.RCN.7000). We will ensure your name and address are not available for such non-cable purposes. Digital cable television service is delivered with an Interactive Programming Guide operated by and licensed from RCN vendors. These vendors may collect information about viewing patterns through the use of its Interactive Programming Guide.

Other than information provided to governmental taxing or regulatory authorities in furtherance of our legitimate business activities, RCN shall not make such personally identifiable information available to government authorities in the absence of an appropriate court order entered after a court proceeding. At such a court proceeding, Federal law requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. The subject of the information must be afforded the opportunity to appear and contest the governmental entity’s claims. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the customer records of cable television companies with respect to those who owe, or are owed, welfare support.

Such information may be obtained without a court order and does not require that a subscriber be given notice of and the opportunity to contest the disclosure. You have the right to inspect our records that contain information about you and correct any errors in such information. If you wish to inspect our records, please contact your local business office. Please notify us in writing 30 days in advance and an appointment will be arranged promptly during our regular business hours. Additionally, as a cable subscriber, the Communications Act provides you with a cause of action for damages, attorney’s fees and costs in Federal District Court should you believe that any of the limitations on the collection, disclosure and retention of personally identifiable information have been violated by us.

RCN Billing Practices and Procedures

Our goal is to help you make the best use of RCN Telecom Services, LLC (“RCN” or the “Company”) cable service. We have outlined RCN’s complaint and service maintenance procedures below.

Billing Procedures

Your billing statement will be mailed monthly. It will show the amount past due from the previous month (if any), plus any itemization of the amount of the upcoming month. The total of these amounts will be the amount due to RCN within 22 days after the date of billing. Accounts with a delinquent balance will be assessed a late fee per service. If a customer payment is returned for insufficient funds, the customer authorizes the electronic re-presentation of their payment. This processing fee will be the lesser of $30.00 or the highest rate allowed by law and will be in addition to the RCN insufficient fund fee. RCN may charge you an administrative fee if required to provide an itemized statement which involves researching old billing records that have previously been provided to you. If you have billing questions, please visit http://rcn.com/business/contact-us/. A complete list of locations authorized to accept RCN payments can be found on the last page of this Users Guide. Or access our Customer Center at www.rcn.com/business to sign up for online billing and autopay. Customers may also call 877.RCN.7000 (877.726.7000) during regular business hours.

Customer Complaint Procedures

If you have a complaint regarding your digital television, telephone, high speed Internet service or your bill, please visit our website at http://rcn.com/business/contact-us/ where you can submit a customer comment 24 hours a day, 7 days a week or you can call us at our customer service center at 877.RCN.7000 (877.726.7000) during normal business hours. Your comment will be responded to as quickly as possible. You can also visit or write to us at our convenient local payment center. When you write or call us, please explain the nature and history of the problem. We will work to address your complaint. If we are unable to resolve your issue, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with the resolution of your complaint or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly RCN bill for the name and address of your local franchising authority.

Billing Disputes

If a billing dispute occurs, customers will have 30 days from the date of receipt of the bill to register a written dispute with the Company. Customers are required to pay the undisputed portion of the bill in question. RCN will notify the subscriber, in writing, within 30 business days of receipt of such complaint, of the result of its investigation into the dispute. If any moneys due RCN are not paid within 30 days of the date the complaint is resolved, RCN may begin disconnection and collection procedures.

Additional information about RCN’s rates and services are available at rcn.com/business.
For all assistance, please call:
877.RCN.7000
(877.726.7000)

If you have concerns or require assistance regarding your Voice, Data or Video services, our dedicated consultants and customer-care specialists are just a click or call away. Please call or email us at rcnbusiness.com/contact-us. You can also visit or write to us at one of our convenient local payment centers.

**Massachusetts**

Arlington
956 Massachusetts Ave.
Arlington, MA 02476
Mon, Wed & Fri: 9am–5pm
Tues & Thurs: 9am–7pm
Sat: 9am–1pm

Framingham
518 Union Ave.
Framingham, MA 01702
Mon–Fri: 9am–1pm
& 2pm–5pm

Hyde Park
1224 Hyde Park Ave.
Hyde Park, MA 02136
Mon–Fri: 9am–1pm
& 2pm–5pm

**Washington, DC**

Retail Showcase (Walk-in Address)
5756 Georgia Avenue, NW
Washington, DC 20011
Mon–Fri: 9am–6pm
Sat: 8am–2pm

**Pennsylvania**

Bethlehem
2124 Avenue C
Bethlehem, PA 18017
Mon, Wed & Thurs: 8am–6pm
Tues & Fri: 8am–7pm
Sat: 8:30am–2pm

**New York**

Queens
33-16 Woodside Avenue
Long Island City, NY 11101
Mon–Fri: 8am–6pm

Manhattan
593 3rd Avenue
(On 39th Street, next door to TD Bank)
New York, NY 10016
Mon–Fri: 8am–6pm
Sat: 9am–1pm