



New Jersey Board of Public Utilities

Hurricane Sandy Cable and Landline Phone Credit Contact Information

Given the devastating effects of Hurricane Sandy to New Jersey, cable customers throughout the State may be eligible to receive credit for disruption in their service. Cable customers should contact their individual cable operator to check on their policies and procedures regarding these credits.

Cablevision Systems Corporation

Customers can either call one of the following numbers or visit www.cablevision.com to find their respective office to obtain assistance and find out information about credits.

[CABLEVISION ANNOUNCES CREDIT POLICY FOR OPTIMUM CUSTOMERS DUE TO STORM IMPACTS](#)

Bayonne

201-436-2500

Bergen/Cresskill

Bergenfield, Cresskill, Dumont, Fair Lawn, New Milford
201-262-8600

Elizabeth

908-353-0404

Hamilton

Hamilton, Mercerville, Robbinsville, Trenton, Yardville
609-228-3300

Hudson County

Hoboken, North Bergen, Union City, Weehawken, West New York
201-798-6060

Matamoras (NJ & PA areas)

Branchville, Layton, Milford, Mill Rift, Montague
570-491-4837

Monmouth Optimum

Freehold, Howell, Jackson, Lakewood, Manalapan
732-367-2582
732-780-4868

Monmouth Seaside

Chadwick Beach, Lavallette, Ocean Beach, Ortley Beach, Seaside
732-830-1103

Monmouth/Wall

Asbury Park, Farmingdale, Neptune, Ocean Twp., Wall
732-681-4100

Morris County

973-398-5757
973-884-0027
973-697-2839

Newark

Newark, South Orange
973-622-6150

Oakland

Elmwood Park, Hackensack, Ho Ho Kus, Lodi, Kinnelon, Ramsey, Saddle Brook, Pompton Plains, Upper
Saddle River
973-279-6660

Paterson

973-279-6660
800-877-8849

Raritan Valley

Bridgewater, Edison, North Brunswick, Old Bridge, Piscataway
732-548-2400
732-583-0606
732-356-1300
732-297-4946
908-766-5008
908-719-2770

Comcast (all systems)

Customers can call 1-800-COMCAST or visit a local service center for assistance with damaged equipment, credits and other storm-related concerns.

Service Electric of New Jersey (Sparta System)

Customers should contact 1-800-992-0132

Service Electric of Hunterdon New Jersey

Customers should contact 1-800-225-9102

Time Warner Cable of New York and New Jersey

According to the company, automatic credits will be issued to customers.

For additional questions customers can contact Time Warner at 1-800-TWCABLE

Verizon New Jersey, Inc.

Customers should contact 1-800-VERIZON

Verizon Policy for Cable and Landline Phone Customer Repairs, Replacements and Care:

- Verizon will provide credits for landline customers who have reported an out-of-service condition related to Hurricane Sandy.
- Customers may suspend their Verizon landline services free of charge if they're currently unable to live in their home or operate their small business as a result of Sandy.
- Verizon will provide credits for video customers who report an out-of-service condition related to Hurricane Sandy. Customers are eligible for these credits even if the out-of-service condition is reported after Verizon service is restored. Credits will be issued based on the number of days the customer was out of service.
- Verizon technical support will help customers determine if their equipment such as set-top boxes or home broadband routers is operable or needs replacement. Troubleshooting tips are also available for customers at www.verizon.com/outage.
- The company will repair or replace any consumer or small business Verizon equipment damaged by Sandy, without charge. This includes FiOS set-top boxes, FiOS broadband routers, optical network terminals and High Speed Internet (DSL) broadband routers

CenturyLink

Customers should contact 1-855-448-6025

Warwick

Customers should contact 1-800-952-7642 and press Option 5