Cable & Internet Technical Support
University of Pittsburgh

Bulk Support: 1 855 MDU BULK (638-2855)
Available 24 hours a day, 7 days a week (including holidays).

- Before calling, please have the equipment ID ready:
  - Cable box: **Serial Number** on the back/ bottom of the unit.
  - Modem: **HFC MAC ID** (12 alphanumeric characters), bottom of unit.

- Call Bulk Support - 1-855-638-2855
- If you hear ‘I found an account with house or building number XXX, based on the telephone number you're calling from. Is this the account your calling about?’ Say ‘no’
- Then you will hear, ‘Look me up by phone number use my account number or I don’t have either’ say ‘I don’t have either’.

- You will be prompted to enter zip code
- Enter 15213
- Next you will be asked what you are calling about. Say, “Trouble with my Service”.
- When asked to enter or say the primary account holders last 4 of ss# to authenticate account. Say ‘I don’t know it’
- When an agent answers, state that you are a college student at the University of Pittsburgh and part of their bulk account.
- Provide the serial number or MAC ID equipment info to proceed with troubleshooting.
- Bulk Support agents will be able to identify the proper account using the equipment information noted above.