



## Hanging Out

Booktown & Wicker Park Apartments • [www.hangingout.net](http://www.hangingout.net)

1922 N Wood St, Chicago, IL 60622  
[www.hangingout.net](http://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. It also includes a free modem & Wi-Fi 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 your first account statement, which you can get by logging into your account online and it will show the installation charge. Tell us **you need the installation charge waived**. We will then email RCN and request the installation charge be waived. 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 \$14.99, but could be more.*

There is no additional charge for the standard equipment. However, monthly costs for upgraded services (if you want increased speed) or devices (Mesh Wi-Fi) will be your responsibility. Often, they will try to install an advanced EERO router without telling the tenant. It is not needed or required, and the standard equipment NORMALLY 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.

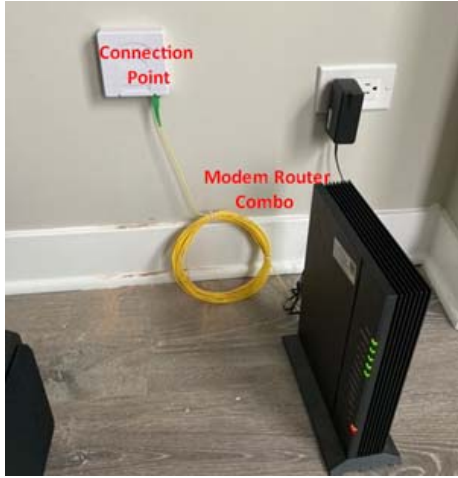
RCN has a 100% U.S. based Customer Care Center that can be reached 24/7/365 at **800 427-8686** (RCN/Astound Broadband by RCN). Residents also can virtually chat with customer support staff. This option is available by selecting the chat icon on the bottom right corner of the **RCN.com** website. This 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>





## IMPORTANT REMINDER TO ALL ASTOUND CUSTOMERS

### Equipment return and disconnection of services

At the beginning of your service, you accepted responsibility for all equipment and charges to your account. You are responsible for disconnecting the Astound services and returning all Astound equipment. Astound equipment includes, but is not limited to, cable boxes, modems, routers, power cords, and remote controls. You may be charged for any unreturned equipment. Please call (800) 4 - ASTOUND to disconnect your services.

#### Equipment return options:

1. A pre-paid shipping label can be requested by visiting the following website:  
<https://www.astound.com/support/internet/equipment-return/>

2. Equipment can be dropped off at the following Currency Exchange locations:

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 staff, or handed to an Astound technician in your building. If your equipment is not returned using the above methods, you may be charged for the unreturned equipment.**

**Please be aware that if you do not disconnect your services when moving, you will be responsible for any monthly recurring charges or one time charges (phone calls, PPV/On Demand purchases, etc.) incurred on your account by the subsequent tenants until that account is disconnected.**

Thank You,  
Astound Broadband Chicago

**You need to return anything that plugs in. You need to leave the connection point.**

