

SWIDLER BERLIN SHEREFF FRIEDMAN, LLP

3000 K STREET, NW, SUITE 300

WASHINGTON, DC 20007-5116

TELEPHONE (202) 424-7500

FACSIMILE (202) 424-7645

WWW.SWIDLAW.COM

JONATHAN S. FRANKEL
DIRECT DIAL (202) 424-7743

NEW YORK OFFICE
405 LEXINGTON AVENUE
NEW YORK, NY 10174
(212) 758-9500 FAX (212) 758-9526

November 6, 2000

RECEIVED

NOV 6 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

VIA HAND DELIVERY

Magalie Roman Salas, Esq., Secretary
Federal Communications Commission

445 - 12th Street, S.W.

Washington, DC 20554

Attention: Common Carrier Bureau, Competitive Pricing Division

Re: In the Matter of the Petition of 21st Century Telecom Services, Inc.,
RCN Telecom Services of Illinois, Inc., f/k/a 21st Century Group, Inc.
and 21st Century Telecom Services of Illinois, Inc.
CC Docket No. 94-129

Dear Ms. Salas:

21st Century Telecom Services, Inc., RCN Telecom Services of Illinois, Inc., f/k/a 21st Century Group, Inc. and 21st Century Telecom Services of Illinois, Inc. ("Petitioners") respectfully submit the attached Petition For Waiver of the Commission's authorization and verification requirements as found in 47 C.F.R. §§ 64.1000 through 64.1190 and the relevant Commission Orders to the extent necessary to permit the Petitioners to transfer selected customers of Wedgewood Communications Company to Petitioners' customer base without first obtaining the customers' authorization and verification. Petitioners have also attached copies of the customer notification letters as Exhibits A and B to the Waiver Petition.

An original and five (5) copies of this letter and Petition are enclosed for filing with the Commission. Please date-stamp and return the enclosed extra copy of this filing in the envelope provided herein. Should you have any questions regarding this matter, please do not hesitate to contact me.

Respectfully submitted,



Jonathan S. Frankel
Counsel for Petitioners

Enclosures (as stated)

cc: Kristine Smoot, RCN Corporation
Steve Morrisette, RCN Corporation
Jiten Joshi, RCN Corporation
Dana Bradford, FCC CCB, Room 5-A314
Michele Walters, FCC CCB, Room 5-A441

No. of Copies rec'd 0+5
List ABCDE

RECEIVED

NOV 6 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of Petition of 21st Century Telecom)
Services, Inc., RCN Telecom Services of Illinois,)
Inc., f/k/a 21st Century Group, Inc. and 21st Century)
Telecom Services of Illinois, Inc. Request for) CC Docket No. 94-129
Waiver of the Commission's Rules and Orders)
Governing Subscriber's Change in Their Preferred)
Carrier)

PETITION FOR EXPEDITED WAIVER

I. INTRODUCTION

21st Century Telecom Services, Inc. ("21st Century Telecom"), RCN Telecom Services of Illinois, Inc., f/k/a 21st Century Telecom Group, Inc.¹ ("RCN Telecom") and 21st Century Telecom of Illinois, Inc. ("21st Century Illinois") (collectively, "Petitioners"), by their undersigned counsel, respectfully request that the Commission grant Petitioners a limited waiver of the Commission's rules, 47 C.F.R. §§ 64.1100 through 64.1190 (2000), and relevant Commission orders applicable to the submission of changes in a telephone subscriber's preferred carrier (collectively, "Rules"). Petitioners seek a waiver of the Commission's Rules to the extent necessary to allow Petitioners to be designated the preferred local and/or long distance carriers for customers currently presubscribed to local and long distance telephone service provided by Wedgewood Communications Company ("Wedgewood") without first obtaining each customer's authorization and verification.

The Commission has consistently granted requests for waiver of its Rules where, in the absence of a waiver, customers might suffer loss of service or be charged substantially higher rates.² As set forth below, the circumstances that compel Petitioners to seek the instant waiver are substantially similar to those found by the Commission in previous cases to warrant a limited

¹ In October 2000, 21st Century Telecom Group, Inc. changed its name to RCN Telecom Services of Illinois, Inc.
² See, note 13, *infra*.

waiver of its Rules. In addition, the steps Petitioners plan to take to protect the rights of affected customers (including a two-step customer notification process and a commitment to address customer complaints, as described below) are consistent with conditions imposed by the Commission in previous cases where a waiver has been granted. Accordingly, for the reasons set forth herein, Petitioners submit that special circumstances exist to justify a waiver of the Rules and the grant of such waiver will serve the public interest.

