



Cable TV and Internet Customer Post-Hurricane Action List

Do not touch any downed utility lines until FPL has been contacted to identify power lines.

Advanced Cable cannot restore cable TV service until FPL repairs are completed. Please note the following customer contact procedures:

- If your FPL power is out and your cable TV or Internet is out, please do not contact Advanced Cable.
- If you have generator power and your cable TV or Internet is out, please do not contact Advanced Cable.
- If your FPL power has been restored and your cable TV or Internet is out, please contact Advanced Cable.
- If your neighbor's cable TV or Internet is working and your service is not, please contact Advanced Cable.
- Once you have reported a cable TV or Internet problem to Advanced Cable, please be assured that your problem will be taken care of as quickly as possible. As a courtesy to other customers who may be trying to place their first call to us, please do not call again regarding a previously reported problem.

You can contact Advanced Cable by phone at (954) 753-0100,
E-mail at info@advancedcable.net or fax at (954) 345-0783

Once your cable TV or Internet service is initially restored, it is possible you may lose service in the weeks following the storm due to debris removal activities and other utility repair efforts. If this is the case and you lose service after it has been initially restored, please call us immediately.

To avoid damage to cable TV equipment and interruption of your cable TV or Internet service, please do not pile debris on or around cable utility boxes (pedestals) as you continue clean up and debris removal around your home and neighborhood.



The majority of cable TV service interruptions that occurred following the storm were caused by damage to our facilities during clean up and debris removal.



Satellite TV customers –

If you have lost your satellite dish due to the storm, please call us and we will install cable TV service for you quickly.