



Local Office Information – New York

33-16 Woodside Ave Long Island City, NY 11101

• *Subway Station*

- *Northern Blvd (1 block from RCN office) The M and R trains stop at Northern Blvd*
- *No parking near the office*

Walk-in Services:

- **Payments** by Cash, Check, Credit Card, or Money Order
- **Drop Off Equipment / Returns in person**
- **No After Hours Payment / Equipment Drop Box**

Equipment Available for Swap:

Cable:

- Digital Box
- HD Box
- HD/DVR Box
- TiVo 2 Tuner (swap only)
- TiVo Wireless Adapter
- TiVo Stream
- CableCARD
- Remote Control(s)

Data:

- DOCSIS 2.0 Modem (for same or DOCSIS 3.0 Modem)
- DOCSIS 3.0 Modem
- DOCSIS 3.1 Modem
- Routers*

*Excludes Nighthawk XR1000 Gaming router

Proof of identification or CPNI information required!

Equipment Available for Pick -Up:

Cable:

- HD Box
- HD/DVR Box
- TiVo Stream
- TiVo Wireless Adapter
- CableCARD
- TiVo Stream 4K
- Remote Control(s) (\$15 per additional)

Data:

- DOCSIS 3.0 Modem
- DOCSIS 3.1 Modem
- HLAN/Routers*

*Excludes Nighthawk XR1000 Gaming router

Proof of identification or CPNI information required!

Equipment Unavailable for Swap or Pick-Up (Technician needed):

Cable:

- TiVo 6 Tuner (MoCA)
- TiVo 4 Tuner (MoCA)
- TiVo Single Tuner (MoCA)
- TiVo Mini
- MoCA Bridge (ECB)
- IPTV Equipment *

Data:

- 3-in-1 Modem/Router/MoCA
- 1 Gig Modem
- 1 Gig 4-in-1 Modem/Router/MoCA/Phone
- E-MTA (Modem + Phone)
- eero (Base and/or Beacon) *
- Nighthawk XR1000 Gaming Router

Mobile:

- SIM cards (Self Install only)

* Self Install available