



Hanging Out

Posttown & Wicker Park Apartments • www.hangingout.net

1922 N Wood St, Chicago, IL 60622
www.hangingout.net (773) 384-3900



Hanging Out is happy to be able to provide subsidized 250Mbps High-Speed Internet for your apartment provided by RCN/Astound. The service and equipment are all included in a **bulk service** contract paid for by Hanging Out. The charge to you for that monthly service will be much less than a standard monthly contract and depending on the building could be free. It also includes a free modem & router.

To Install Service:

*You need to call RCN/Astound at 800.427.8686 to schedule the installation appointment for a Modem & Router and 250MB of service. You will be advised there will be an installation charge. Once the equipment has been installed (not before), and you are up and running, email Hanging Out, tell us **you need the installation charge waived** and include the name of the tenant on the account, your address and unit number. We will then email RCN and request the installation charge be waived. If you log into your RCN account and send us the first bill, that would be helpful. The installation charge will be credited, but you will probably receive an activation charge, which you will need to pay, and as of this writing was \$9.99, but could be more.*

There is no additional charge for the standard equipment. However, monthly costs for upgraded services or devices will be your responsibility. Often, they will try to install an EERO router without telling the tenant. It is not needed or required, and the standard equipment works fine. **There is an upcharge for EERO, and then you will get stuck paying an extra \$15 per month, or you will need to have them come back out to your house to replace it with a regular router.** Don't let them upsell you on anything, especially installing this EERO router, unless you want to pay for it.

Additionally, any charge for service calls is your responsibility as well, unless it was a system problem, then you need to take it up with RCN, because they should not charge you to repair their own equipment. But Hanging Out does not cover the charge of any service calls.

Once this is all done, they will create an account for you. If you order any services or upcharges, those charges will show up in your account and you will be responsible directly to RCN for those charges. You are also required to return the equipment to them at the end of your lease. If you don't return the equipment you will have to pay \$250 for the cost of the equipment. If you have upgraded services, it will show up in the account they created for you and on your bill. If you have no upgrades, then you probably will not receive any bill.

We cannot guarantee your speed through Wi-Fi, but RCN is guaranteeing that the speed will be 250Mbps, when connected directly to their router with an ethernet cable. If that is not what you are getting you can call the support center.

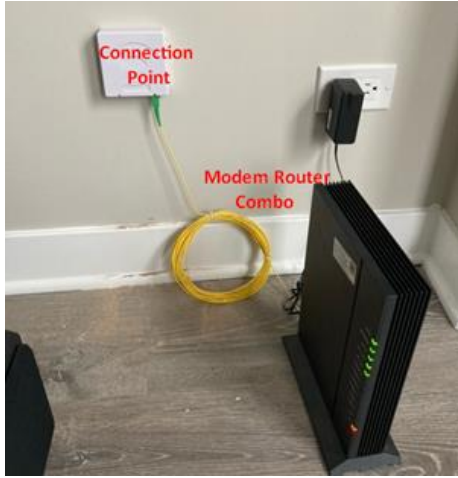
RCN has a 100% U.S. based Customer Care Center that can be reached 24/7/365 at **800 427-8686** (RCN/Astound Broadband by RCN). Residents also can virtually chat with customer support staff. This option is available by selecting the chat icon on the bottom right corner of the **RCN.com** website. This virtual chat feature is available Monday through Friday between 7:00 AM and 9:00 PM, Saturday and Sunday between 9:00 AM and 7:00 PM and holidays between the hours of 9:00 AM and 5:00 PM.

You will either have a type 1 set up with 1 device, or a type 2 setup with 2 devices.

Type 1:

There is a connection point hooked up to a CALIX 854G device that is both a modem and a router. This is a large box sitting on the floor. You should be able to connect a PC to this device. It also provides a Wi-Fi signal.

<http://hangingout.net/assets/files/Calix 854>

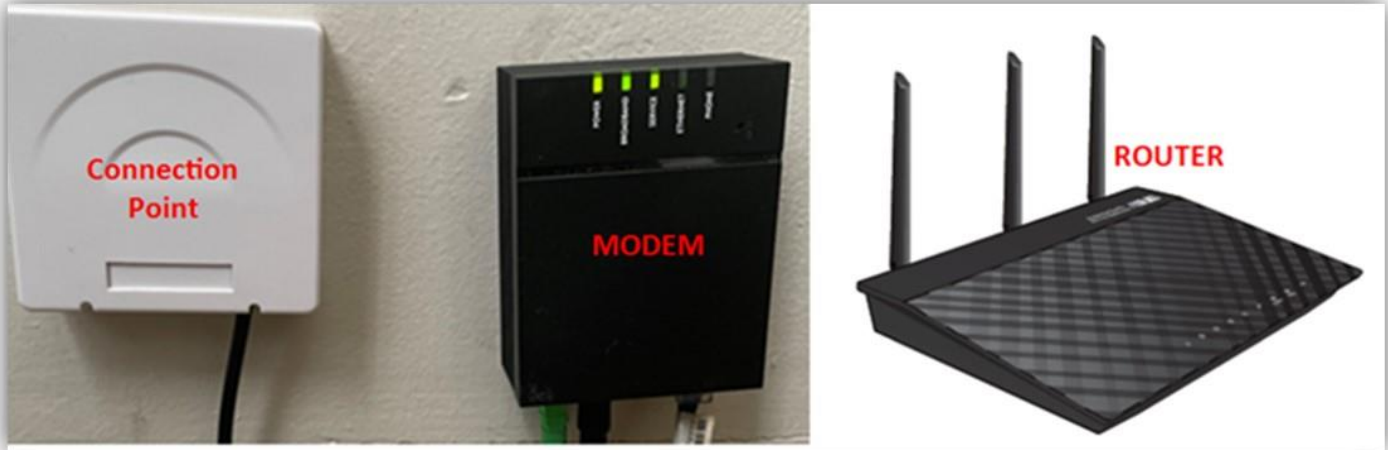


Type 2:

There is a connection point hooked up to a CALIX 803 device that is only a modem which provides an RJ45 output ethernet jack where you could hook up a PC or a Wi-Fi router. You can use your own router, but there should be a free router already installed (Linksys or ASUS). If you don't have a router, email us, we can get you one for free.

