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John R. Salvatore
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January 11, 2022

Government Affairs Department
Comcast Cable
1215 East Fort Avenue, Suite 103
Baltimore, Maryland 21230

Government Affairs Department
Comcast Cable Northeast Division
676 Island Pond Road
Manchester, New Hampshire 03109

Via first class mail and certified mail, return receipt requested to both recipients

Re: Notice of Violation or Default

Dear Sir or Madam:

I write to you on behalf of my client, the Town of Boonsboro ("Town"), to notify you of the following violations and defaults of the December 31, 2020 Cable Franchise Agreement ("Agreement") pursuant to Section 11.1 thereof. These include but are not limited to breaches of Sections 3.2.3 and 6.1 of the Agreement.

1. Communication with Comcast: Project Manager, Tony Fox, and Director of Government & Regulatory Affairs, Joshua Bokee, are largely unavailable to Town Administration by phone and email. Typically, it takes them one to two weeks to respond to the Town after receiving numerous contacts through phone and email. This has made it impossible to remedy resident complaints in a timely fashion.
2. Resident Notifications: During the first month of installation, Comcast's contractor, Buckley Cable Construction ("Buckley"), did not notify residents about work occurring in their neighborhoods and front yards. Town Administration received numerous complaints from residents and Comcast Representatives were unresponsive. Working through the contractor, Town Administration was able to contact the Comcast Project Manager, Tony Fox, and work on a solution. Buckley began deploying door tag

notifications to residents and providing Town Administration with 1-week advanced notice for future construction locations. As of the date of this letter, Buckley has stopped submitting 1-week advanced notice reports to Town Administration. Also, early on in construction, Buckley did not identify itself as a contractor for Comcast. After a request by the Town, Buckley attached magnets to their work vehicles, identifying them as a subcontractor for Comcast.

3. Damaged Water Main: On October 11th, while boring line and conduit in the Town's Kinsey Heights neighborhood, Buckley struck a water main, causing a large leak and loss of water service. The presence of a water main should have been evident to Buckley by the presence of multiple valve boxes on the road surface and more location information was necessary before proceeding.
4. Damaged Antietam Cable Line: On October 26th, Buckley struck an underground Antietam Cable line and caused a broadband outage in the Town's Kinsey Heights neighborhood. Antietam Cable has informed the Town that they have filed a complaint with MD Miss Utility.
5. Resident Complaints: Throughout construction, Town Administration has received numerous complaints from residents, regarding the professionalism, quality of work, and property damage resulting from Buckley's installation work in Town. To ensure proper reporting and responses from Buckley, Town Administration and Public Works have had to oversee and supervise Buckley's response to each complaint. Unfortunately, performing public relations and quality control duties for Comcast is expensed to taxpayers. Some, but not all, of those resident complaints follow:
 - 206 Graystone Drive: driveway is cracked from heavy machinery.
 - 509 Brookridge Drive: Buckley Cable unresponsive to homeowner's requests to consult on the location of a fifth utility pedestal in his yard.
 - 135 Monument Drive: the damage caused to front yard, during trenching, has not been properly repaired.
 - 207 Green Fern Lane: the damage caused to front yard, during trenching, has not been properly repaired.
 - 101 Mason Place: driveway is cracked from heavy machinery.
 - 103 Redfern Drive: the damage caused to front yard, during trenching, has not been properly repaired and driveway is cracked from heavy machinery.
 - 707 Brookridge Drive: a broken piece of heavy equipment has been parked outside their home for over a month.
 - 301 Tiger Way: the damage caused to front yard, during trenching, has not been properly repaired and driveway is cracked from heavy machinery.
 - 201 Burton Way: the damage caused to front yard, during trenching, has not been properly repaired.
 - 103 Mason Place: driveway is cracked from heavy machinery.
 - 124 Monument Drive: the damage caused to front yard, during trenching, has not been properly repaired.

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- 905 Brookridge Drive: PED poorly placed and not scheduled with adjacent property owner.
- 800 Brookridge Drive: PED poorly placed and not scheduled with adjacent property owner.
- 1 Coldstream Court: Poor communication/scheduling, regarding restoration work.
- 201 Burton Way: Poor communication/scheduling, regarding restoration work.
- 103 Mason Place: Driveway is cracked from heavy machinery.
- 124 Monument Drive: Poor communication/scheduling, regarding restoration work.
- 305 Lanafield Court: Electrical Service Cut.
- 302 Lanafield Court: Water Service Cut.
- 807 Brookridge Drive: Workers removed personal property from front yard, confusing the property as unwanted or trash.
- 111 Conestoga Court: Electric Underground Dog Fence Cut.
- 6810 King Road: Poor communication/scheduling, regarding restoration work.

The Town has relayed, or has attempted to relay, all of this information to Comcast via phone calls and emails. However, as stated above, Comcast's representatives remain largely unresponsive and, thus far, have not satisfactorily resolved any of the Town's concerns. While some of the specific resident complaints have been resolved as of the writing of this letter, the pattern of poor workmanship resulting in unprofessionalism, poor work quality, and property damage continues.

Please notify us promptly, and not later than the 45-days afforded in Section 11.1.1, of the actions taken to cure the specific incidents of violation and default set forth herein and to ensure these patterns of non-compliance cease immediately.

Sincerely,



Ann Marie Rotz

cc: Paul Mantello, Town Manager