Petitioners also request expedited treatment of this Waiver Petition for the reasons set forth herein.

II. THE PETITIONERS

21st Century Telecom is a wholly-owned subsidiary of RCN Telecom, a leading single-source, facilities-based provider of bundled telecommunications services in Illinois delivering local and long distance telephone, video programming, ultra-high speed Internet access and cable television services to residential customers over its state-of-the-art fiber optic network. RCN Telecom is a wholly owned subsidiary of RCN Corporation (“RCN Corp”), a publicly held Delaware corporation.³ Currently, RCN Telecom provides local and interexchange services in Illinois through its wholly owned subsidiary 21st Century Illinois, also a subsidiary of RCN Corp.⁴

On October 1, 2000, 21st Century Illinois merged into its parent company, RCN Telecom. Pursuant to this merger and subject to regulatory approval, RCN Telecom will assume the operations of 21st Century Illinois, including the provision of local and long distance telephone services in Chicago, Illinois.

In order to effectuate the above transactions, 21st Century Illinois has filed a request with the Illinois Commerce Commission (“ICC”) to surrender its certificates of authority (the

³ RCN Corp. and its various operating subsidiaries are in the process of building high-speed, high-capacity advanced fiber optic networks to provide a package of telecommunications services, including local and long distance telephone, video programming and data services to residential customers.

⁴ 21st Century Illinois was authorized to provide competitive resold and facilities-based local and interexchange services in Illinois pursuant to certificates granted by the Illinois Commerce Commission on March 11, 1998 in Docket 97-0558 and on June 3, 1999 in Docket No. 99-0136, respectively.

“Surrender”), and RCN Telecom has applied to the ICC for authority to provide local exchange and interexchange telecommunications services in Illinois (the “Application”). On September 12, 2000, the ICC held a hearing before a Hearing Examiner to consider the Surrender and the Application. The ICC recommended approval of each of these transactions, however, to date, an order has not been issued.⁵ Accordingly, subject to approval by the ICC, the entity that ultimately will provide local exchange and interexchange services to the Wedgewood customers will be RCN Telecom.

Wedgewood is a provider of resold telecommunications services for residents of apartment communities. Wedgewood provides local and long distance telephone service, cable television, and high-speed internet access to residential customers on a presubscribed basis.

21st Century Telecom and Wedgewood have entered into an Asset Purchase Agreement (“Agreement”). The Agreement provides that 21st Century Telecom will acquire all of the assets of Wedgewood, including but not limited to, all of Wedgewood’s local, and long distance telephone customers located in Chicago, Illinois (collectively, “Wedgewood Subscribers”), as well as, use of Wedgewood’s trade name, billing systems, and network facilities. Upon closing of the Agreement, Wedgewood will cease providing presubscribed local and long distance telephone services to the Wedgewood Subscribers, who will be transferred to Petitioner’s customer base. The Agreement is scheduled to close on November 30, 2000. In order to prevent the Wedgewood Subscribers from losing their telephone service, beginning in December 2000, Petitioners plan to provide service to the Wedgewood customers using the Wedgewood trade name and billing system. As such, after the Agreement closes, the Wedgewood Subscribers will continue to receive telephone service over the Wedgewood network and facilities and subject to the same rates, terms and conditions. Petitioners will retain most, if not all, of Wedgewood’s existing employees and will provide service subject to the same rates, terms and conditions as

⁵ Petitioners anticipate that the ICC’s order accepting the Surrender and granting the Application will be entered shortly. In addition, the certificates to provide local and interstate service will be issued in the name of RCN Telecom pursuant to the name change.

previously provided by Wedgewood to its customers. Therefore, the proposed transfer of service subsequent to the closing of the Agreement will be completely transparent and seamless to the Wedgewood Subscribers.

