



# 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](mailto:optimum@mailca.custhelp.com)

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

[pcrosby@cablevision.com](mailto: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](mailto:closed_captioning@comcast.com)

Live chat: [www.comcast.com/support](http://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](mailto: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](mailto: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](mailto: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](mailto: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.

