Seattle Cable Customers,
Did you know you have rights?

The Cable Customer Bill of Rights (CCBOR): See [www.seattle.gov/cable/BillofRights](http://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](http://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](http://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](http://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](http://www.centurylink.com/help)

**Comcast**  
(800) 266–2278  
[www.xfinity.com/support](http://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](http://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](http://www.seattle.gov/cable)  
Email: [cable_support@seattle.gov](mailto:cable_support@seattle.gov)