



November 25, 2019

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Ms. Marjorie Williams
Broadband, Cable & Franchising Division Director
Office of Cable and Broadband Services
51 Monroe Street
Rockville, MD 20850

Dear Ms. Williams:

At RCN, customer satisfaction with our services is our primary goal. Each of us works hard to ensure that the communities we serve have access to the best, fastest and most reliable internet, TV and phone services. Each and every day, we strive to deliver high-quality services at a great value and have always aimed to put our customers first.

While RCN strives to keep prices as low as possible, we – and our entire industry – continue to face dramatic increases in the costs large corporate broadcasters and cable networks charge for their content. Network owners have again increased their monthly carriage fees; as a result, we are forced to adjust our rates to address these substantial cost increases. For more information about the costs associated with TV programming, please visit rcn.com/ratefaqs.

Although RCN absorbs much of the cost increases associated with network upgrades and service improvements so we can minimize price adjustments on our services, it is sometimes necessary to update our rates. We believe these changes are in keeping with the value provided by RCN—consistently delivering outstanding network performance and reliability.

Because of these rising costs associated with delivery of services, several specific fee(s) will be adjusted. Effective on customers' December billing statement, the price for current monthly services will change as follows:

- Limited Basic Cable increases by \$2.00; Signature Cable increases by \$3.00; high-speed Internet service increases by \$2.00; Total Premiere tier and Premier pods (Family, News, Entertainment and Sports) each increase by \$3.00; various equipment charges increase by up to \$5.00.
- Increases to the Broadcast TV Surcharge of \$2.50, Entertainment Networks Surcharge of \$2.75 and Sports Surcharge of \$2.75 is due to programming cost increases from both broadcast and cable TV networks.
- Late fees increase to \$15.00, excluding telephone only customers which will be \$0; Non-pay Restoral Fee increases by \$5.00.
- Network Access and Maintenance Fee will increase by \$1.20 to help RCN defray costs associated with building and maintaining our fiber-rich broadband network, as well as the costs of expanding network capacity to support the continued increase in customers' average broadband consumption.
- Periodically, franchise, utility, PEG fees and other fees and taxes are also adjusted in keeping with regulatory requirements.

Service improvements from RCN

We continue to make substantial investments and upgrades to our network and technology to give our customers more for their money on the services and features they care about most, like:

- **Voice Remote** and the new TiVo Experience – Say it, see it, watch it
- **Eero** - Enhanced whole-home WiFi that blankets every corner of your home with TrueMesh technology
- **Sonos** - The ultimate home audio experience filling every room with brilliant sound
- **Gig Speed Internet** – Surf, stream, work and game faster than ever
- **Award-Winning Internet** – Voted Best Customer Service, Tech Support and Most Likely to Recommend*
- **4K TiVo DVR**: Crisp, sharp 4K images and content that give you a theater-like experience.

Alternate TV and streaming video package options available

RCN's philosophy is to provide our customers with choice and control. We have more TV package alternatives available to help customers customize their viewing options, including high-speed Internet and streaming TV options, providing the best value for the channels watched most.

We are local—we live and work in your community, and are committed to serving you, our friends, families and neighbors. Please feel free to contact me if there are any questions regarding this notification. My office phone number is 301-531-8620.

Sincerely,



Sanford Ames, Jr.
Senior Vice President & General Manager
RCN, Washington, 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.*