[Jump to Chat Navigation](https://sdk.asapp.com/chat-sdk-iframe.html?APIHostname=charter.asapp.com&CompanyMarker=spectrum-cable&Origin=https%3A%2F%2Fwww.spectrum.net&RegionCode=US" \l "chat-nav-bar)[Jump to Chat Log](https://sdk.asapp.com/chat-sdk-iframe.html?APIHostname=charter.asapp.com&CompanyMarker=spectrum-cable&Origin=https%3A%2F%2Fwww.spectrum.net&RegionCode=US#chat-messages-view-scroll-view)[Jump to New Question button](https://sdk.asapp.com/chat-sdk-iframe.html?APIHostname=charter.asapp.com&CompanyMarker=spectrum-cable&Origin=https%3A%2F%2Fwww.spectrum.net&RegionCode=US#new-question-button)

Support. Thank you, have a great day!. Button, Leave Feedback. Has attachment

‎September‎ ‎6 at ‎12‎:‎58‎ ‎PM

Welcome! What can we help you with today?

Am I speaking to a real person?

In order to get you to the right agent, tell us what you'd like to chat about.

Internet or Voice Repair

You're connected with Leah

Thank you for contacting Spectrum Tech Support. My name is Leah, I will be happy to help you with your tech concern! May I please have your zip code and last name to get your account pulled up?

Hi. I'm going to need a service call at my location

#####

Poole

Thank you so much, while I get your account up can you please elaborate on the concern you chatted in about? I'd be happy to help as much as I can!!

About a month ago, There were new lines run to my apartment building. I have ben away for most of the summer and just discovered my internet was not working. When I looked at the wiring in the upstairs closet I saw lines cut. I believe they hooked me up to an old line that feed my apartment.

‎1‎:‎02‎ ‎PM

Are the lines complete cut through sir?

yes ... the ends were cut off

I see, okay one moment please.

Can I have a good contact number?

518-928-####

I have submitted the escalation ticket to your local dispatch. The ticket number is 12297187. You will receive a call within 60-90 minutes to schedule up the appointment. This appointment may take up to 48 to get the tech to you.

Is there anything else I can assist you with or have I addressed the reason for your chat?

All is good .... Thank you

It has been my pleasure assisting you! I would like to remind you there will be a brief survey at the end of this chat about my performance. Thanks for being the best part of Spectrum. Have a wonderful day!

Thank you, have a great day!

Your chat has ended

Thank you for your feedback!

‎September‎ ‎18 at ‎11‎:‎00‎ ‎AM

What else can we help with?

Spoke with someone on here last week who put a ticket in for me. The ticket number is 12297187. No one ever called me to schedule and appointment. Can you check on this ?

‎11‎:‎02‎ ‎AM

All of our agents are currently assisting other customers. We can connect you with an agent or you can ask another question.

Estimated wait less than5 minutes

I'd like to wait for an agent

An agent will be with you as soon as possible.

Waiting for the next available agent...

‎September‎ ‎18 at ‎11‎:‎06‎ ‎AM

You're connected with Casey

Hello! Thank you for contacting Spectrum Billing Support. My name is Casey S. and I’m here to assist you. May I please get your first and last name?

Thomas Poole

Thank you, Thomas! I see that you are inquiring about an appointment, is that correct?

Yes

I will be happy to look into that for you! May I also get your security code, please?

8047

I do apologize, that does not match what I have on file. Could it be something else? It can be located in the upper left hand corner under the account number on every page of the bill.

8519

Don't have a bill with me

That is okay. We will try something else. I can send a temporary code via text, call or email if you would like.

text will be fine

Great! May I please get the best number associated with the account to send it too?

5189285222

Thank you! Please let me know once you receive the code.

770311

Thank you! Please bear with me for a few moments while I look over the account for you! While I am doing so, we have been updating our security practices to better protect your account. If you would like, I can send you an email about these changes. May I please get your email address to send it to?

kc2ivi@gmail.com

Thank you! How has your day been, Thomas?

Busier than a one legged man in a butt kicking contest!!

Sounds like a long day in the making. I was able to see that there is not a current appointment setup on the account.

I was never contacted.. I was told I'd get a call

I will be happy to get you over to our technical support team to look into getting an appointment set up for you about the cut wires. Will that be okay?

yes thank you

You're welcome! Please stay connected while I transfer you over.

You're connected with Mark

Thank you for chatting in today, my name is Mark and I’m here to get your technical issues resolved!

Good morning Thomas, how are you doing?

ok

I understand that you need to set up a service call due to cut wires in your apartment. I will be happy to set that up for you.

Great ... Hopefully you can set one up for Afternoons after 3 PM?

Let me check for that availability.

How about Thursday from 5pm-6pm. Would that work for you?

Yes

Great! And what is a good number they can call to confirm the appointment with?

518 928 5222

All set! We will see you tomorrow between 5pm-6pm and repair that wiring and get your modem back online. Just to recap what to expect. Our technician will call prior to arriving. There must be someone at the location 18 years and older. Pets, if any, must be secured. When the technician calls, it may appear on your caller ID as private or unknown. Please make sure that the call is answered so the technician can confirm that you are at home. Should you wish to reschedule or confirm your appointment date and time, you can do so by calling (888) 892-2253.

Great ....Thank you!

You are quite welcome, thank you for the opportunity to assist you. Have a good day.

you Too!

Appreciate it!

Thank you, have a great day!

Your chat has ended

Leave Feedback

New Question