

ANN TERRELL
913 W GORDON TER
APT 3
CHICAGO, IL 60613-2106
Account Number 1001-0148347-01

ACCOUNT SUMMARY - November 2008

Previous Balance	\$355.06
Payment Received 11/12/08 - Thank you!	(\$100.00)
Outstanding Balance	\$255.06
Current Charges	\$132.50
Total Adjustments	(\$27.07)
Taxes, Fees, and Surcharges	\$19.04
TOTAL AMOUNT DUE	\$379.53

RCN NEWS

PAST DUE NOTICE

Our records indicate your account is past due. Nonpayment of the past due amount may result in service disruption and additional fees. If you already paid the outstanding balance, please disregard this notice.

OFFICIAL FILE

I.C.C. DOCKET NO. 10 4/15
Comp Exhibit No. 1
Witness Ann Terrell
Date 11/30/10 Reporter PA

Please detach and include the remittance slip below with your mailed payment - Thank You!



100 BALTIMORE DRIVE
WILKES-BARRE, PA 18702

Account Number: 1001-0148347-01

AMOUNT DUE:	\$379.53
DATE DUE:	Upon Receipt
Amount Enclosed:	\$ <input type="text"/>
Please write your account number on your check. Make check payable to RCN.	

Sign me up for AutoPay! (See reverse side.)
Billing/Email address change. (See reverse side.)

ANN TERRELL
913 W GORDON TER
APT 3
CHICAGO, IL 60613-2106

RCN
PO BOX 747089
PITTSBURGH, PA 15274-7089

1010001014014834701470037953

CS/

Customer Name ANN TERRELL
Account Number 1001-0148347-01

FREQUENTLY ASKED QUESTIONS

How can I reach RCN?

Visit our website: www.rcn.com

For Billing Inquiries dial: 1-877-RCN-BILL (1-877-726-2455)

For Technical Inquiries dial: 1-866-TECH-RCN (1-866-832-4726)

Where can I send correspondence?

Do not mail correspondence with your payment; instead mail correspondence to this address:

RCN

P.O. Box 578459

Chicago, IL 60657-8459

How can I pay my bill?

Through the Automatic Payment Option listed on the form below or via our Automated Phone System; dial 1-877-RCN-BILL (1-877-726-2455). RCN also accepts Direct Debit payments on www.rcn.com; select My RCN.

Make your payment in person. Payment centers accept cash, checks, money orders, and credit cards. For a listing of payment center/local office hours and locations access www.rcn.com, or dial 1-877-RCN-BILL (1-877-726-2455).

We post your payment on the date it is received. If you mail your payment with the remittance slip enclosed, please allow 7 business days for mail delivery.

RCN Offices Accepting Walk-In Payments

RCN

Bradley Place Business Center

2640 West Bradley Place

Chicago, IL 60618

Can I receive an electronic version of my bill instead of a paper bill each month?

Yes, simply go to www.rcn.com and select My RCN to register to receive an electronic bill.

What charges does this bill include?

This bill includes your regular monthly service charges, any per use features such as PPV, VOD or Directory Assistance and applicable taxes, fees and surcharges.

If a customer's payment is returned for insufficient funds RCN electronically re-presents the payment. The processing fee for re-presentation is the lesser of \$30.00 or the highest rate allowed by law and is charged in addition to the RCN insufficient fund fee.

IMPORTANT CUSTOMER INFORMATION

All services, including telecommunications services, are provided by RCN Telecom Services of Illinois, LLC. Federal EIN: 41-2071474.

TELEPHONE CUSTOMERS

Non-payment of the following telephone charges will not result in disconnection of your basic local service: Toll charges, 900 numbers, inside wiring, 911 surcharge, Line Features (i.e. Call Waiting, 3-Way Calling, Caller ID, etc.), Operator Charges, DA Charges and Directory Advertising. Please be advised non-payment of all other telephone services will result in disconnection of your basic local telephone service.

RIGHT TO DISPUTE YOUR BILL

If you are dissatisfied with our telephone service for any reason and you are unable to obtain resolution after speaking with our Universal Agents, you may contact Customer Service Division, Illinois Commerce Commission, Ste C-800, 160 N. LaSalle St., Chicago, IL 60651 1.800.524.0795

CABLE CUSTOMERS

Franchise fees paid to the local franchising authority are itemized on your statement. A fee paid to the federal government is also detailed.

