

## Questions? Get the Answers!



Communications Policy and Regulation Division staff are available to answer inquiries from residents about many cable-related matters, such as



subscription tiers, digital & high definition TVs, using an antenna to get over-the-air channels, tips on buying a new TV, "Smart TVs," and

obtaining free TV programming over the Internet.

### Our Mission

*To promote and enhance Fairfax County's cable communications policies.*

*To enforce public safety and customer service among the cable providers (Comcast, Cox, and Verizon).*

*To serve as a resource for residents on cable communications issues.*

## To File a Consumer Complaint:

If after contacting the cable provider your situation remains unresolved, call the Consumer Affairs Branch to speak to an investigator.

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

**Consumer Affairs Branch**  
**703-222-8435, TTY 711**

Consumer Affairs handles a broad range of consumer complaints including cable bill issues, subscription offers, contract matters, and service-call difficulties.

For more information or additional assistance, call or email the **Communications Policy and Regulation Division** 703-324-5902, TTY 711 [CPRD@fairfaxcounty.gov](mailto:CPRD@fairfaxcounty.gov)

Further information also is available at [www.fairfaxcounty.gov/cableconsumer/cable](http://www.fairfaxcounty.gov/cableconsumer/cable)

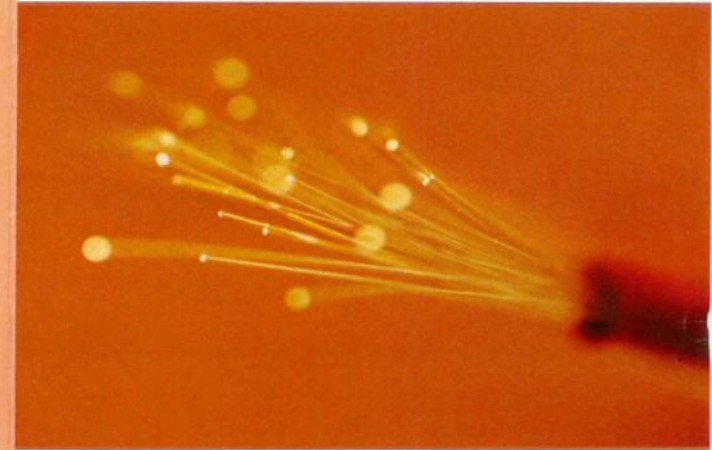


**Communications Policy and Regulation Division** and the **Consumer Affairs Branch** are agencies of the Fairfax County Department of Cable and Consumer Services

To request this information in an alternate format, call 703-324-5902, TTY 711.

To subscribe to a free comprehensive news service about Fairfax County, sign up at: [www.fairfaxcounty.gov/email/lists](http://www.fairfaxcounty.gov/email/lists)

## A Guide for Fairfax County Residents



## Get the Best from Your Cable Provider

**Communications Policy and Regulation Division**  
703-324-5902  
[cprd@fairfaxcounty.gov](mailto:cprd@fairfaxcounty.gov)

**Fairfax County Department of Cable and Consumer Services**



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**Phone Numbers for Cable Providers**  
Comcast of Virginia: 800-266-2278  
Cox Communications: 800-234-3993  
Verizon Virginia: 800-837-4966

# Services We Perform:

# Have You Seen These Problems In Your Neighborhood?

- ◆ Handle consumers' cable TV complaints.
- ◆ Investigate cable TV-related reception and signal problems.
- ◆ Work with cable providers to resolve service and regulatory issues.
- ◆ Review cable providers' performance in meeting federal and county customer service standards.
- ◆ Inspect cable construction site locations.
- ◆ Enforce cable construction and safety codes and other related standards.
- ◆ Provide owners with information regarding cable construction on private property.
- ◆ Answer county residents' questions about the availability of cable TV service.
- ◆ Track new cable, wireless, broadband, and Internet-based communications proposals and technologies.
- ◆ Support community access to local Public Educational & Governmental (PEG) television programming.
- ◆ Make presentations about cable issues to groups at HOAs, schools, senior and community centers.
- ◆ Provide support for the I-Net, Fairfax County's internal video, voice, and data communications to public facilities.
- ◆ Enforce cable providers' compliance with cable franchise agreements and codes.
- ◆ Analyze and comment on federal, state, and local cable legislation and regulatory proposals before the Federal Communications Commission (FCC).
- ◆ Negotiate & renew franchise agreements for the provision of cable TV service in the county.



Poor signal



Loose cable



Improper installation



Damaged pedestal



Inadequate restoration



Improper road patch



Open or unlocked cabinet



Open underground vault lid



Sidewalk, driveway & Other property damage



Site inspection



Aboveground cable



Low-hanging cable



Cable box too low

**If you see a problem, contact us!  
We will send out an inspector.**

**703-324-5902, TTY 711  
CPRD@fairfaxcounty.gov**

Provide your name & phone. Describe the problem & its address or location.