



June 12, 2023

Board of Selectmen
Town of Plaistow
145 Main Street
Plaistow, NH 03865

Dear Chairman and Members of the Board:

We are writing again to share with you the emergency/trouble reporting procedure in the event a **municipal building** experiences problems with downed cable drops, signal transport issues with I-NET or Video Return Lines, Public, Education and Government (PEG) Access channels or to have our technical or construction staff on-site during an emergency.

MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

(Please note the XOC telephone number listed below IS NOT for public dissemination)

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 1** - Municipalities, Utilities, Police & Fire
- **STEP 3** Prompted for Reason for call:
 - Option # 1 - Down Wires (will be prompted to enter zip code)
 - Option # 2 – Pole hits, pole transfers or all other Municipal Issues
- **STEP 4** Speak with Rep. and **obtain job reference #**

The above steps will put you in touch with our Excellence Operations Center (XOC), 24-hours a day, and seven days a week.

Please do not hesitate to contact me with any questions at **Bryan_Christiansen@comcast.com**.

Sincerely,

Bryan Christiansen

Bryan Christiansen, Director
Government & Regulatory Affairs