

Answers to Common Questions

When I have a question or problem with my cable service, do I call the office?

Only after you have called the cable provider,

(Comcast) Xfinity at 303-930-2000

or

CenturyLink Prism Support at: 866-314-4148

If, after talking to your cable service provider, you are unsatisfied with the service response, or your cable service hasn't been corrected as promised, then our staff can get involved and contact your cable provider on your behalf to resolve the situation.

Do I call this office with questions about my Telephone bill or Internet Service?

No. Century Link provides local home-based telephone and Internet services. For service or billing questions, call them at 1-800-244-1111.

Comcast Internet or VOIP phone services are NOT part of cable franchise regulation or service standards due to restrictions in federal law.

For questions regarding your long distance telephone service, please call your long distance provider. If you're not sure who your long distance provider is, look on the front of your phone bill. At the bottom it will list your phone companies and their telephone numbers.

How can the Denver Media Services office help me with my cable service problems?

After you have given your cable service provider the opportunity to resolve issues, our staff can contact the Cable Provider and explain the situation to a representative and direct them to resolve the situation in a timely manner.

To register your complaint, use the "**Comment/Complaint Form**" link on our webpage (top right corner). Fill out the form and submit it to us automatically. We will then contact the Cable Provider to seek information and possible resolution of your cable issue. Or you may call us at 720-865-2300,

Does Cable Providers have permission to be on my property?

Yes. The franchises that both CenturyLink and Comcast have with the City & County of Denver permit them access to the rights-of-way and utility easements, some portions of which may be on your property, - much like the gas, electric and phone companies.

How can Denver have an exclusive cable franchise with Comcast and CenturyLink?

All cable franchises in Denver are "non-exclusive". This means that any number of cable companies can provide services to residents.

What else does the Denver Media Services Office do?

As part of the Technology Services department we help enforce cable franchises and other telecommunication franchise agreements, assist with negotiating terms of the franchises, audits franchise payments, study policy on telecommunications issues, and advises Denver City Council and the Mayor on cable and telecommunications issues.

Our staff also manages Denver 8 television, the contract for Public Access TV, and works with other PEG providers. We also provide television and video production services for the City and County of Denver.