<http://hangingout.net/assets/files/Asus RT-AC66U>

<http://hangingout.net/assets/files/Linksys E1200>



RCN Internet Speed Test

Whether you surf online occasionally or spend hours downloading music, streaming movies and gaming, you can check your speed with the RCN Speed Test. Use the RCN Speed Test to measure your Internet connection and see if there are steps you can take to improve performance.



Speed Test Instructions | *Wired Connection*

! A wired connection will always provide a faster speed than Wi-Fi.

- 1** First, limit the number of applications and devices using your Internet connection before starting the test.
- 2** Connect the Ethernet cable from the back of the modem to the open Ethernet port on your computer.
- 3** Make sure the power cord from the back of the modem is connected to an electrical outlet.
- 4** Check the modem and router lights to confirm they have power and are connected to the network and your computer.
- 5** Go to rcn.com/speedtest.
- 6** The test takes less than a minute and measures both download and upload speeds.

Visit rcn.com/speedtest to test your Internet speed.



OPTIMIZE YOUR INTERNET SPEED



**BEST OVERALL
SATISFACTION**

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 **RCN**



WIRED IS FASTER THAN WI-FI



While Wi-Fi has improved over the last five years, it's still not perfect. A wired connection is just plain faster than Wi-Fi.

Why? Because your Internet is physically attached to your device, there's nothing coming between it and your Internet signal. A wired connection is always better and should be used wherever it makes sense to do so. Try to match each device with its best connection. PCs, laptops, media players and gaming consoles work best with a wired connection; mobile devices and tablets work best on Wi-Fi.



Recommended Equipment: DOCSIS 3.0 or higher certified modem. Minimum of eight channels downstream and two channels upstream is advised.



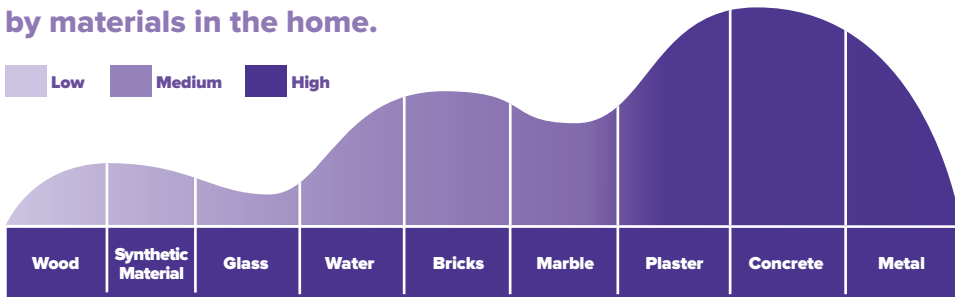
WHAT SLOWS DOWN WI-FI



There are dozens of things that can slow down Wi-Fi. Where you place your router matters; physical barriers like walls or appliances and the number of devices connected will all slow down the Wi-Fi speed. The further the signal has to go, or the more it has to travel through and around, the slower the speeds will be.

Wi-Fi Interference by materials in the home.

Low Medium High



Internet speeds will vary due to several factors, and therefore are not guaranteed. Internet speed can be affected by your devices, equipment, your wireless network and even the specific website you are visiting. Performance of a computer or other device, including its processing capability, operating system, the number of applications running simultaneously, and the presence of any viruses will impact speed. The type of connection between a computer or device and modem will affect speed. In-home wireless connections are subject to greater performance fluctuations, caused by factors like interference and congestion. Certain wireless connections and routers cannot perform at the speeds delivered by RCN. Internet congestion or high usage levels at the website or destination can slow speeds.



MOVE CLOSER TO THE WI-FI ROUTER



Location, location, location! Where the router is placed is very important. Some people put it in an upstairs office or even worse, the basement or attic; these areas make it hard for the wireless signal to reach the device. Try putting it in the center of your home, up off the floor, preferably on the 1st floor, in a room where the Internet is frequently accessed.

Basements



Enclosed Shelves



Upstairs Office



CHECK ALL DEVICES



Multiple devices divide up bandwidth like a pie, with each device taking the portion it needs at the time of use. The more devices you have, the more Wi-Fi speed is divided up.

Some devices can't support higher speeds — which slows down all the others. To see what speeds your device can support, check the owner's manual or perform a web search using its model number.



PASSWORD PROTECT WI-FI



Remember, your speed is shared by all devices. If your neighbors are using your Wi-Fi, they are using your speed too. Be sure to secure and password protect your Wi-Fi.



KEEP DEVICES CLEAN



Run regular virus scans to keep your devices clean. Close browsers, clear cookies, and turn off devices you're not using. Clearing cookies is fast and easy, but the steps vary by browser. To learn how to clear cookies for your browser, a quick web search is all you need.

rcn.com/max-your-speed



Accessing a site that is being visited by others at the same time may slow your connection if the site does not have sufficient capacity to serve all of the visitors efficiently at the same time. RCN's FCC Network Management Disclosure makes available information regarding our network management practices and the performance and commercial terms of our Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with 47 C.F.R. Part 8 of the Rules of the Federal Communications Commission (FCC). Reprinted from pcmag.com with permission. © 2015 Ziff Davis, Inc. All Rights Reserved. Readers' Choice logo is a trademark of Ziff Davis, Inc. used under license.