In order to maximize administrative efficiencies, provide professional state-of-the-art service to the Wedgewood Subscribers and eliminate any customer confusion, Petitioners ultimately desire to eliminate using the Wedgewood trade name and serve the Wedgewood Subscribers under the RCN name. Accordingly, Petitioners request expedited treatment of this Waiver Petition to assure that all of the Wedgewood Subscribers continue to receive local and long distance telephone service subsequent to discontinuance of the use of the Wedgewood trade name.

III. REQUEST FOR WAIVER OF THE COMMISSION'S RULES

21st Century Telecom and Wedgewood have agreed that the Wedgewood Subscribers will receive local and interexchange telephone services from 21st Century Telecom's subsidiary, 21st Century Illinois.⁶ As a facilities-based provider that is already certificated to provide telephone services in Chicago, Illinois (*see*, note 4, *supra.*), 21st Century Illinois has the existing infrastructure, management and support to offer and supply telephone services to the Wedgewood Subscribers without interruption. Following the transfer of telephone service, 21st Century Illinois and its parent, RCN Telecom, will offer the Wedgewood Subscribers a choice of high quality telecommunications packages. The Wedgewood Subscribers will not be subject to any immediate rate increases or charges resulting from the transaction between 21st Century Illinois and Wedgewood. Indeed, the Wedgewood Subscribers will continue to receive the same service subject to the same terms and conditions over the same network and facilities as previously provided by Wedgewood. Beginning in December 2000, Petitioners will bill the Wedgewood Subscribers using the Wedgewood trade name and billing systems until such time

⁶ As discussed in more detail above, 21st Century Illinois recently merged into its parent company, 21st Century Telecom Group, Inc., which has changed its name to RCN Telecom. For purposes of clarity, please note that references to 21st Century Illinois in this section are synonymous with its ultimate successor, RCN Telecom. Upon completion and regulatory approval of the various corporate transactions described in Section II, RCN Telecom will provide service to the Wedgewood Subscribers in Chicago, Illinois.

as a waiver is granted by the Commission or each customer authorizes a change in carriers from Wedgewood to RCN Telecom. Thereafter, the Wedgewood Subscribers will be transferred to Petitioner's billing systems and network.

In addition, following the transfer, the Wedgewood Subscribers will have access to numerous packages of competitively priced telecommunication services, including data and voice services over RCN Telecom's state-of-the-art fiber optic cable network. Overall, as a facilities-based provider, RCN Telecom will be able to offer and provide additional telecommunications options to the Wedgewood Subscribers than previously available through Wedgewood's resold services.

Although Petitioners initially will serve and bill the Wedgewood Subscribers through Wedgewood's network, facilities and billing systems and will use the Wedgewood trade name, Petitioners ultimately desire to transfer the Wedgewood Subscribers to Petitioner's state-of-the-art fiber optic cable network and billing systems. Pursuant to the Rules, however, Petitioners must obtain authorization and verification from each and every Wedgewood Subscriber to change their preferred carrier from Wedgewood to Petitioners. Petitioners seek an expedited limited waiver of these requirements.

Petitioners are concerned that many Wedgewood Subscribers would fail to respond to communications from RCN Telecom and Wedgewood advising them of the pending transfer of services and requesting their authorization to transfer the account and port the customer's telephone number to RCN Telecom. Petitioners submit that they would not be able to obtain the required authorization and verification for each and every customer given the likelihood that some of the Wedgewood Subscribers will not respond to correspondence from Wedgewood and Petitioners. Moreover, the Wedgewood Subscribers may not understand that their authorization is necessary to complete the transfer of their telephone service. If any Wedgewood Subscribers failed to respond to communications from Petitioners and Wedgewood or a waiver is not granted, Petitioners submit that these customers might temporarily lose service or be charged substantially higher rates than those that Petitioners will charge following the transfer of services

to Petitioners' network. Upon closing of the Agreement, Wedgewood will cease providing local or interexchange services to the Wedgewood Subscribers; however, RCN Telecom will continue to serve the Wedgewood Subscribers under the Wedgewood trade name without making any changes to the customers' services and rates. Ultimately, however, Petitioners intend to discontinue use of the Wedgewood trade name and provide services to the Wedgewood Subscribers under the RCN Telecom trade name. To avoid putting these customers at risk of losing service or of being charged substantially higher rates upon discontinuance of Petitioners' use of the Wedgewood trade name, Petitioners seek a waiver of the Commission's Rules to allow RCN Telecom, 21st Century Telecom, and 21st Century Illinois to discontinue use of the Wedgewood trade name and become the preferred local and/or long distance carrier for the Wedgewood Subscribers without first obtaining each customer's authorization and verification.⁷

