RCN Bulk Internet Transition
and end of RCN Bulk Cable

***Revised January 18, 2020* - The Residences at River East Center Condominium Association**

HIGH SPEED BULK INTERNET STARTS 2/1/2020

Effective Feb. 1st, 2020 the Association has contracted with RCN to provide 250 mbps high-speed Internet to all individual units, which will be included in the monthly assessment. A modem and WI-FI router will be included at no charge for each unit as part of the service, but you will need to sign up for an account with RCN even if you are only taking advantage of the included bulk internet.

BULK CABLE ENDS 1/31/2020 - RETURN OLD EQUIPMENT TO AVOID CHARGES

The Bulk Cable contract will end on January 31st, 2020. RCN will continue to provide Cable TV service on an individual retail basis only, if you choose to purchase it. Pricing is attached including all cable service, cable equipment and cable surcharges at top of page. If you choose to keep any Cable equipment from RCN after January 31st, 2020 you will need to pay for that individual Cable service and the equipment rental directly to RCN. Cable will no longer be paid for through the unit monthly assessment after that date.

NEW *REVISED* PRICING FOR CABLE
See attached RCN price sheet for all Cable or upgraded Internet costs.

The Signature Cable package and a 4-Tuner Tivo box was previously included in the Bulk Cable being offered through 2019. This combined option is still available at a new total monthly rate of about **$121.91**.

A Limited Cable package and a Standard Definition Cable box is also available as the least expensive way to retain local channels using traditional Cable service. This combined option is available at a new total monthly rate of about **$47.78**.

FREE INSTALLATION PERIOD - *EXTENDED* to FEBRUARY 3rd, 2020

RCN has provided this period of time during which installation of new equipment by an RCN technician, including the return of any old equipment, will be FREE. Now extended to February 3, 2020! Any technician visits scheduled outside of this time range will incur a $54.95 technician pick-up visit fee.

CALL RCN NOW !

The RCN call center at **1-800-746-4726** (1-800-RING-RCN) is available 24hrs / 7days a week and is now taking calls for this transition**.** RCN reports that over 80% of the building has some type of old equipment that would incur charges, so please take advantage of the free installation period.

IMPORTANT NOTE !

ANY EQUIPMENT you have, excluding the modem and router included with the Bulk Internet, that is not returned to RCN, **will incur a fee beginning February 1st, 2020**.

If you have any questions, please contact the Management Office at 312-836-5915. Thank you.

512 N. Mc Clurg Ct.

Services included at your building for no additional charge:
250 Mbps High-Speed Internet with (1) standard modem and (1) wireless router

Call 800.RING.RCN 24 hours/7days a week to establish services, technical support and customize your package.
Video Surcharges: Broadcast $15.78 Regional Sports $15.32 Entertainment Fees $14.85

Additional Services	*Price
Limited Cable Only with Surcharges	$31.31
Signature Cable (includes Limited) with Surcharges and Fees	$95.45
PHONE: Unlimited Nationwide Calling	
Line 1 (includes Modem)	$10.00
DATA: High Speed Internet	
250 MBPS	Included
500 MBPS	$15.00
1 GB	$30.00
RCN Modem Rental DOCSIS 3N1	Included
Home LAN – Wireless Router	Included
Eeros Base (1) Beacon	$9.95
Additional Beacons	$5.00
CABLE: RCN Premiere (Pods below)	
Movies & Entertainment	$16.99
Child & Family	$11.99
News & Information	$11.99
Sports	$18.99
Premiere Total Pack	$31.00
CABLE: PREMIUM MOVIE CHANNELS	
HBO	$22.00
Showtime/The Movie Channel	$17.95
Starz	$12.95
Cinemax	$11.95
CABLE: Other	
HD Premium Suite	$10.99
EQUIPMENT: Converters, Cable Cards, Adaptors	
2 Tuner HD/DVR Powered by TiVo	$6.00
4 Tuner HD/DVR Powered by TiVo	$10.00
6 Tuner HD/DVR Powered by TiVo	$15.00
High Definition Converter Box Powered by TIVO	$6.00
TiVo HD Mini (TiVo Whole Home works with 4 Tuner and 6 Tuner)	$13.95
Standard Definition Converter Box	$13.95
Cable Card	$3.00
DVR	$6.00
Motorola HD	$17.95

*Use as a guide. Contact RCN for latest pricing and promotions. Prices are subject to change.

