



RECEIVED
PUBLIC SERVICE
COMMISSION
EXEC-FILES-ALBANY
2015 FEB 24 AM 11:19

February 23, 2015

VIA Federal Express

Honorable Jeffrey C. Cohen
Acting Secretary
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223

RE: RCN Telecom Services of New York LP
Exit Plan

Dear Secretary Cohen:

RCN Telecom Services of New York LP (RCN) respectfully submits the enclosed Exit Plan pursuant to the Commission's Mass Migration Guidelines. RCN is upgrading its network and will use equipment delivered to the customer's premise in a slightly different manner. RCN is proposing to disconnect services to any customers who have elected not to convert to the Company's upgraded digital phone services.

Sincerely,

A handwritten signature in black ink that reads "Trudy M. Longnecker" followed by a stylized flourish.

Trudy M. Longnecker
Tariff and Compliance Manager

Exit Plan for RCN Telecom Services of New York LP:

1. A sample of the initial letter to be sent to the customers.
See Attachment A
2. Plans for follow-up notification arrangements such as a second letter, phone calls, bill inserts, e-mails, etc.
See Attachment B
3. A proposed final termination date.
Proposed final termination date is June 1, 2015
4. A cut-off date when customers must select a carrier.
June 1, 2015
5. Contact names and telephone numbers for the cutover coordinator, the regulatory contact, and any other pertinent contacts such as CSR and and/or provisioning contacts, if separate.

Regulatory contact – Trudy Longnecker, Sr. Manager, Tariffs and Compliance, 312-955-4678. Trudy.longnecker@rcn.net

Provisioning contacts – Thomas Panko, Provisioning Supervisor, 610-419-2246, thomas.panko@rcn.net

Ellen Frantz, Provisioning Supervisor, 610-443-2803, Ellen.frantz@rcn.net

6. Any arrangements made for an acquiring carrier.
Not Applicable.
7. Steps to be taken with the number code and/or pooling administrator to transfer NXX or thousand number blocks (if applicable) while preserving number portability for numbers within the code.

Not Applicable. RCN will continue to operate as a CLEC to residential and business customers via its own facilities. For these reasons, RCN will continue to utilize telephone numbers from the affected rate centers. Thus, NXX codes will not be returned to NANPA as a result of the discontinuance of UNE Loop and Resale service and no letter will be issued to NANPA as part of this Application.

8. The current customer serving arrangements and the underlying service provider, e.g. UNE-P (x carrier), resale (y carrier), UNE-L (x carrier) or Full Facilities.
Full Facilities
9. Identification of customers where the exiting carrier is the only provider of facilities to a customer or group of customers.
Not Applicable
10. The number of customers impacted.
The number of customers impacted is 329.
11. A summary of how (what format) the customer service records (CSRs) are being kept, a statement of what data elements are in these CSRs (note that the data elements are defined in the End User Migration Guidelines CLEC-to-CLEC), and a statement about how the CSRs will be made available to other carriers.
CSRs are maintained in electronic format. The CSRs contain at least the basic information necessary to enable the seamless migration of customers including the customer billing name, customer billing address customer service address billing telephone number, working telephone number(s) directory listings information type of service and class of service. To the extent necessary to aid in the migrating a customer to an alternative service provider, RCN's CSRs will be made available to other carriers through electronic mail.
12. Any transfer of assets or control that requires Commission approval
Not Applicable
13. Plans to modify/cancel tariff(s).
Not Applicable. RCN will continue to provide tariffed services to residential and business customers via its own network
14. Plans for handling customer deposits, credits, and/or termination liabilities or penalties.
RCN billing department will review all accounts process and submit order for refund of deposit and credits due to the customer. Customers should receive any refund or credit due within 4 – 6 weeks after disconnect.
15. Capability and plans to implement “soft dial tone”.
Customers that have not converted or selected another carrier by June 1, 2015 will have all voice services soft suspended on June 1, 2015 for a full 5 day period

prior to final “hard disconnect” on June 5, 2015. During the 5 day soft suspend period; 911 and 611 (RCN Customer Service) will be available.

16. Plans for unlocking the E-911 database, including the letter detailed in Section VIII.

Not Applicable. There is no acquiring carrier for customers who do not affirmatively choose another carrier prior to the “hard” disconnection on June 5, 2015. At any time prior to that date, E-911 records will be unlocked as part of the normal porting process for customers who migrate to an alternate provider.