Consistent with customer notification plans previously approved and made a condition of a grant of waiver by the Commission, Petitioners will implement a two-step process to notify affected customers of the pending transfer of services and assure that these customers' rights are adequately protected. Specifically, Petitioners will send a joint letter to each Wedgewood Subscriber before the November 30, 2000 closing of the Agreement, which will: (1) notify them of the pending transfer of their telephone service to Petitioners; (2) assure them that no immediate charge or rate increase will be imposed as a result of the transaction; (3) advise them that they are free to change their local and long distance preferred carrier(s); and (4) inform them that they may contact Petitioners via a toll-free number with any questions regarding the pending transfer of their account to Petitioners' customer base. A copy of this customer notification letter is attached as Exhibit A.⁸ Following the close of the Agreement, Petitioners will send another

⁷ If the Commission grants the requested waiver, Petitioners respectfully request that the waiver apply to each of the potentially effected entities: RCN Telecom Services of Illinois, Inc., f/k/a 21st Century Telecom Group, Inc., 21st Century Telecom Services, Inc., and 21st Century Telecom of Illinois, Inc. The uncertain timing of both the ICC's decision on the Surrender and Application and the Commission's ruling on this Waiver Petition requires that each of the identified entities be granted a waiver. Otherwise, some of the Wedgewood Subscribers might suffer a disruption in service or higher rates if, at the time the waiver is granted, the entity providing services is unable to switch the customers because it has not been included as a Petitioner, and thus, granted a waiver.

⁸ Petitioners recognize that the Commission prefers to review all customer notification letters before they are sent to the affected customers. In this case, however, Petitioners are required by Illinois law (*see*, IL Code 220 § 5/13-406)

notification letter to the Wedgewood Subscribers reiterating the information, advice and assurances provided in the first letter. A copy of the proposed second customer notification letter is attached as Exhibit B.

Additionally, if the Commission grants this Petition For Waiver, Petitioners agree to investigate and attempt to resolve any outstanding customer complaints that may have been made against Wedgewood prior to the close of the Agreement and to address all customer inquiries and complaints after that date. Petitioners submit that its proposed notification process and commitment to address customer complaints adequately will safeguard the rights of customers to be transferred from Wedgewood to Petitioner's customer base.

IV. SPECIAL CIRCUMSTANCES EXIST THAT WARRANT GRANT OF A WAIVER OF THE COMMISSION'S RULES

Generally, the Commission's rules may be waived for good cause shown.⁹ The Commission may exercise its jurisdiction to waive a rule where the particular facts make strict compliance inconsistent with the public interest.¹⁰ In addition, the Commission may take into account considerations of hardship, equity, or more effective implementation of overall policy on an individual basis.¹¹ Waiver of the Commission's Rules is therefore appropriate if special circumstances warrant a deviation from the general rule and such deviation will serve the public interest.¹² Where, in the absence of a waiver, customers might suffer disruption in service or be charged substantially higher casual calling rates, the Commission has consistently found that special circumstances exist to warrant a waiver of its Rules, and that grant of such waiver would serve the public interest.¹³ The Commission has concluded that, under these circumstances, a

to send prior notice to the affected customers. To the extent the Commission desires any revisions to the customer notification letter, Petitioners will supplement this Waiver Petition and revise the customer notification letter accordingly.

⁹ 47 C.F.R. §1.3

¹⁰ *Northeast Cellular Telephone Co. v. FCC*, 879 F.2d 1164 (D.C. Cir. 1990).

¹¹ *WAIT Radio v. FCC*, 418 F.d 1153, 1159 (D.C. Cir. 1969), *cert. denied*, 409 U.S. 1027 (1972).

¹² *WAIT Radio*, 418 F.2d. at 1159.

¹³ See the following Orders issued in *Implementation of Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996*, CC Docket No. 94-129, granting waiver of the Commission's authorization and verification requirements to: (1) PNG Telecommunications, Inc., d/b/a PowerNet Global Communications (rel. Aug. 18, 2000 (transfer of customers pursuant to an asset purchase); (2) INET Interactive Network System, Inc. (rel.

limited waiver of its Rules is necessary to provide a seamless transition with no disruption of service.