RCN Chicago 2019 Channel Lineup

RCN LIMITED BASIC

Channel SD	HD	*OD	
1			ON DEMAND
2	602	✓	WBBM (CBS)
3	601		HSN
4	604		QVC
5	605	✓	WMAQ (NBC)
6	606		WCIU, The U
7	607	✓	WLS (ABC)
8	608		WPWR (CW)
9	609		WGN
10			WJYS 62
11	611		WTTW (PBS)
12	612		WFLD (Fox)
13	615		WCPX (ION)
14			Me-TV
15	614		WXFT (UniMas)
16			WCHU (Azteca America)
17	617		WGBO (Univisión)
18	613		WSNS (Telemundo)
19			CAN TV 19
21			CAN TV 21
22			Heroes & Icons
23			City of Chicago 23
24			Jewelry TV
25			City of Chicago 25
26			thisTV
27			CAN TV 27
28			TBD Network
29			Antenna TV (9.2)
30			Bounce TV
31	616		CLTV
33			MundoMax
34			RCN TV
35			The U Too
36			CAN TV 36
37			WTTW – Prime (11.2)
38			WTTW – Create (11.3)
39			WTTW – PBS Kids (11.4)
40		✓	HSN2
41			KBC-TV
42			CAN TV 42
43			Movies!
46			TeleXitos
47			Arirang
49			MUTV
50			Cozi TV
54			France24 (English)
57			WYCC MHz
70			Get TV
71			Escape
72			Grit
73			Laff TV
74			BUZZR
75			Decades
76			Start TV
	618		Live Well

RCN SIGNATURE

Channel SD	HD	*OD	
101	619	✓	BET
104	629		WGN America
105	620		A&E
106	621	✓	Bravo
107	622	✓	TBS
108	623	✓	TNT
109	624	✓	USA
110	625	✓	Paramount Network
111	626	✓	FX
112	630	✓	Syfy
115	637		E!
116	658	✓	truTV
117	632	✓	Comedy Central
118	557		Justice Central
120	631	✓	Animal Planet
128	673		GSN
140	594		Reelz
141	596		FXM
142	667	✓	AMC
143	592	✓	Turner Classic Movies
158	666		IFC
159	590	✓	SundanceTV
160	675	✓	MTV
165	676	✓	VH1
191	601	✓	HSN
192	564		Jewelry TV
193			EVINE Live!
195			BMC
196			LCS
201	640		Lifetime Movie Network
202	639		Lifetime
205	638	✓	WE TV
207			QVC2
210	565		Oxygen
211	646	✓	Disney Junior
212	644		Hallmark Channel
213	657		Hallmark Movies and Mysteries
214	566		Hallmark Drama
221	627		TV Land
222	641		FreeForm
224	642	✓	Food Network
225	643	✓	HGTV
230			Galavisión
240	633	✓	Cartoon Network
241	649	✓	Nick
250	647	✓	Disney Channel (East)
251		✓	Disney Channel (West)
257			Qubo
260			EWTN
261			TBN
262			INSP
263			The Word
264			Daystar
267			EWTN Español
269			JBS

Channel SD	HD	*OD	
270			SonLife
301			C-SPAN
302			C-SPAN2
303			C-SPAN3
305	650	✓	CNN
306	656		HLN
310	651		CNBC
311	652		MSNBC
315	653		Fox News Channel
316	654		Fox Business Network
320	655		The Weather Channel
330			NASA
333	660	✓	Travel Channel
335	661	✓	Discovery Channel
336	563		OWN
337	659		ID
340	662		History Channel
345	663	✓	TLC
350	670	✓	Nat Geo
362	698		FXX
363	681	✓	ESPN
364	682		ESPN2
365	683		ESPN NEWS
368	680		ESPNU
370	685		NBC Sports Chicago
371	576		NBC Sports Chicago Plus
372	686		BTN
373	687		BTN Overflow 1
374	688		BTN Overflow 2
375	689	✓	FS1
380	575		CBS Sports Network
381	694		Golf Channel
382	691	✓	NBCSN
383	577		FOX Sports 2
390	692		Tennis Channel
	634		MTV Live
	750		Velocity HD
	955		Game HD
998			Help On Demand
1000			Movies On Demand
	1001		HD On Demand
DIGITAL MUSIC			
853 – 902			
854			Music Choice Max
875			Music Choice Teen Beats
883			Music Choice Pop & Country
4K PROGRAMMING˜			
	1500		UHD1 UHD
	1501		C4K360 UHD
	1506		The Country Network UHD
	1511		Insight UHD
	1516		Travel XP UHD
	1517		NatureVision TV
	1518		NASA UHD

