

# Department Hours-1487



## Introduction

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**Important:** Holiday hours may vary; email Alerts are sent prior to company holidays with updated holiday information

## Customer-Facing Departments

- **Residential Customer Care:** 24 hours a day, 7 days a week, 365 days a year
- **Business Solutions Tech Support:** 24 hours a day, 7 days a week, 365 days a year
- **Business Solutions All Other Departments**
  - **Mon-Fri:** 7am - 12am ET / 6am - 11pm CT / 4am - 9pm PT

- **Saturday:** 8am - 11pm ET / 7am - 10pm CT / 5am - 8pm PT
- **Sunday:** 8am - 9pm ET / 7am - 8pm CT / 5am - 6pm PT
- **After Hours:** On Call

- **Telesales**

- **Mon-Fri:** 8am - 10pm ET / 7am - 9pm CT / 5am - 7pm PT
- **Saturday:** 9am - 9pm ET / 8am - 8pm CT / 6am - 6pm PT
- **Sunday:** Closed

- **Spanish Sales**

- **Mon-Sat:** 8am - 10pm ET / 7am - 9pm CT / 5am - 7pm PT
- **Sunday:** Closed
- **After Hours:** use Language Line

- **Residential Chat**

- **Mon-Fri:** 8am -12am ET / 7am -11pm CT / 5am -9pm PT
- **Saturday:** 9am - 11pm ET / 8am - 10pm CT / 6am - 8pm PT
- **Sunday:** 9am - 10pm ET / 8am - 9pm CT / 6am - 7pm PT

- **Business Solutions Chat**

- **Mon-Fri:** 8am - 8pm ET / 7am - 7pm CT / 5am - 5pm PT
- **Sat and Sun:** closed

## Resolution Steps

### Internal and Back Office Departments

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- **Financial Services**

- **Mon-Fri:** 8am - 6pm ET / 7am - 5pm CT / 5am - 3pm PT
- **Sat and Sun:** closed

- **Credit Compliance**

- **Mon-Fri:** 8am - 6pm ET / 7am - 5pm CT / 5am - 3pm PT
- **Sat and Sun:** closed

- **Voice Support**

- **Mon-Fri:** 8am - 8pm ET / 7am - 7pm CT / 5am - 5pm PT
- **Sat and Sun:** closed

- **CSD Provisioning**

- **Mon-Sat:** 8am - 11pm ET / 7am - 10pm CT / 5am - 8pm PT
- **Sunday:** 8am - 7pm ET / 7am - 6pm CT / 5am - 4pm PT

- **CNOC Tier 3 (previously OSC)**

- **Mon-Thurs:** 9am - 9pm ET / 8am - 8pm CT / 6am - 6pm PT

- **Fri:** 9am - 6pm ET / 8am - 5pm CT / 6am - 3pm PT
- **Sat and Sun:** closed
- **After Hours:** contact CNOC Tier 1 & 2 (previously known as NOC, CNOC)

- **Dispatch – California, Oregon and Washington**

- **Mon-Sat:** 10:30am - 10:30pm ET / 9:30am - 9:30pm CT / 7:30am - 7:30pm PT
- **Sunday:** 11am - 8pm ET / 10am - 7pm CT / 8am - 5pm PT for **Wave G provisioning only**

- **Dispatch - DC Metro (MD, VA, Washington DC)**

- **Mon-Fri:** 8am - 8pm ET / 7am - 7pm CT / 5am - 5pm PT
- **Saturday:** 8am - 8pm ET / 7am - 7pm CT / 5am - 5pm PT
- **Sunday:** 8am - 7pm ET / 7am - 6pm CT / 5am - 4pm PT

- **Dispatch – Illinois and Indiana**

- **Mon-Sat:** 8am - 8pm ET / 7am - 7pm CT / 4am - 4pm PT
- **Sunday:** 9am - 6pm ET / 8am - 5pm CT / 5am - 2pm PT

- **Dispatch – Massachusetts**

- **Mon-Fri:** 7am - 9pm ET / 6am - 8pm CT / 4am - 6pm PT
- **Saturday:** 7am - 7pm ET / 6am - 6pm CT / 4am - 4pm PT
- **Sunday:** 7am - 6pm ET / 6am - 5pm CT / 4am - 3pm PT

- **Dispatch – New York**

- **Mon-Fri:** 7:30 am - 9:00pm ET / 6:30am - 8:00pm CT / 4:30 am - 6:00pm PT
- **Saturday:** 7:30am - 6:30pm ET / 6:30am - 5:30pm CT / 4:30 am - 3:30pm PT
- **Sunday:** 7:30am - 5:30pm ET / 6:30am - 4:30pm CT / 4:30 am - 2:30pm PT

- **Dispatch – Pennsylvania**

- **Mon-Fri:** 8am - 9pm ET / 7am - 8pm CT / 5am - 6pm PT
- **Saturday:** 8am - 8pm ET / 7am - 7pm CT / 5am - 5pm PT
- **Sunday:** 8am - 7pm ET / 7am - 6pm CT / 5am - 4pm PT

- **Dispatch – Texas**

- **Mon-Fri:** 9am - 10pm ET / 8am - 9pm CT / 6am - 7pm PT
- **Saturday:** 9am - 9pm ET / 8am - 8pm CT / 6am - 6pm PT
- **Sunday:** 9am - 8pm ET / 8am - 7pm CT / 6am - 5pm PT



