



## Cable & Internet Technical Support

### **Bulk Support: 1 855 MDU BULK (638-2855)**

Available 24 hours a day, 7 days a week (including holidays).

- Before calling, *if available*, please have the equipment ID ready:
  - Cable box: **Serial Number** on the back/ bottom of the unit.
  - Modem: **HFC MAC ID** (12 alphanumeric characters), bottom of unit.
- Automated answering system will request a phone number **OR** confirmation of a phone number...PRESS 2, to not confirm
- System will then request your phone number
- Enter a “dummy” phone number...for example [412] 555 1212
- Press 1 to confirm this number
- Press 1 to confirm this is about an existing account
- Press 3 to acknowledge you don’t have affiliated phone number or know the account number
- Enter local zip code
- **Press 1** for “Trouble with Your Service” **Press 2** for “Balances or Payments” **Press 3** for “Changes or Upgrades with Your Service”
- Press 1- if issue with video service or 2 -if issue with internet service, etc.
- Press 2 to decline to take survey after call
- When agent answers, state your issue, whether needing replacement equipment or trouble with existing equipment.
- Provide the serial number or MAC ID equipment info to proceed with troubleshooting. If needing replacement equipment, meaning you don’t have the equipment you should have, please provide address where you need replacement.
- Bulk Support agents will be able to identify the proper account using the equipment information noted above or the address provided.

