

Seattle Cable Customers,



Did you know you have rights?

The Cable Customer Bill of Rights (CCBOR): See www.seattle.gov/cable/BillofRights

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 Office of Cable Communications (OCC) can help:

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

Are you low-income or on Seattle's Utility Discount Program?

Call about discounted Internet service programs for Seattle residents.



Internet Essentials by Comcast: \$9.95/month
(855) 846-8376 or www.internetessentials.com

Simply Internet by Wave: \$9.95/month
(206) 386-1989 for application materials

Mobile Citizen Through Interconnection: \$11.95/month
(206) 633-1517 or www.connectall.org

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

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

CenturyLink

(800) 244-1111

www.centurylink.com/help

Comcast

(800) 266-2278

www.xfinity.com/support

Service center locations:

401 NE Northgate Way #400
Seattle, WA 98125

900 Lenora St, Suite 16
(corner of Westlake & 9th Ave)
Seattle, WA 98121

Wave Broadband

(866) 928-3123

www.wavebroadband.com

Service center location:

502 Rainier Ave, Suite 101
Seattle, WA 9814



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

Email: cable_support@seattle.gov



City of Seattle