



April 16, 2025

Board of Selectmen
Town of Gilsum
630 Route 10
P.O. Box 67
Gilsum, NH 03448

Re: Updated Information

Dear Chairman and Members of the Board:

We are writing to share the updated information below should the Cable Television License/Franchise, in your community, contain a notices section. Please be aware all notices being served upon Comcast (Licensee/Franchisee) should be delivered, providing for a receipt as proof of delivery, to the following:

Comcast
Attn: Government Relations
222 New Park Dr.
Berlin, CT 06037

with a copy to the following addresses:

Comcast
Attn: Government Relations
676 Island Pond Road
Manchester, NH 03109

Comcast
Attn: Government Relations
One Comcast Center
Philadelphia, PA 19103

Also, as we are committed to keeping you and our customers informed about changes to Xfinity TV services, please note the following changes to the Xfinity channel lineup provided in your community. Customers are receiving notice of these channel lineup changes in their bill.

- On May 22, 2025, ADULT channels 450-457 will be upgraded to HD and moved to channels 1883-1894.
- On May 22, 2025, HITZ channel 1880 and HITZ 2 channel 1881 will no longer be available; however, these networks will continue to be available on their other channel locations - HITZ channels 271/1817 and HITZ 2 channels 272/1818.

Lastly, the back of this letter contains updated information related to Emergency/Trouble Reporting Procedures for Municipal Buildings. Please feel free to share this information with your municipal partners, as appropriate.

For your convenience I can be reached at Monica_Thibault@comcast.com or via phone at 978.995.1031 should you have any questions.

Very truly yours,
Monica Thibault

Monica Thibault, Manager
Government & Regulatory Affairs

XOC_Municipal Building – Emergency/Trouble Reporting Procedures

April 2025

We have recently updated our menu options for reporting procedures to our Northeast Excellence Operations Center.

Please find below the emergency/trouble reporting procedure in the event a **municipal building** experiences issues with downed cable drops, public, education and government (PEG)/Local Access channels or to have our technical or construction staff on-site during an emergency.

- **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 (prompted to enter zip code)
 - Option # 2 – Pole hits, pole transfers and other non channel related Municipal Issues
 - NEW-** Option #3 - PEG (public, education or government) or Local Access Channels
- **STEP 4 Speak with Rep. and obtain job reference #**

Please find below the emergency/trouble reporting procedure in the event a **municipal building** experiences **INET Issues:**

- **STEP 1 Call 1-877-359-1821** (24/7 – XOC)
- **STEP 2 Listen to full menu of choices (DO NOT select Option #1 Municipalities) and Select Option # 5** – NSD Support including Network and facility events
- **STEP 3 Speak with Rep. and obtain job reference #**

The above steps will put you in touch with our Northeast Excellence Operations Center (XOC), 24-hours a day, and seven days a week. ***Please note the XOC telephone number listed above IS NOT for public dissemination.***