



## 1555-60 N. Sandburg Terrace

Dear resident,

As a valued RCN Customer, we wanted to provide you with more tools to help you with adding services and answering questions regarding your service.

We have created a sales phone number just for you, **866.308.5556**. This means that whenever you want to add any services, this number is specifically for you. When you call, you will talk to a representative who is ready to assist important customers such as yourself.

If you come across **billing or service** questions, please use **800.RING.RCN (800.746.4726)**. If you use the previous 866 number, you will be transferred to 800.RING.RCN and will be slightly delayed in receiving the answer you need.

To review, the two numbers available to you are:

- **866.308.5556**; Use to add services (*please call for current pricing & promotions*)
  - **800.RING.RCN**; Use only for billing and service questions
- **It's important for you to create your account with us, even if you're not adding services. This will help us make sure you receive all benefits your building provides its residents. Please call 866.308.5556 to set this up.**

RCN understands the importance of having Internet, Cable TV, and Phone services connected and operating as quickly and as conveniently as possible. Your building agreement already includes the following services:

- Bulk Standard Cable TV
- One standard digital converter box

**Did you know that you can bundle your communication services and save? RCN offers Digital Phone, High Speed Internet services, along with expansive digital and HD Television options.**

### RCN's Additional Digital Cable TV Options

- Access to Video-On Demand & Subscription Video-On Demand & **45 Music Stations**
- Digital Vision Plus<sup>SM</sup> (over 140 digital channels) Includes **25 Premium Channels**  
**Showtime, Cinemax, The Movie Channel, Starz & Encore**
- HBO Package Includes **7 Channels**
- International Programming (**9 Language's available**)
- HD/DVR boxes with access to **24 High Definition Channels**

**RCN High-Speed Internet Options** – 1.5Mbps, 5Mbps, 10Mbps and **20Mbps** available  
(*the fastest in Chicago!*)

### RCN Digital Phone

- State of the art Digital technology
- Keep your current phone number
- Competitive calling plans and all your favorite calling features

We look forward to giving you and everyone in your building the extra attention you deserve. Thank you for choosing RCN.

Sincerely,  
RCN Chicago