Attachment A
Customer Notice



***** ACTION REQUIRED - DO NOT DISREGARD *****

March 2, 2015

Dear Valued RCN Customer,

At RCN, we strive to bring our customers the best service possible. As part of our ongoing commitment to network improvements, we have recently made upgrades enabling all of our customers to receive enhanced internet and digital phone services. By doing so, our customers can now enjoy the benefits of our digital phone service with state of the art technology and superior sound quality. In order to provide you with these enhanced services, RCN must upgrade the network on June 1, 2015. We would like to give you, our valued customer, an opportunity to experience this enhanced phone service on our new digital platform at no additional expense.

Please contact us immediately at 1-800-746-4726 to schedule your FREE upgrade appointment.

If you choose not to take advantage of this FREE upgrade, you must select and install another local phone provider before June 1, 2015 to avoid service interruption.

If you choose to receive service from another provider, you will be responsible for any switch-over fees incurred

The FCC authorizes this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier, or that the public convenience and necessity is adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address comments to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC, 20554. Include in your comments a reference to the Section 63.71 Application of RCN Telecom Services of New York, LLC, and specific information about the impact of this proposed discontinuance upon you or your company, any inability to acquire reasonable substitute service.

E911 Customer Advisory:

The address associated with an E911 call on RCN's Digital Phone service is specific to customer's original service location only. Movement of the Digital Phone equipment from the original service location may result in a mistaken identification of the E911 call as having come from the original service location. If the coaxial cable or telephone line is removed from its connection on the Digital Phone equipment, an improper network connection will result and may render the Digital Phones service unusable. Furthermore, 911 dialing on RCN's Digital Phone service will operate an additional 4 hours on battery-back up in the event of a power failure, improper network connection and/or function or broadband network outage and/or slowdown.

Thank you for your continued patronage. We look forward to serving you for many years to come!

Sincerely,

Bruce D. Abbott
Vice President and General Manager



***** ACTION REQUIRED - DO NOT DISREGARD *****

March 2, 2015

Dear Valued RCN Business Customer,

At RCN, we strive to bring our customers the best service possible. As part of our ongoing commitment to network improvements, we have recently made upgrades enabling all of our customers to receive enhanced internet and digital phone services. By doing so, our customers can now enjoy the benefits of our digital phone service with state of the art technology and superior sound quality. In order to provide you with these enhanced services, RCN must upgrade the network on June 1, 2015. We would like to give you, our valued customer, an opportunity to experience this enhanced phone service on our new digital platform at no additional expense.

Please contact us immediately at 1-800-746-4726 to schedule your FREE upgrade appointment.

If you choose not to take advantage of this FREE upgrade, you must select and install another local phone provider before June 1, 2015 to avoid service interruption.

If you choose to receive service from another provider, you will be responsible for any switch-over fees incurred

The FCC authorizes this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier, or that the public convenience and necessity is adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address comments to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC, 20554. Include in your comments a reference to the Section 63.71 Application of RCN Telecom Services of New York, LLC, and specific information about the impact of this proposed discontinuance upon you or your company, any inability to acquire reasonable substitute service.

E911 Customer Advisory:

The address associated with an E911 call on RCN's Digital Phone service is specific to customer's original service location only. Movement of the Digital Phone equipment from the original service location may result in a mistaken identification of the E911 call as having come from the original service location. If the coaxial cable or telephone line is removed from its connection on the Digital Phone equipment, an improper network connection will result and may render the Digital Phones service unusable. Furthermore, 911 dialing on RCN's Digital Phone service will operate an additional 4 hours on battery-back up in the event of a power failure, improper network connection and/or function or broadband network outage and/or slowdown.

Thank you for your continued patronage. We look forward to serving you for many years to come!

Sincerely,

Bruce D. Abbott
Vice President and General Manager

Attachment B
Customer Outreach Timeline

3/2/2015	Customer Notification Letter in homes - #1
3/16/2015	Voicecast - Message #1
3/30/2015	OE/Outbound live calling
4/6/2015	Voicecast - Message #1
4/13/2015	Customer Notification Letter in homes - #2
4/20/2015	Voicecast
4/27/2015	Non-responder postcard #1 – in homes
4/27/2015	Voicecast - Message #1
5/4/2015	Non-responder postcard #2 - in homes
5/11/2015	Voicecast - Message #2
5/18/2015	OE/Outbound live calling
5/18/2015	Non-responder postcard - FINAL NOTICE BEFORE DISCONNECTION – in homes
6/1/2015	Non-responder FINAL LIVE CALL BEFORE DISCONNECTION
6/5/2015	Non-responding customers termination of service