



January 24, 2018

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

**Re: Municipal Emergency Reporting Procedure Reminder**

Dear Chairman and Members of the Board:

In our effort to better assist our municipal customers, we are writing once again to provide you with the emergency reporting procedures for certain outside plant and service problems.

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** Dial: **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select: **Option # 4 - Greater Boston** or Western NE regions
- **STEP 3** Select: **Option # 4** - Commercial Accounts, Municipalities, Utilities, Police & Fire
- **STEP 4** Reason for call:
  - Option # 1 - Down Wires (will be prompted to enter zip code)
  - Option # 2 - Pole or all other Municipal Issues
- **STEP 5** 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.**

Please do not hesitate to contact me at 508.732.1536 should you have questions.

Very truly yours,

*Michael Galla*

Michael Galla, Sr. Manager  
Government Affairs

