

SOUTHAMPTON TOWNSHIP SCHOOLS

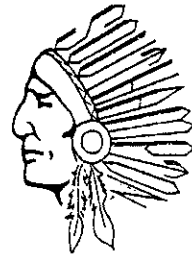
in Historic Vincentown Village

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"Building a Tradition of Excellence"



Michael L. Harris
Superintendent of Schools

May 16, 2014

District 8 Legislators
176 Route 70, Suite 13
Medford, New Jersey 08055

Dear District 8 Legislators:

On behalf of the Southampton Township Board of Education we would like to acknowledge your effort in assisting the school district with resolving an issue pertaining to the school district's phone system. Due to miscommunication between Comcast and Verizon the school district's phone system was disconnected on Monday, May 12, 2014. The district was in the process of an upgrade to the system and Comcast had not completed their phase of the project, but proceeded to authorize Verizon to switch off the trunk lines to the phone system. Hence, Southampton Schools had no regular phone service when school opened on Monday. Our only available phone service was via our fax machine lines.

As you are aware, the loss of tele-communications in a school district is an extremely serious situation. During this time we had minimal capability to communicate with parents, law enforcement, and emergency responders if necessary. Neither of the two companies either acknowledged or appreciated this fact.

After twenty-four hours of finger pointing between the two companies, indifference to our problem, difficulty in reaching upper management, and minimal action we reached out to Mr. Rick England, your Chief of Staff. He immediately accepted my call. As a result of his quick intervention coupled with that of Ms. Marilyn Williamson, our issue was resolved within the next day. Please note that Ms. Williamson was like a "Pit Bull" once she was assigned to work on our issue. This is meant in an extremely complimentary way! She latched on to the problem and did not let go until Verizon restored our service.

Thank you again for your efforts on behalf of the Southampton Township School District.

Sincerely,

A handwritten signature in cursive script that reads "Michael L. Harris".

Michael L. Harris
Superintendent of Schools

C: Board of Education