Colgate University Cable TV Repair Process:

Spectrum is responsible for all cable TV repairs on campus.

To begin the repair process please call the following number: 1-844-725-4339

Follow along the automated system and respond to the prompts with the following:

Prompt will ask you the following:
Phone number associated with the bulk video account:
315-228-1000
What is the Zip Code associated with account:
13346

Prompt - #1 TV

Based on the above information, you will be routed to the regional technical department servicing your area. (Typically the Rochester, NY Tech support location)

Account number # 7523723-01

Name of Account:
Colgate University
13 Oak Dr
Bldg. APT Master - Clear QAM Services, Does not use not Boxes or DTAs.
Hamilton, NY 13346-1338

Spectrum technical staff will need the following information since each apartment has their own sub billing number:
Apartment & Street location (Or Residence hall name and room number)
User name / contact info (Your full name and a phone number they can contact you at)

If truck roll is needed and based on our dispatch quota system, Spectrum will give your support staff a day/time frame for the on-sight service call.