



November 27, 2020

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, we are committed to doing everything we can to provide you with the best, most advanced services backed with award-winning customer care. Each of us works hard to ensure that you and the communities we serve have access to the fastest and most reliable Internet, TV and phone services. Each and every day, we endeavor to deliver high-quality services at a great value and have always aimed to put our customers first.

RCN strives to keep prices as low as possible. Despite this most unusual time we are all in, we – and our entire industry – continue to face dramatic increases in the costs large corporate broadcasters and cable networks charge for their content. Programming fees paid to entertainment networks and regional sports networks, in addition to retransmission consent fees demanded by local broadcasters, comprise one of the largest costs in our business. These fees have historically increased over time, and have continued to grow at an alarming rate; as a result, we are forced to adjust our rates to help offset the delivery and the total cost of programming content. We recognize this is not an easy time for so many and have worked hard to minimize the cost increases to our customers. For more information about the costs associated with TV programming, please visit www.RCN.com/rateFAQs.

RCN is continually improving and upgrading our network to meet the growing needs of our customers. This has been especially crucial over this past year to keeping our network robust while we all work, school, and play at home. Although RCN absorbs much of the cost increases associated with network upgrades and service improvements in order to 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 this, several specific fee(s), and promotion amounts (as applicable, based on the scheduled expiration date) will be adjusted. Effective on customers' January billing statements, the price for current monthly services will change. In addition, below please find a summary of rate adjustments for specific fees; unless otherwise notated, the listed taxes, surcharges and/or fees are neither government mandated nor a tax imposed on you by the government; they are either a surcharge and/or fee RCN assesses and retains:

- Limited Basic Service will increase up to \$3.75.
- Signature TV Programming will increase up to \$3.00.
- The Broadcast TV Surcharge will increase by \$3.00. This fee applies to all digital TV packages to help offset the costs of programming content and delivery of the local and regional broadcast television signals to our customers.

- The Sports Surcharge will increase by \$1.50. This fee applies to all cable packages with Signature TV or higher to help offset the delivery and cost of programming associated with professional, collegiate, and amateur games as well as other sports content.
- The Entertainment Networks Surcharge will increase by \$1.50. It helps offset the costs of programming and delivery of entertainment networks such as Discovery/Scripps, Comcast/NBC Universal, Turner, ABC/Disney/ESPN/Fox and others. This fee applies to RCN cable packages with Signature TV or higher.
- Additional programming tiers such as Premiere Sports, News & Information, Children & Family, Movies & Entertainment, and Premiere Total will increase by \$3.00 each. This is to help offset the costs of programming and delivery of these networks.
- Premium channels such as the HD Premium Tier, HBO, Cinemax, Showtime, and/or Starz will increase by \$1.00 each. This is to help offset the increased costs associated with programming and delivery of these networks.
- Digital TV equipment will increase by \$3.00.
- Modems and/or routers used for Internet service will increase up to \$12.95.
- The Network Access and Maintenance Fee will increase by \$1.20. This fee helps 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.
- Internet Service will increase by \$2.00 and Telephone Service will increase by \$2.00.
- A 2% Regulatory Recovery Fee will apply to telephone services. This fee helps to recover the cost of complying with certain federal, state, and/or local impositions related to voice service.

Periodically, franchise, utility, PEG fees and other government mandated fees and taxes are also adjusted in keeping with regulatory requirements. These fees and taxes are government mandated and we are required to comply.

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, while recognizing that the online world and how people use it has changed:

- **Voice Remote** and the New TiVo Experience-Say it, see it, watch it.
- **TiVo® Stream 4K**- RCN's philosophy is to provide our customers with choice and control, which is why we've launched a brand new product this year that allows customers to customize their TV viewing experience so they can watch what they want, how they want to watch it.
- **Eero Secure +** - Safe, reliable WiFi is more important than ever. Our enhanced whole-home WiFi blankets every corner of your home with TrueMesh technology while providing a secure firewall that keeps your home protected from online threats.
- **Gig Speed Internet*** – Surf, stream, work and game faster than ever-we continue to expand to more and more neighborhoods.
- **Award-Winning Internet** – Top ranked in Customer Service, Tech Support, Overall Satisfaction, and Most Likely to Recommend.*

Alternate TV and streaming video package options available

We have 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.

Ms. Marjorie Williams

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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,

A handwritten signature in blue ink, appearing to read "Sanford Ames, Jr.", with a stylized flourish at the end.

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

**Internet upload and download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of RCN's control. Gig Internet offers speeds up to 940 Mbps. Certain equipment may be required to receive Gigabit speeds up to 940 Mbps. PCMag Readers' Choice Awards 2020: Internet Service Providers (ISPs). Where available. Reprinted with permission. 2020 Ziff Davis, LLC. All Rights Reserved.*

***Not all services are available in all areas. Some services have a minimum speed requirement. Certain services are available to residential customers only. For details, please visit www.rcn.com*