This matter, a transfer of subscribers pursuant to an asset purchase agreement, is similar to other cases where the Commission has waived its Rules. *See*, note 13, *supra*. In fact, this case is directly analogous to the Request for Expedited Waiver filed by TXU Communications Telecom Services Company (“TXU”), CC Docket 94-129, DA 00-1509 (filed April 14, 2000), that was granted by the Commission on July 6, 2000.¹⁴ The special circumstances found by the Commission to justify a waiver of its Rules are present in the proposed transfer of telephone services from Wedgewood to Petitioners. As noted above, given the likelihood that some customers likely would fail to respond to communications from Petitioners advising them of the pending transfer and requesting their authorization to transfer the account to Petitioners’ customer base, Petitioners may not be able to obtain the required authorization and verification for each customer prior to discontinuance of Petitioners’ use of the Wedgewood trade name. If the transfer were to occur without a waiver, some customers might temporarily lose service or be charged substantially higher rates than those that Petitioners will charge following the discontinuance of Petitioners’ use of the Wedgewood trade name. Therefore, grant of the requested waiver is necessary to avoid putting these customers at risk of losing service or of being charged substantially higher rates. Since Wedgewood will cease providing local and interexchange services to the Wedgewood Subscribers upon closing of the Agreement, customers

Sept. 13, 2000) (transfer of customers pursuant to asset purchase); (3) International Exchange Communications, Inc. (rel. May 3, 2000) (transfer of customers pursuant to asset purchase); (4) One Call Communications, Inc. d/b/a Opticom (rel. May 2, 2000) (transfer of customers pursuant to asset purchase); (5) IE Com (rel. Mar. 31, 2000) (transfer of customer bases pursuant to separate asset purchase agreements with multiple carriers); (6) Iowa Telecommunications Services, Inc. (rel. Dec. 21, 1999) (transfer of customers pursuant to acquisition); (7) Conversent Communications, Inc. (rel. Dec. 21, 1999) (transfer of customer base pursuant to asset purchase); (8) IE Com (rel. Sept. 10, 1999) (transfer of customer base pursuant to asset purchase); (9) MCI WorldCom, Inc. (rel. Aug. 6, 1999) (transfer of customer accounts pursuant to purchase agreement); (10) Sprint Communications Company, L.P. (rel. June 17, 1999) (transfer of customer base after dissolution of joint venture with another carrier); and (9) CoreComm (rel. May 13, 1999) (transfer of customer base pursuant to bankruptcy plan).

¹⁴ Similar to this case, TXU acquired the assets of Network Long Distance (“Network”) and provided identical services to Network’s customers using the Network trade name and billing system before requesting and receiving a waiver from the Commission. Subject to the well-established two-step customer notification process, the Commission granted TXU’s request for a waiver to transfer the Network customers to its customer base and use its own trade name.

who do not respond to communications from Petitioners prior to discontinuance of Petitioners' use of the Wedgewood trade name will likely lose their service, unless a waiver is granted.

As described above, Petitioners will implement a two-step notification process to assure that affected customers are adequately notified of the pending change in their preferred carriers. Petitioners, moreover, agree to investigate and attempt to resolve any outstanding customer complaints that may have been made against Wedgewood prior to the close of Agreement and to address all customer inquiries and complaints after such date. Petitioners submit that these safeguards adequately will protect the rights of customers to be transferred from Wedgewood to Petitioner's customer base.

Commission waiver of its Rules will permit Petitioners to effectuate a seamless transfer of customers from Wedgewood to Petitioners upon discontinuance of Petitioners' use of the Wedgewood trade name and without risk of loss of service to customers or the imposition of substantially higher rates and charges. Therefore, grant of the requested waiver will serve the public interest.

Finally, Petitioners respectfully request that the Commission expedite the granting of a limited waiver in this case. An expedited waiver is warranted in this case so that Petitioners may eliminate use of the Wedgewood trade name and thereafter, implement the RCN Telecom name and transfer the Wedgewood Subscribers to Petitioners' state-of-the-art fiber optic network. These measures will maximize administrative efficiencies for Petitioners by enabling them to provide professional and seamless service to the Wedgewood Subscribers and eliminate any customer confusion as to the entity providing telephone service. Most importantly, an expedited waiver will ultimately ensure that the Wedgewood Subscribers do not suffer a disruption in, or loss of, service upon discontinuance of Petitioners' use of the Wedgewood trade name.

