



November 24, 2014

Mr. Phil Roter, Cable & Broadband Administrator
Office of Cable and Broadband Services
100 Maryland Avenue, Suite 250
Rockville, MD 20850

Dear Mr. Roter:

As we approach 2015, we wanted to take a moment to thank your continued support. We are proud to serve you and the residents of Montgomery County, Maryland. Our goal is to continue to bring our customers the best value with super-fast Internet, a great selection of TV channels, reliable phone service and of course, the best customer service around.

2014 has been an exciting year. We've made a number of improvements to deliver even faster Internet speeds, superior reliability and advanced services.

Internet Redefined

- ▶ **Doubled Your Upload Speeds:** Upload photos, videos, music – now at twice the speed.
- ▶ **Faster Netflix:** Netflix's speed index ranks RCN #1 for fastest Netflix connection speeds.*
- ▶ **YouTube HD Verified:** The Google Video Quality report shows RCN consistently delivers HD-quality video without buffering or interruptions.*
- ▶ **110 Mbps High-Speed Internet:** Industry leading speeds of up to 110/15 Mbps.

Entertainment Redefined

- ▶ **More Channels and HD:** Six popular channels have been added – SEC Network (SD/HD), MundoFox SD, QVC Plus (SD), Justice Central (SD), Fox Life (SD) and Nat Geo Mundo (SD).
- ▶ **Netflix:** The most requested addition – Netflix is now available on all TiVo boxes from RCN!
- ▶ **Apps:** Tons of apps are available on your TiVo - Facebook, Twitter, Instagram and more from the Opera TV App Store.
- ▶ **Mobile Apps:** Showtime Anytime, WatchESPN, MLB.TV, NFL Network, NFL RedZone and soon Disney, ABC and ABC Family!
- ▶ **RCN2GO:** Watch shows anywhere you have Internet access - on your laptop, computer and soon on your iOS device.
- ▶ **TiVo:** Caller ID is now on TiVo. Plus the best DVR ever – TiVo T6. Record up to 6 shows at once, you've never had so much space to store the shows you love.

Service Redefined

- ▶ **2-Hour Windows:** RCN now offers flexible, convenient 2-hour service appointment windows, 7 days a week.
- ▶ **Certified Technicians:** Our technicians receive advanced training to deliver expert technical service to our customers.
- ▶ **MyRCN:** Confirm your technician's arrival (coming soon) or manage your RCN services from anywhere, anytime.

In order to continue to deliver the best products and services to our customers, a few specific fees will be increasing effective January 1, 2015.

Within their December billing statements, customers will receive a 30-day rate change notification providing highlights from 2014 and pricing changes for services effective with January 2015 billing statements. Each notification calculates the rate change dependent upon the services/products to which they subscribe. The number of affected customers will depend upon various criteria related to contracts or promotions applied to these services. Limited Basic Cable will increase monthly by \$2.00; Signature Cable will increase monthly by \$3.00; High-speed Internet service will increase monthly by

\$2.00; The Total Premiere and Premiere Sports Tiers will increase monthly by \$1.00. Standard digital, high definition and DVR boxes will increase monthly by \$.50.

For the second year, surcharges will be included in the Taxes, Surcharges and Fees section of some billing statements. Retransmission fees from local broadcasters, sports programming and cable entertainment network costs comprise the largest expenses in our business.

- ▶ The Broadcast TV Surcharge will increase by \$2.00 to \$ 5.98 and will appear on Digital TV-subscribing accounts and reflects only a portion of the rapidly-escalating charges levied by the owners of broadcast TV stations such as NBC, ABC, CBS, Fox and others.
- ▶ The Sports Surcharge will increase by \$2.00 to \$3.97 and helps to cover just a portion of the quickly-rising cost of delivering collegiate and professional sports programming. This fee is only assessed on accounts subscribing to digital cable tiers that include sports programming.
- ▶ For the first time, an Entertainment Networks Surcharge of \$2.00 will be included in response to aggressive fee increases exacted by cable entertainment networks such as Viacom, FOX Cable Networks, Disney Networks, AMC Networks, NBC Networks (Comcast), Turner and Scripps Networks.

For more information on these new fees, please visit www.rcn.com/rateFAQs.

RCN is dedicated to fulfilling the entertainment, information and communications needs of our customers. Please feel free to contact me if there are any questions regarding this notification. My office phone number is 301-531-2800.

Sincerely,



Sanford Ames, Jr.
Vice President and General Manager

CC: Marjorie Williams, Franchise Manager

*Netflix ratings reflect the average speed for all Netflix streams from February -September 2014, found on ispspeedindex.netflix.com. RCN was YouTube HD Verifie on August 13, 2014. Some services require Internet access and viewer experience may vary based on device used to view content. You must subscribe to the necessary tier or service to access mobile apps, RCN2GO or On Demand programming for that service. All other names, logos, images and trademarks are the property of their respective owners. ©2014 RCN Telecom Services, LLC. All rights reserved. Other restrictions apply.