



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.