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OCT 17 2022

SELECTMEN'S OFFICE  
TOWN OF SANDOWN NH



October 10, 2022

Board of Selectmen  
Town of Sandown  
320 Main Street  
Sandown, NH 03873

Dear Chairman and Members of the Board:

We are committed to keeping you and our customers informed about changes to Xfinity TV services. Accordingly please note on November 15, 2022, FXX will be removed from the Digital Economy package, but will continue to be available on Entertainment. Customers are receiving this information via bill message.

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 with any questions at [Thomas\\_Somers@comcast.com](mailto:Thomas_Somers@comcast.com).

Sincerely,

*Jay Somers*

Jay Somers, Sr. Manager  
Government & Regulatory Affairs