RCN PREMIERE

Channel SD	HD	*OD	
MOVIES & ENTERTAINMENT			
103			BET HER
113			The Olympic Channel
125			TV One
126	550		BBC America
129	556		Nat Geo Wild
130			Logo
138	591		Ovation
150	668		STARZ ENCORE
151	743		STARZ ENCORE ACTION
152			STARZ ENCORE BLACK
153			STARZ ENCORE CLASSIC
154	746		STARZ ENCORE SUSPENSE
155			STARZ ENCORE FAMILY
156			STARZ ENCORE WESTERNS
161	674		MTV2
162			Nick Music
163			BET Jams
164			Tr3s
166		✓	MTV Classic
167			VH1 Soul
168	588		GAC
170	677	✓	CMT
171			CMT Music
176			Music Choice Play
178	635		Fuse
220	598		Pop
231			MUN2
	848		Music Choice Play
	852		Music Choice Play
CHILD & FAMILY			
204			Lifetime Real Women
215	645	✓	Destination America
216	558		DIY
217	560	✓	Cooking Channel
226			Z Living
245			TeenNick
246			Nick Too
247			Nicktoons
248		✓	Nick Jr.

Channel SD	HD	*OD	
249		✓	Boomerang
252	648		Disney XD
255		✓	Discovery Family
256		✓	Universal Kids
339		✓	Discovery Life
NEWS & INFORMATION			
307			CNN International
322			Fusion
325	672		Bloomberg
332			One Caribbean TV
341			Viceland
346	664		fyi
348		✓	AHC
349	751		Smithsonian
351	671	✓	Science Channel
	665		Crime & Investigation
SPORTS			
352	570		OutsideTV
358	696		Outdoor Channel
361			Fox Deportes
366			ESPN Classic
367			MSG National
369	805		ESPN Deportes
376			YES
378	579		beIN Sports
384			SEC Network+
385	573		SEC Network
386			TVG2
387			TVG
388	693		NHL Network
389	690		NFL Network
391	695		MLB Network
392	697		NBA TV
393	571		Eleven Sports Network

RCN PREMIUM

HBO

Channel SD	HD	*OD	
400	700	✓	HBO
401	701		HBO Family
402	702		HBO 2
403	703		HBO Signature
404	704		HBO Zone
405	705		HBO Comedy
406	706		HBO Latino

CINEMAX

Channel SD	HD	*OD	
410	710	✓	Cinemax
411	711		MoreMAX
412	712		ThrillerMAX
413	713		ActionMAX
414	714		MovieMAX
415	715		MAX Latino
416	716		5StarMAX
417	717		OuterMAX

SHOWTIME / THE MOVIE CHANNEL

Channel SD	HD	*OD	
419			Showtime Family
420	720	✓	Showtime
421	721		Showtime 2
422	723		Showtime Showcase
423	725		Showtime Extreme
424			Showtime Beyond
425	726	✓	The Movie Channel
426	727		TMC XTRA
427			Flix
428			Showtime Next
429			Showtime Women
	722		Showtime 2 (West)
	724		Showtime Showcase (West)
	728		TMC XTRA (West)

STARZ

Channel SD	HD	*OD	
147			ENCORE MOVIEPLEX
148			ENCORE RETROPLEX
149			ENCORE INDIEPLEX
430	730	✓	STARZ
431	731		STARZ KIDS & FAMILY
432	732		STARZ EDGE
433			STARZ CINEMA
434			STARZ INBLACK
435	733		STARZ COMEDY

HD PREMIUM

Channel SD	HD	*OD	
	578		MLB Strike Zone
	628		MAVTTV
	762		MGM
	770		Comedy.TV
	771		Pets.TV

