



IMPORTANT REMINDER TO ALL RCN CUSTOMERS

EQUIPMENT RETURN AND DISCONNECTING SERVICE

Residents are responsible for returning all RCN equipment, such as cable boxes, modems, routers, power cords, and remotes, and disconnecting services when moving residences. Residents will be charged for any unreturned equipment.

Equipment return options:

1. RCN lobby drop off
 - Customers can drop off and return all equipment to: **2640 W. Bradley Pl, Chicago, IL 60618**
 - Normal hours of operation: M, T, F (9-5 pm); W, Th (9-7 pm); Sat (9-1 pm)
*Hours may vary and are subject to change. Please check on rcn.com for lobby times.
2. Mail via FedEx
 - Email your Name, Mailing Address (including unit number), Phone Number and Account Number to **RCNreturn@rcn.net** or call customer service at **(800) 746-4726**.
 - RCN will send or email you a postage paid Fedex slip.
3. Scheduled pick up
 - Schedule an RCN equipment pick up time by calling Customer Service at **(800) 746-4726**. *Please note there is a fee of \$54.95 for this service.*
4. Currency Exchange drop off:
 - 1808 W. Montrose Ave, Chicago, IL 60619
 - 2735 N. Clark St, Chicago, IL 60614
 - 4638 S. Cottage Grove Ave, Chicago, IL 60653

Equipment is not to be left in your unit, with the management office, with the doorman to give to an RCN technician, nor handed to an RCN technician in your building (unless a pickup has been scheduled).

Disconnecting Service:

Call customer service **(800) 746-4726** to disconnect 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