



**James-Kilmer Condominium Association
1555-60 N. Sandburg Terrace**

Dear Valued RCN Customer:

RCN is pleased to extend our bulk relationship with James Kilmer Condominium Association by providing residents with the latest technology and home entertainment. Your new Bulk Agreement includes: **RCN Signature Video Service with over 295 channels, including over 80 in (HD), (1) dual-tuner HD DVR powered by TiVo, (1) HD Box and 50Mbps High-Speed Internet with modem and wireless router.**

The TiVo Premiere allows you to record up to 2 programs at once, record up to 45 hours of HD programming or up to 300 hours in Standard Definition. TiVo utilizes only RCN's fast, reliable, secure Internet service which gives you access to included web applications like Netflix, Hulu, YouTube, Facebook, Pandora, Plex and much more all through your cable box – Welcome to the RCN TiVo Experience!

After you have been installed, view free videos on how to use your new TiVo HD DVR by turning to channel 997. To learn more visit about your new TiVo HD DVR visit www.RCN.com/TiVo.

Note: The previous bulk agreement included (1) Digital Converter Box. If you have any Digital Converter Boxes, you will be billed individually for each one on your account.

To get installed the new Bulk Agreement equipment, call RCN at 312-955-2500 to schedule the installation of your equipment and/or service.

All other services installed that are not included in the bulk agreement may be subject to a credit check. Someone 18 years or older must be present during all installations and all cable outlets within your unit must be free from obstruction. Installations will take place within the following timeframe: 8 am-10 am, 10 am-12 noon, 12 noon-2 pm, 2 pm-4 pm, 4 pm-6 pm (Monday-Saturday) and 6 pm-8pm (Monday-Friday).

In addition to the services included in your bulk package, RCN also offers phone service, expansive tiers of digital and HD programming, and much more. Take a look at some of the other services and products we offer below.

RCN High-Speed Internet

- Upgrade internet speeds up to 155Mbps available!

RCN's Digital Cable TV Options

- Movie channels available: HBO, Showtime/TMC, Cinemax and Starz (HBO Go, Showtime Anytime and Max Go are also available with subscription)
- RCN Premiere TV (over 90 additional channels) including Encore and 4 separate pods: Movies & Entertainment, Child & Family, News & Information and Sports
- Sports programming such as: NFL Red Zone, ESPN Game Plan, NBA League Pass, NHL Center Ice and more!
- International Programming (14 Languages available)

RCN Digital Phone

- Keep your current phone number.
- Competitive calling plans and all your 17 favorite calling features.

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 available today!

Thank You,
RCN Chicago