



January 23, 2023

Board of Selectmen  
Town of Chilmark  
401 Middle Road  
P.O. Box 119  
Chilmark, MA 02535

Dear Chairman and Members of the Board:

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 [Michael\\_Galla@comcast.com](mailto:Michael_Galla@comcast.com).

Sincerely,

*Michael Galla*

Michael Galla, Sr. Manager  
Government & Regulatory Affairs

RECEIVED

JAN 30 2023

Town of Chilmark  
Board of Selectmen  
Front Desk