PAY-PER-VIEW

EVENTS & MOVIES			
911-913	910		Pay-Per-View Events & Movies
SPORTS			
360	684		NFL RedZone
941-954	955		MLB Extra Innings/NHL Center ICE
960-965			ESPN Gameplan
980-989			Direct Kick MLS and NBA League Pass
ADULT			
915			Penthouse TV XX.5 (Adult)
916			TEN XX.5 (Adult)
917			XTSY XX.5 (Adult)
918			Juicy XX.5 (Adult)
919			TEN Real (Adult)
920			Playboy (Adult)
921			Hot Choice (Adult)

INTERNATIONAL

Channel SD	HD	*OD	
469			ART (Arabic)
474			SET (South Asian)
476			ITV (South Asian)
477			TV Asia (South Asian)
478			Zee TV (South Asian)
479			Aapka COLORS
485			itvn (Polish)
486			TVN24 (Polish)
488			CCTV-4 (Chinese)
489			CTI-Zhong Tian Channel (Chinese)
497			MBC (Korean)
498			TVK24 (Korean)
504			TV JAPAN (Japanese)
507			Rai Italia (Italian)
515			TV5 Monde (French)
521			ANTENNA Satellite (Greek)
522			MEGA Cosmos (Greek)
528			Channel One Russia (Russian)
529			RTN (Russian)
530			RTVI (Russian)
532			NTV America (Russian)
535			TFC (Filipino)
536			GMA Pinoy TV (Filipino)
537			GMA Life TV (Filipino)
538			Myx TV (Pan Asian)
539			Filipino On Demand
540			RTPi (Portuguese)
541			TV Globo (Portuguese)
542			PFC (Portuguese)

HISPANIC

MIVISIÓN LITE

Channel SD	HD	*OD	
780			FXX
781			Fox Deportes
784			De Pelicula Clasico
785			De Pelicula
786			Cine Mexicano
787			Cine Latino
788			Tr3s
789			Bandamax
790			Telehit
791			Ritmoson Latino
792			Latele Novela
793			FOX Life
794			MUN2
795			Discovery en Español
796			TVN Chile
797			TV Española
798			CNN en TV Español
799			Nat Geo Mundo
800			History en Español
801			WGBO Univision
802			WSNS Telemundo
803			WXFT UniMas
804			Galavision
806			Fox Deportes
809			TBN Enlace
810			EWTN en Español
811			MundoMax
812			PBS Kids
813			CentroAmerica TV
814			WCHU
815			WAPA America
816			Telemicro Internacional
817			Caracol TV
818			Ecuavisa Internacional
821			Music Choice Pop Latino
822			Music Choice Mexicana
823			Music Choice Urbana
824			Music Choice Pop Tropicales
825			Discovery Familia
826			Sorpresa
827			La Familia Cosmovision
828			Disney XD (SAP)
829			Boomerang (SAP)
830			Semillitas
831			Tele El Salvador
832			TV Dominicana
833			Pasiones

MIVISIÓN PLUS

Includes ALL MiVisión Lite channels PLUS:

Channel SD	HD	*OD	
369	805		ESPN Deportes
808			beIN Sport
820			Gran Cine
834			Viendo Movies

RCN On Demand

Get instant access to thousands of movies, kid's shows and live music performances – many in HD and available the same day as the DVD! Order flicks and get unlimited access for 24 or 48 hours. Binge watch an entire season or catch the episode you missed. And you can pause, rewind and fast-forward – just like a DVD.**

RCN2GO

RCN2Go powered by TiVo, allows you to access your recorded shows or watch live TV anywhere you have access to the Internet. Use your PC or laptop, iPhone, iPad or other favorite devices to access the great library of programming available. To find out more, visit rcn2go.com.

Certain On Demand programming may require a subscription to other levels of service. Certain programs require either Premiere Digital Cable or Signature Digital Cable with the Premiere Total Pack or the Movies & Entertainment and Family and Kids Premiere packages. Not all services available in all areas. Channel locations and availability subject to change. HD television and HD converter box required to receive HD programming. Digital converter box required. **˜An additional 4K Technology Fee of $7.95/month is required to view and received 4K Linear channels and is not included in package and pricing. 4K compatible TV, equipment and an internet connection are required.** All names, logos, images and service marks are the property of their respective owners. For more recent channel listings, please visit rcn.com. SD refers to Standard Definition; HD refers to High Definition; *OD refers to On Demand. **Certain content may require a specific level of service, additional monthly fee or be offered as a per title purchase. Channel lineup accurate as of March 2019. © 2019 RCN Telecom Services, (Chicago) LLC. All rights reserved.

