



Cable TV Contacts for Closed Captioning Complaints

Northern Virginia Resource Center for Deaf and Hard of Hearing Persons
3951 Pender Drive, Suite 130 • Fairfax, VA 22030
703-352-9055 (V) • 703-352-9056 (TTY) • 703-352-9058 (FAX)
www.nvrc.org • info@nvrc.org

Cablevision/Optimum

Toll-free telephone: 888-420-0777

Fax: 631-846-5349

Email: optimum@mailca.custhelp.com

Written complaints: Phyllis Baston-Crosby, VP, Shared Services,
6 Corporate Center Drive, Melville, NY 11747

pcrosby@cablevision.com)

Phone: 631-846-5360,

Fax 516-803-2040



Comcast Cable

Toll-free telephone: 800-266-2278

Closed captioning line to leave a phone message: 215-286-8000

Fax: 215-286-4700

Email: closed_captioning@comcast.com

Live chat: www.comcast.com/support

Written complaints: Frank Eliason, Closed Captioning Office,
1701 John F. Kennedy Blvd., Philadelphia, PA 19103-2838

Cox Communications

Toll-free telephone: 888-278-6660

Email: closedcaption@cox.com

Fax 404-847-6257

Written complaints: M.R. Rehberg, Manager, Closed Captioning Cox
Communications, 1400 Lake Hearn Dr., Atlanta, GA. 30319

DirecTV

Toll free telephone: 1-800-531-5000 for current concerns.

Telephone for formal inquiries: C. Schrum, Senior Manager,
1-310-964-1010

Fax: 1-310-964-3703

Email: ClosedCaptions@directv.com

Written complaints: DirecTV, Closed Captions, PO Box 1076,
El Segundo, CA 90245.

TimeWarner Cable

Telephone: Enter zip code for number at <http://www.timewarnercable.com/nynj/about/contactus.html>

Online: <http://www.timewarnercable.com/nynj/support/closedcaptioning/default.html>

Written complaints: Monique Crawford, Administrator, Legal Affairs, 13820 Sunrise Valley Drive, Herndon, VA 20171

twc.closedcaptioningissues@twcable.com.

Fax: (704) 697-4935

If you have questions about a written complaint, you can reach Ms. Crawford by calling (877) 276-7432. **NOTE:** This number should only be used in connection with written closed captioning complaints. Immediate concerns should be directed to the number listed above.

Verizon Fios

Toll free telephone: 1-888-553-1555

Email: videoclosedcaption@verizon.com.

Toll free Fax: 1-888-806-7026.

Written complaints: Verizon, PO Box 33052, 821 First Avenue North, St. Petersburg, FL 33701. Attn: Valerie DeCastro, Manager.

