



November 30, 2018

Ms. Marjorie Williams, Broadband, Cable & Franchising Division Director  
Office of Cable and Broadband Services  
100 Maryland Avenue, Suite 250  
Rockville, MD 20850

Dear Ms. Williams:

RCN is proud to serve Montgomery County, Maryland. Each of us works hard to ensure that the communities we service have access to the best, fastest and most reliable Internet, TV and phone services as well as exceptional customer support.

2018 was another exciting year. We've made a number of improvements to deliver even faster Internet speeds, superior reliability and advanced services:

#### Service Improvements from RCN

- **1 Gig Internet:** Upgraded network to deliver up to 1,000 Mbps\* speeds and superior reliability.
- **Enhanced Whole Home WiFi:** Advanced mesh network technology seamlessly blankets your home in fast, reliable WiFi.
- **New TiVo Experience with Voice Remote:** Cool new interface with voice remote lets you search with voice commands.
- **Live TV Streaming:** Mix and match your TV services – add Sling TV, PlayStation Vue, Fubo TV and more coming soon.\*
- **4K TiVo DVR:** Crisp, sharp 4K images and content that give you a theater-like experience.

#### Service Redefined

- **2-Hour Windows:** Flexible, convenient 2-hour service appointment windows, 7 days a week.
- **Certified Technicians:** Our technicians receive advanced training to deliver expert technical service.
- **MyRCN:** Confirm your technician's arrival or manage your RCN services anywhere, anytime.
- **U.S. Based Customer Support:** Our teams are 100% locally based, available 24/7 to assist.

Within their December billing statements, customers will receive a 30-day rate change notification providing highlights from 2018 and pricing changes for services effective with January 2019 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 by \$2.00; Total Premiere tier and Premiere pods (Family, News, Entertainment, and Sports) will each increase by \$2.00; various equipment charges may increase by up to \$3.00.

Surcharges and a Network Access Maintenance Fee will be included in the Taxes, Surcharges and Fees section of some billing statements. While RCN strives to keep prices as low as possible, the industry continues to face dramatic increases in the costs we are forced to pay large corporate broadcasters and cable networks for the right to carry their programming. These networks are charging increasingly higher fees to make up for lost advertising revenue due to fewer consumers watching their programming. Because of these rising programming costs, we are forced to make adjustments to our rates, recovering only a portion of those increases and absorbing the rest.

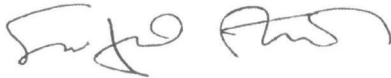
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For more information on these new fees, please visit [rcn.com/ratefaqs](http://rcn.com/ratefaqs).

- The Broadcast TV Surcharge will increase by \$2.50 to \$13.28. It will appear on Digital TV-subscribing accounts and reflects 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 \$2.75 to \$12.57 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.
- The Entertainment Networks Surcharge will increase by \$2.75 to \$12.10 in response to aggressive fee increases charged by cable entertainment networks such as Viacom, FOX Cable Networks, Disney Networks, AMC Networks, NBC/Universal Networks (Comcast), Turner and Scripps Networks.
- The Network Access Maintenance Fee will increase by \$1.20 to \$3.17 to help defray costs associated with building and maintaining RCN'S fiber-rich broadband network, as well as the costs of expanding network capacity to support the continued increase in customers' average broadband consumption.

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.  
Senior Vice President & General Manager, DC Market

\* Internet speeds may vary due to conditions outside of network control, including customer location and equipment. Certain services require Internet access and viewer experience may vary based on device used to view content. Other restrictions apply. All other names, logos, images and trademarks are the property of their respective owners. ©2018 RCN Telecom Services, LLC. All rights reserved.