



People Serving the Community...

Public Service Commission of the District of Columbia
Office of Consumer Services
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Business Hours: 9:00 a.m. – 5:30 p.m. Monday - Friday

UNDERSTANDING STARPOWER/RCN's RESIDENTIAL BILLS

RCN is the company formerly known as Starpower. RCN's bills may cover one or more of the following services: Basic, Optional Calling Features, Regional Toll, Long Distance, Internet access (dial-up or high speed), and Cable TV. The District of Columbia Public Service Commission (DCPSC) does not set RCN's Basic Service and Optional Calling Features rates. Other services are also not under the jurisdiction of the DCPSC. Contact should be made directly with RCN for questions regarding services and rates.

Residential customers can choose different providers for many of these services. RCN's services are bundled as packages. Customers have the option of telephone-only packages or packages with a combination of telephone, cable and internet services. The following is a summary list of your RCN choices.

RCN's Bundled Services: Telephone Only

Ultra Calling Plan - \$35.00 per month for unlimited local and regional calling. The plan includes Call Waiting, Caller ID Deluxe, and Call Waiting ID Deluxe at no additional charge.

Megaphone - \$50.00 per month for unlimited local, regional and long distance calling. Option of 4 optional features from Call Forward Variable, Caller ID Deluxe, Call Return, Call Waiting, Call Waiting ID Deluxe, Repeat Call, Speed Call 8, 3-Way Calling, and Basic Voice Mail.

Long Distance - \$24.00 per month for Unlimited Long Distance Plan, or 7 cents per minute with \$2.95 monthly fee. \$20.00 per month if you have a Power or Essentials Plan, or 7 cents per minute with no monthly fee.

Optional Local Calling Features/Services – RCN/Starpower offers nearly 30 optional local calling features, such as Call Waiting, Call Forwarding, Caller ID, etc. See Optional Calling Features fact sheet for list of features and prices.

RCN's Bundled Services: Telephone with Cable and/or Internet

Local and Regional Telephone, Calling Features, Internet and Cable TV Plans

Plans	Local Phone	Regional Phone	Long Distance	Calling Features	Internet	Cable TV
Power CPI Plus - \$164.00	1 Unlimited Local Phone Line	Unlimited on 1 Line	Unlimited Long Distance Calling	Choice of 5 Phone Features	MegaModem Mach 7 High Speed Internet Service, Bundled Wire Maintenance	Full Basic & Digital Vision Cable TV Series, Choice of 4 Premium Pkgs., 1 Digital Converter Box, Subscription VOD

Power CPI - \$139.00	1 Unlimited Local Phone Line	Unlimited on 1 Line	Option of RCN/ Starpower Long Distance	Choice of 5 Phone Features	MegaModem Mach 7 High Speed Internet Service	Full Basic & Digital Vision Cable TV Series, Choice of 2 Premium Pkgs., 1 Digital Converter Box, Subscription VOD
Power PI - \$87.00	1 Unlimited Local Phone Line	Unlimited on 1 Line	Unlimited Long Distance Calling	Choice of 3 Phone Features	MegaModem Mach 5 High Speed Internet Service	
Power CP - \$88.00	1 Unlimited Local Phone Line	Unlimited Regional Calling <i>Only When You Forgo Choice of 1 Premium Channel Pkg. with Subscription VOD</i>	Option to get RCN/ Starpower Long Distance	Choice of 3 Phone Features	MegaModem Mach 5 High Speed Internet Service	Full Basic & Digital Vision Cable TV Series, Choice of 1 Premium Pkgs. with Subscription VOD (<i>or Unlimited Regional Calling</i>), 1 Digital Converter Box,

*Power – Additional Digital Premiums: Pick 1 - \$11.95; Pick 2 - \$21.95; Pick 3 - \$29.95; Pick 4 - \$37.95. Power Unlimited Long Distance Plan: \$20.00.

Plan	Local Phone	Regional Phone	Long Distance	Calling Features	Internet	Cable TV
Essentials/ CPI - \$97.00	1 Phone Line with Unlimited Local Calling		Option to Get RCN/ Starpower Long Distance		MegaModem Mach 5 High Speed Internet Service	Full Basic Cable TV Service
Essentials/ CP - \$57.00	1 Phone Line with Unlimited Local Calling		Option to Get RCN/ Starpower Long Distance			Full Basic Cable TV Service
Essentials/ PI - \$58.00	1 Phone Line with Unlimited Local Calling		Option to Get RCN/ Starpower Long Distance		MegaModem Mach 5 High Speed Internet Service	
Essentials Feature Package 3 - \$12.00				Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe and Speed Dial 8		
Essentials International	1 Phone Line with Unlimited Local Calling		Domestic Long Distance at \$0.07 per minute; International Long Distance Plan			Full Basic Cable TV Service, 1 Digital Converter Box, 1 International Premium

*Essentials – Additional Digital Premiums: Pick 1 - \$11.95; Pick 2 - \$21.95; Pick 3 - \$29.95; Pick 4 - \$37.95.
Essentials Unlimited Regional Calling Plan: \$10.00. Essentials Unlimited Long Distance Plan: \$20.00. Bundled
Additional Unlimited Local Lines: \$10.00.

