

# Seattle Cable Customers,

## Did you know you have rights?



### **The Cable Customer Bill of Rights (CCBOR):** visit [www.seattle.gov/cable/BillofRights](http://www.seattle.gov/cable/BillofRights)

Get to know your rights. The CCBOR requires cable companies to provide:

- Courteous, knowledgeable customer service
- Help with billing issues
- Credits to your account for CCBOR violations
- Assistance to customers with disabilities
- And more...

The City's Office of Cable Communications (OCC) can help:

- Visit [www.seattle.gov/cable](http://www.seattle.gov/cable)
- Call the 24-hour Cable Hotline at (206) 684-8498
- Submit an online comment or question at [www.seattle.gov/cable/comments.htm](http://www.seattle.gov/cable/comments.htm)

The OCC can provide your group or organization with more information on the CCBOR and cable discount program in person. Contact the OCC office Mon.-Fri. at (206) 386-1989.

### **Cable television discounts are available for:**

- Seniors
- Residents with disabilities
- Low-income residents



If you qualify for the City's Utility Discount Program, you also qualify for a cable television discount. For more information call (206) 386-1989.

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## Have an issue with your cable company? Contact them first.

CenturyLink  
(800) 244-1111  
[www.centurylink.com/help](http://www.centurylink.com/help)

Full service office location:

8528 Palatine Ave N  
Seattle, WA 98103  
(206) 789-1132

Comcast  
(800) 266-2278  
[www.customer.comcast.com](http://www.customer.comcast.com)

Full service office locations:

12645 Stone Avenue N  
Seattle, WA 98133

900 Lenora St, Suite 116  
(corner of Westlake & 9th Ave)  
Seattle, WA 98121

Wave Broadband  
(866) 928-3123  
[www.wavebroadband.com](http://www.wavebroadband.com)

Full service office location:

502 Rainier Ave, Suite 101  
Seattle, WA 98114



## Can't resolve the issue with your cable company? Contact the OCC.

Seattle Office of Cable Communications  
700 5th Ave, Suite 2700  
Seattle, WA 98104

24-hour Cable Hotline: (206) 684-8498  
Online: [www.seattle.gov/cable/comments.htm](http://www.seattle.gov/cable/comments.htm)  
Email: [cableoffice@seattle.gov](mailto:cableoffice@seattle.gov)