IMPORTANT REMINDER TO ALL RCN CUSTOMERS
EQUIPMENT RETURN AND DISCONNECTING SERVICE

Every resident must call RCN when moving out to disconnect service. Residents are responsible for returning all RCN equipment (all types of cable boxes, modems, routers, power cords, and remotes) even if you do not receive a bill from RCN.

No resident is exempt.

Equipment is not to be left in your unit, with the management office, with the doorman to give to an RCN technician and cannot be handed to an RCN technician you might happen to see in your building. Residents will be charged for any unreturned equipment.

You can return the equipment by using one of the three methods listed below:

1. Return all equipment to: 2640 W. Bradley Pl., Chicago IL. 60618
   - Directions: Take Addison Rd, turn North on Talman (which is located 1 block east of California or 3 blocks west of Western) and end at Bradley Center.
   - Lobby Hours of Operation: M, T, F (9-5) - W, Th, 9-7 - Sat 9-1
2. RCN will send or email you a postage paid UPS slip and you can mail the equipment back. Request your UPS slip by the following methods:
   - Email your Name, Mailing Address (including unit number), Phone Number and Account Number to rcnreturn@rcn.net
   - Call (800) 746-4726
3. Call (800) 746-4726 to disconnect service and schedule an RCN pick up – cost is $54.95

You must return the equipment by one of the 3 methods listed above and save your receipt. A receipt is your only form of proof that the equipment has been returned. Again, you will be billed for any unreturned equipment.

Why does RCN have this return policy?

Several hundreds of thousands of dollars worth of equipment is never returned each year. This equipment must be replaced and it drives up the cost of cable service for everyone.

Disconnecting Service

Please be aware that residents who do not disconnect service when they move will be responsible for any monthly recurring or one time charges (phone calls, PPV/VOD buys, etc.) incurred on their account by the subsequent tenants until that account is disconnected.

Thank You,
RCN Chicago

RCN

ACTION REQUIRED
PLEASE READ

January 8, 2020

Dear Resident of 512 N. McClurg Ct,

Great news! RCN is pleased to extend our bulk relationship with 512 N McClurg Ct, by providing residents with the latest technology in home entertainment! Your new Bulk Agreement now includes the following:

- **250 Mbps High Speed Internet**
- **(1) Modem**
- **(1) Wireless Router**

The previous Agreement included Signature video service, (1) 4 Tuner TiVo Quad or (1) HD Receiver which will now be available through retail pricing billed directly to you. If you do not wish to retain your video service, **please contact RCN. Also, you must schedule an appointment to have your new equipment and services installed no later than February 3, 2020.**

Once scheduled, your equipment will be upgraded and you will receive a new Modem and Router for the 250 Mbps High Speed Internet service. It may take up to two billing cycle for these changes to appear on your monthly statement.

To have the new equipment installed you must do one of the following:

1. Call our National Customer Care at (800) 746-4726 Monday through Sunday 24 hours/7 days a week to schedule the installation of your equipment and/or service. Installs can be completed at no charge if installed between **January 13, 2020-February, 3 2020**. Note: *Installations scheduled after February 3, 2020 are subject to standard installation charges.*

2. Sign-up in person. RCN Representatives will be at the building on **Tuesday, January 14, 2020 from 5:00-7:00pm and Saturday, January 18, 2020 from 10:00am-2pm** to schedule the installation of your equipment and/or service. We'll also be on hand to answer any questions regarding your account.

In addition to the services included in your bulk package, RCN also offers higher speed tiers, digital phone service, expansive tiers of digital and HD programming, and much more. When contacting us, you will have the opportunity to personalize your RCN experience by adding to, or upgrading, your account with services that best fit your lifestyle.

We are excited to have this opportunity to provide you with our premier communication services and look forward to offering you the most innovative technology!

Thank you,

RCN Chicago

Follow us on Facebook and Twitter to continually receive the latest RCN product Development information and News.

www.twitter.com/rcnconnects

www.facebook.com/RCN