



**Township of Holland**  
IN  
HUNTERDON COUNTY

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Milford, New Jersey 08848  
Phone (908) 995-4847 ext 210  
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[www.hollandtownship.org](http://www.hollandtownship.org)

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**How to File a Complaint about Cable TV Service**

- You may file a complaint about cable TV performance or service with the State Office of Cable TV (OCTV, which is part of the NJ Board of Public Utilities).
- Before you file a complaint with the OCTV, you must first attempt to resolve the problem with the cable TV company. If they cannot resolve your problem, file a complaint. Be sure to note in your complaint when and how you attempted to resolve the situation with the cable provider.
- You can ask questions by calling OCTV at **800-624-0331**. However, you may still need to file a written complaint if your questions are not resolved.
- The easiest way to file a written complaint is by filling out an online form, available at the link below. When the form asks for “utility” near the end, write “Service Electric Cable TV of Hunterdon.”

<http://www.nj.gov/bpu/assistance/complaints/inquiry.html>

- Be as specific as possible in describing your problem. For example, “I attempted to call the cable company on DATE, at TIME, stayed on hold for 15 minutes, and the call was not answered.”
- You can also file a written complaint on paper and mail to the address below. You will need to include the information required in the online form, such as name, address, account number, correct name of the cable provider.

Office of Cable Television  
44 South Clinton Avenue  
P.O. Box 350  
Trenton, NJ 08625-0350