FAIRFAX COUNTY
COMMUNICATIONS POLICY AND REGULATION DIVISION

The Communications Policy and Regulation Division (CPRD) promotes and enhances Fairfax County's cable communications policies, enforces public safety and customer service among the County's cable TV providers (Comcast, Cox, and Verizon), and serves as a resource for residents on cable communications issues.

Department of Cable and Consumer Services
12000 Government Center Parkway, St. 433
Fairfax, Virginia 22035
703-324-5902, TTY 711
CPRD@fairfaxcounty.gov
www.fairfaxcounty.gov/cableconsumer

Monday through Friday, 8:00 a.m.-4:30 p.m.

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CABLE SERVICE ISSUES

Having issues with your cable TV service? Contact the provider (Cox, Comcast, or Verizon) first. If the case is unresolved, we are here to assist. We ensure providers meet service and safety standards. If service is unavailable at your address, contact us.

CABLE SAFETY

Watch for exposed cables, open trenches, low-hanging wires, or missing safety signs. These can all be dangerous. If you notice unsafe conditions, please contact us immediately. We will dispatch inspectors to assess and address the issue and enforce safety standards.

DISCOVER

Contact us to learn more about:

- How to lower your cable bill
- Smart homes and privacy
- Digital literacy
- Public, educational, and government cable channels
- Smart TVs and streaming

OUTREACH

Educational outreach is provided to high schools, senior centers, homeowner associations, and the public.
View our presentations at:
www.fairfaxcounty.gov/cableconsumer/cable/presentations

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A Fairfax County, Va., publication
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