

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 (312) 955-2500

3. Call (312) 955-2500 to disconnect service and schedule an RCN pick up – cost is \$49.95

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

