



WATERGATE COMMUNITY ASSOCIATION

Cable Problems?

If you are experiencing cable problems Monday through Friday during regular business hours, please contact Comcast at **1-800-984-2824** to speak to a live operator. Tell the operator that you are a Watergate resident in Emeryville California and that this is a “bulk account” at 8 Captain Drive before explaining your problem.

If you are experiencing cable problems outside of regular business hours and/or on weekends and holidays, call Comcast at **1-800-945-2288**. When prompted, please enter the Association’s main office phone number (510) 428-0118 as the phone number for your account, or ask to speak to an operator and relay the above information.

These are the exact same contact numbers that staff uses to report problems and/or to discover repair time estimates. Please appreciate that when there is an area wide cable outage, WCA staff are flooded with calls and complaints from residents and typically have no more information or ability to resolve the issue than anyone else.

Please also keep in mind that any localized cable problems may require a “loop” appointment at least 48 hours (2 business days) from the date you call in the problem. This requires contacting the units above and/or below your unit to give them a “48-Hour Notice” to enter their home in an effort to determine the source of the problem.

To add additional Channels or High Speed Internet contact Comcast at 1-800-984-2824 during regular business hours.