



May 6, 2022

The Hon. James Bouley  
Office of the Mayor  
City of Concord  
41 Green Street  
Concord, NH 03301

Dear Mayor Bouley:

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 [Bryan\\_Christiansen@comcast.com](mailto:Bryan_Christiansen@comcast.com) should you have any questions.

Very truly yours,

*Bryan Christiansen*

Bryan Christiansen, Sr. Manager  
Government Affairs

**RECEIVED**

**MAY 18 2022**

Concord City Clerk's Office  
41 Green Street  
Concord, NH 03301