



Hanging Out

Westtown & Wicker Park Apartments • www.HangingOut.net

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



Hanging Out is happy to provide subsidized High-Speed Fiber Internet for your apartment provided by RCN/Astound. The service and equipment (free modem & wi-fi router) are all included in a **bulk service** contract paid for by Hanging Out.

Equipment Return Info on Page 3

To Install Service:

You need to call RCN/Astound at 800.427.8686 to schedule the installation appointment for a Modem & Router. Once the equipment has been installed (not before), and you are up and running, email Hanging Out the PDF of your first account statement, which you can get by logging into your account online. Tell us you want to see if the installation charge can be waived. We may be able to get the installation charge waived, but that is not guaranteed. Separately, you will probably receive an activation charge, which you will need to pay, and as of this writing was \$14.99.

Charges:

There are no other one-time or monthly charges for the standard service and equipment. However, monthly costs for upgraded services (if you want increased speed) or devices (Mesh Wi-Fi) will be your responsibility. We have seen them try to install an EERO router (Mesh Wi-Fi) without telling the tenant. It is not needed or required, and the standard equipment NORMALLY works fine. In unique situations there is no extra charge for the EERO device, but normally it is an upgrade and if installed, you will get stuck paying an **extra \$15 per month**. 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.

Your RCN account:

For clarity, when you start this service, you are creating an account with RCN that handles your responsibility for the equipment plus installation and activation fees. After that, if you have standard services and you return your equipment at the end, there will be no other charges on your account and your account will be closed in good standing.

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.

RCN Support:

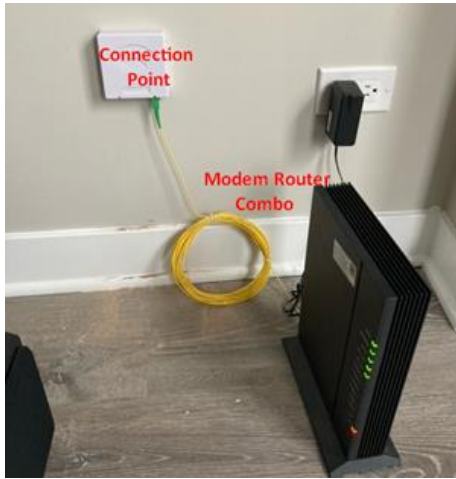
We cannot guarantee your speed through Wi-Fi, but RCN is guaranteeing that the speed will be 250Mbps, when connected directly to their router with an ethernet cable. If that is not what you are getting you can call the support center.

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.

Two types of setups at Hanging Out

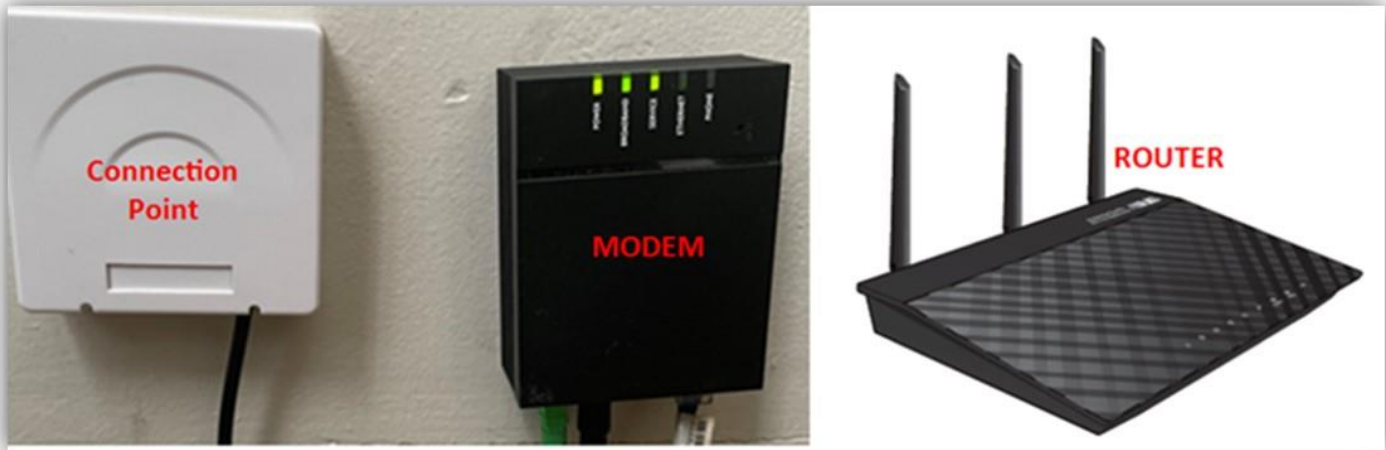
Type 1: (a single box/device)

There is a connection point hooked up to a CALIX 854G device that is both a modem and a wi-fi router. You should be able to connect to the RJ45 ethernet port or the wi-fi signal.



Type 2: (two boxes/devices)

There is a connection point hooked up to a CALIX 803 device (modem only) which connects to a wi-fi router they provide. You should be able to connect to the RJ45 ethernet port or the wi-fi signal.





IMPORTANT REMINDER TO ALL ASTOUND CUSTOMERS

Equipment returns 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 into electricity. You need to LEAVE the connection point.