A-LA CARTE FEATURES	DC PRICE
3-Way Calling	\$3.50
3-Way Calling (per use feature)	\$1.00
Anonymous Call Rejection	\$3.50
Call Block	\$3.50
Call Forwarding Busy Line/Don't Answer	\$3.50
Call Forward Don't Answer	\$3.50
Call Forward Variable	\$3.50
Caller ID	\$7.00
Caller ID Deluxe	\$7.00
Caller ID Block	\$0.00
Call Return	\$3.50
Call Trace (per use feature)	\$3.50
Call Waiting	\$7.00
Distinctive Ring 1	\$3.50
Distinctive Ring 2	\$7.00
Hunting	\$0.00
Priority Call	\$3.50
Remote Call Forward	N/A
Repeat Call	\$3.50
Repeat Call (per use feature)	\$1.00
Selective Call Acceptance	\$3.50
Selective Call Forward	\$3.50
Speed Call 8	\$1.50
Speed Call 30	\$3.50
Ultra Call Forward	\$7.00
Basic Voice Mail	\$7.00
Family Voice Mail	\$10.00
Value Voice Mail	\$7.00
Greeting Only Voice Mail	\$7.00

THE TAXES AND SURCHARGES ON YOUR RCN BILL

Federally-Imposed

Federal Telecommunications Relay Service (TRS) Surcharge: This surcharge funds the telecommunications relay center, which transmits and translates calls for hearing and speech-impaired persons. Currently, a TRS surcharge of 25 cents per line per month is included in basic services rates so it is not shown separately on customers' bills.

Federal Subscriber Line Charge (FSLC): The FSLC is authorized by the Federal Communications Commission (FCC) to compensate the local telephone companies for part of the cost of the installation and maintenance of the telephone wire, poles and other facilities that are used in providing long distance service that link residences to the telephone network. The monthly rate for each line is \$3.85. It is calculated based on 25% of the costs of the interstate portion of the line. Economy II service customers do not pay the FSLC.

Federal Universal Service Fund Surcharge (phone service to all Americans. The program also assists schools, libraries and rural health care providers in obtaining phone service. Some long distance companies add a USF charge onto their bills to cover their support requirements for this program. The current Federal Universal Service Fund surcharge in the District is 40 cents per line per month. Economy II service customers do not pay this surcharge.**FUSF):** The Federal Universal Service Fund is a federal government program that helps bring affordable basic

Federal Excise Tax: The Federal Excise Tax is a 3% tax that is mandated by the federal government. It is levied on telecommunications services, including, local, long distance and wireless bills. It is not levied on service connection charges, D.C. local sales taxes, and non-regulated services.

D.C. Government - Imposed

E911 and 311 Surcharge: This fee was originally embedded in the base rate charged by Verizon, Washington, D.C. Inc., for local exchange service. However, the Council of the District of Columbia by D.C. Act 13-352 (Emergency and Non-Emergency Telephone Calling Systems Fund Act of 2000) required the Commission to direct Verizon to remove the 911 system costs from the Base rate and implement the E911 and 311 user fee established by the Act. The E911 is the enhanced service for District citizens to summon help in emergencies. The 311 number is used to reduce emergency telephone call congestion by diverting non-emergency calls from the emergency telephone lines. The current E911 surcharge is 76 cents per line per month.

Public Rights-of-Way Fee: The Public Rights-of-Way Fee is mandated by the Council of the District of Columbia. The Council provided that RCN should recover from its customers all costs it incurs to lease conduit and space for its underground facilities and poles that are on public space. Effective July 1, 2005, the fee is \$1.22 per line per month.

Gross Receipts Tax (GRT): Gross Receipt Tax (GRT) is a tax imposed by the District of Columbia Government on locally tariffed service revenues from the sale of telecommunications services by all local telephone companies operating in the District. Directory Assistance is exempt from the GRT surcharge. All telephone companies are required to collect this tax from customers and turn the money over to the city treasury. Effective January 1, 2005, the Gross Receipt Tax surcharge is 10 percent.

D.C. Tax – A 5.75% sales tax is applied to services that are not regulated by the District of Columbia Public Service Commission. Examples include Voice Mail and Inside Wire Maintenance Plans.

Updated 3/21/2006