V. CONCLUSION

WHEREFORE, Petitioners respectfully request that the Commission grant a limited waiver of the authorization and verification requirements of the Commission's Rules, 47 C.F.R. §§ 64.1100 through 64.1190, and relevant Orders to the extent necessary to permit RCN

Telecom Services of Illinois, Inc., f/k/a 21st Century Telecom Group, Inc., 21st Century Telecom Services, Inc., and 21st Century Telecom of Illinois, Inc. to become the preferred carrier of customers presubscribed to Wedgewood Communications without first obtaining each customer's authorization and verification. For the reasons stated herein, Petitioners request expedited treatment of this Waiver Petition in order to assure that the Wedgewood Subscribers do not lose service upon discontinuance of Petitioners' use of the Wedgewood trade name. Overall, for the reasons stated herein, grant of this Petition will serve the public interest.

Respectfully submitted,

21st CENTURY TELECOM SERVICES, INC.
RCN TELECOM SERVICES OF ILLINOIS, INC.,
F/K/A 21st CENTURY TELECOM GROUP, INC.
21st CENTURY TELCOM OF ILLINOIS, INC.



Michael P. Donahue
Jonathan S. Frankel
SWIDLER BERLIN SHEREFF FRIEDMAN, L.L.P.
3000 K Street, NW, Suite 300
Washington, D.C. 20007
(202) 424-7500 (Tel)
(202) 424-7645 (Fax)
Counsel for Petitioners

Date: November 6, 2000

EXHIBIT A



NOTICE OF CHANGE IN LOCAL, LONG DISTANCE AND CABLE SERVICE PROVIDER

November 3, 2000

Dear Wedgewood Communications Customer:

RCN Corporation/21st Century ("RCN") and Wedgewood Communications Company ("Wedgewood") are pleased to announce that they have entered into an agreement whereby RCN will purchase the telecommunications business of Wedgewood. Upon closing of the agreement, RCN will begin providing cable, local and long distance services to Wedgewood's customers in Chicago, Illinois beginning in December 2000.

If you have any questions or concerns about this notice, please call RCN at its toll free number, 1-888-790-2121.

Please note the following important information:

1. RCN will provide you with the same or better high quality telecommunications services as you currently receive from Wedgewood.
2. There will be no immediate charges or rate increases imposed by RCN as result of the change in your telephone and cable services.
3. Should you prefer to use another company as your local or long distance provider, you have the right to switch to another local and/or long distance carrier of your choice other than RCN.
4. You may contact RCN at our toll-free number, 1-888-790-2121, with any questions regarding your change in service.

RCN extends a special welcome to all Wedgewood customers. We realize you have a choice of telecommunications carriers, and we appreciate your business.

Sincerely,

RCN

EXHIBIT B

Insert logo of RCN Corporation

**SECOND NOTICE OF CHANGE IN LOCAL, LONG DISTANCE
AND CABLE SERVICE PROVIDER**

December ---- , 2000

Dear Wedgewood Communications Customer:

This is a follow-up letter concerning a change in your local, long distance and cable service provider. As you already know, through an agreement between RCN Corporation/21st Century ("RCN") and Wedgewood Communications Company ("Wedgewood"), RCN has purchased the telecommunications business of Wedgewood and has begun providing local, long distance and cable services to Wedgewood's customers in Chicago, Illinois.

If you have any questions or concerns about this notice, please call RCN at its toll free number, 1-888-790-2121.

Please note the following important information:

1. RCN will provide you with the same or better high quality telecommunications services as you received from Wedgewood.
2. There will be no immediate charges or rate increases imposed by RCN as result of the change in your telephone and cable services.
3. Should you prefer to use another company as your local or long distance provider, you have the right to switch to another local and, if applicable, long distance carrier of your choice.
4. You may contact RCN at our toll-free number, 1-888-790-2121, with any questions regarding your change in service.

RCN extends a special welcome to all Wedgewood customers. We realize you have a choice of telecommunications carriers, and we appreciate your business.

Sincerely,

RCN