



May 6, 2022

Town Attorney
Town of Plaistow
145 Main Street
Plaistow, NH 03865

Dear Town Attorney:

We are committed to keeping you and our customers informed about changes to Xfinity TV services. Accordingly, please note the following change to the Xfinity channel lineup provided in your community:

- *On August 8, 2022, due to changes in business costs, AMC+ On Demand will increase from \$6.99 to \$8.99 per month.*

Customers are receiving notice of this information in their bill.

Additionally, once again, we wanted to share 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 at **Thomas_Somers@comcast.com** should you have any questions.

Very truly yours,

Jay Somers

Jay Somers, Sr. Manager
Government Affairs