



December 16, 2020

Board of Selectmen  
Town of Allenstown  
16 School Street  
Allenstown, NH 03275

***Re: Programming Changes & Municipal Emergency Reporting Procedures***

Dear Chairman and Members of the Board:

We are committed to keeping you and our customers informed about Xfinity TV services. Accordingly, please note the following which is being provided to customers via bill message:

*On December 8, 2020, the following channel changes occurred: Sportsman HD was added to More Sports & Entertainment; Discovery Life HD was added to Digital Preferred; Jewish Broadcasting Service (JBS) HD, CSPAN2 HD and CSPAN3 HD was added to Sports & News and Expanded Basic; EWTN HD was added to Kids & Family and Expanded Basic; and TBN HD was added to Limited Basic. Channels require HD Technology Fee and X1 TV or compatible customer owned device.*

Also, in our effort to better assist our municipal customers, attached are the emergency reporting procedures for certain outside plant and service problems. Please note the emergency reporting procedure information **IS NOT** for public dissemination

Should you have any questions please do not hesitate to contact me at [Bryan\\_Christiansen@cable.comcast.com](mailto:Bryan_Christiansen@cable.comcast.com).

Very truly yours,

*Bryan Christiansen*

Bryan Christiansen, Sr. Manager  
Government Affairs

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## MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

In the event that any 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, please follow the steps detailed below:

### 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. ***Once again, please note this telephone # IS NOT for public dissemination.***