Your local franchise authority is: City of Chicago, Area 1 (CUID: IL 1663, Department of Consumer Services, Cable Enforcement Division, 33 N LaSalle St., Ste 1650, Chicago, IL 60602 312.744.5000

UTILITY ALERT NETWORK

In compliance with Illinois State Law and to avoid service interruptions, please call one of the free notification services that alerts utility facility owners and companies of planned digging in areas with any underground facilities at least 48 hours prior to digging or excavating activities. In Chicago, please call Utilities Alert Network (CUAN) at 312.744.7000. Outside of Chicago, call the Joint Utilities Locating Information for Excavators (JULIE) at 1.800.892.0123.

Customer Name ANN TERRELL
Account Number 1001-0148347-01

ACCOUNT DETAIL

BUNDLED SERVICES

Period	Qty	Description	Amount
High-Speed Internet			
11/14/08-12/13/08	1	10MBPS INTERNET SERVICE @ \$26.95	
11/14/08-12/13/08	1	CABLE MODEM RENTAL @ \$3.00	
Cable			
11/14/08-12/13/08	1	LIMITED CABLE SERVICE @ \$10.00	
Telephone 773.857.2316			
11/14/08-12/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
11/14/08-12/13/08	1	UNLIMITED LONG DISTANCE PLAN @ \$0.00	
11/14/08-12/13/08	1	PICK 5 FEATURE PACKAGE @ \$12.00	
11/14/08-12/13/08	1	UNLIMITED REGIONAL CALLING @ \$0.00	
11/14/08-12/13/08	1	UNLIMITED LOCAL CALLING @ \$17.95	
TOTAL BUNDLED SERVICES			\$69.90

ADDITIONAL SERVICES

Period	Qty	Description	Amount
Cable			
11/14/08-12/01/08	1	Premiere Total Pack	\$5.97
11/14/08-12/01/08	1	STARZ	\$0.00
11/14/08-12/13/08	1	Signature Cable TV	\$19.95
11/14/08-12/13/08	1	HBO ON DEMAND	\$0.00
11/14/08-12/13/08	1	1 DIGITAL CONVERTER RENTAL	\$2.95
11/14/08-12/13/08	1	DIGITAL CONVERTER RENTAL	\$0.00
11/14/08-12/13/08	1	HBO	\$8.98
12/02/08-12/13/08	1	STARZ	\$4.78
12/02/08-12/13/08	1	Premiere Total Pack	\$5.98
Pay Per View/Impulse on Demand			
10/29/08	1	8 Huge Pairs DDD's	\$12.99
TOTAL ADDITIONAL SERVICES			\$61.60

PHONE ACTIVITY - (SUMMARY)

Description	Calls	Minutes	Amount
773.857.2316			
Per Use Features	1	1.0	\$1.00
Local	118	563.0	\$0.00
Regional	72	292.0	\$0.00
Long Distance	7	44.0	\$0.00
TOTAL TELEPHONE CALL CHARGES			\$1.00

CURRENT CHARGES \$132.50

ADJUSTMENTS

Description	Amount
ACCOUNT REINSTATEMENT FEE - 10/13/08	(\$10.00)
ACCOUNT REINSTATEMENT FEE - 10/13/08	(\$10.00)
ACCOUNT REINSTATEMENT FEE - 10/13/08	(\$10.00)
LATE FEE - 11/14/08	\$1.33
LATE FEE - 11/14/08	\$1.06
LATE FEE - 11/14/08	\$0.54
TOTAL ADJUSTMENTS	(\$27.07)

TAXES, FEES AND SURCHARGES

Description	Amount
High Speed Internet	
City Rental Tax	\$0.24
Cable	
Franchise Fee	\$3.70
Regulatory Fee	\$0.06

Promotional Details

You are receiving a special promo on Cable, Phone and Internet for 12 months @ \$29.95 each.

You are receiving a special promotion on HBO.

You are receiving Digital Vision at \$9.95 for six months.

You are receiving Starz for free for six months.

Customer Notes

Adjustments reflect one-time credits or charges.

Taxes, fees and surcharges associated with your monthly services must meet tax, fee and surcharge mandates imposed by your local municipality, county, state and federal government regulations.

Customer Name ANN TERRELL
Account Number 1001-0148347-01

ACCOUNT DETAIL

TAXES, FEES AND SURCHARGES (Continued)

Description	Amount
Cable	
City Entertainment Tax	\$2.15
Telephone	
Federal Subscriber Line Charge	\$4.99
Federal Excise Tax	\$0.87
Federal Universal Service Fund	\$0.57
ST Telecommunications Excise Tax	\$1.86
IL Universal Service Fund Surcharge	\$0.08
IL PUC Tax	\$0.02
IL Infrastructure Maintenance Fee	\$0.14
Simplified Municipal Telecom Tax	\$1.86
City E-911 Surcharge	\$2.50
TAXES, FEES AND SURCHARGES	\$19.04

For additional information about taxes, fees and surcharges go to www.rcn.com and click Help.