



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

December 2024 – Broadband Updates

Concord Broadband is pleased to share the following updates and information from the past month. Please do not hesitate to contact us at broadband@concordma.gov should you have any questions, concerns, or feedback.

Operations

Our second Senior Network Engineer began on Monday, November 25, 2024, and we are thrilled to have him become part of our team. Welcome, Ahmed!

The team has been working on procuring a new core switch capable of the 100GB/s speeds needed to tie together our 3 ISPs and the next generation XGS-PON OLTs. After several meetings with vendor representatives, we have decided on a course of action and are moving forward with procurement. We should have the equipment shortly after the new year.

Internet Safety: Staying Safe in the Digital World

The internet offers incredible opportunities for connection, learning, and entertainment. However, it's crucial to be aware of online safety best practices to ensure a positive and secure digital experience for everyone in your household, especially seniors and teens.

For Seniors:

- **Beware of Scams:** Be wary of unsolicited calls, emails, or messages asking for personal information like bank details or Social Security numbers.
- **Strong Passwords:** Create unique and strong passwords for all your online accounts. Avoid using easily guessable information like birthdays or pet names.
- **Phishing Awareness:** Learn to identify phishing emails, which attempt to trick you into clicking on malicious links or downloading harmful files.
- **Limit Sharing:** Be cautious about sharing personal information online, such as your full name, address, and phone number.
- **Use Strong Wi-Fi:** Secure your home Wi-Fi network with a strong password to prevent unauthorized access.

Upcoming Maintenance

The fiber splicing maintenance mentioned in the October update was not needed! We had scheduled the time in the event we had to resplice all fiber in the case. Once opened, it turned out it was in excellent shape and only a few fibers needed to be carefully returned to the inside of the case.

Learn more on our maintenance page here:

<https://concordma.gov/3144/Broadband-Maintenance>

For Teens:

- **Cyberbullying:** Discuss the dangers of cyberbullying and the importance of reporting any incidents.
- **Privacy Settings:** Encourage teens to review and adjust privacy settings on social media platforms to control who can see their posts and information.
- **Online Predators:** Warn teens about the dangers of interacting with strangers online and the importance of never sharing personal information with unknown individuals.
- **Screen Time Management:** Establish healthy screen time limits and encourage regular breaks from digital devices.
- **Digital Footprint:** Explain the concept of a digital footprint and how online actions can have long-term consequences.

Resources:

- **ConnectSafely:** This non-profit organization provides valuable resources and information on online safety for all ages.
- **National Center for Missing & Exploited Children (NCMEC):** NCMEC offers resources and tools to help parents and children stay safe online.

By following these tips and having open conversations about online safety, you can help create a safer and more positive digital experience for everyone in your family.

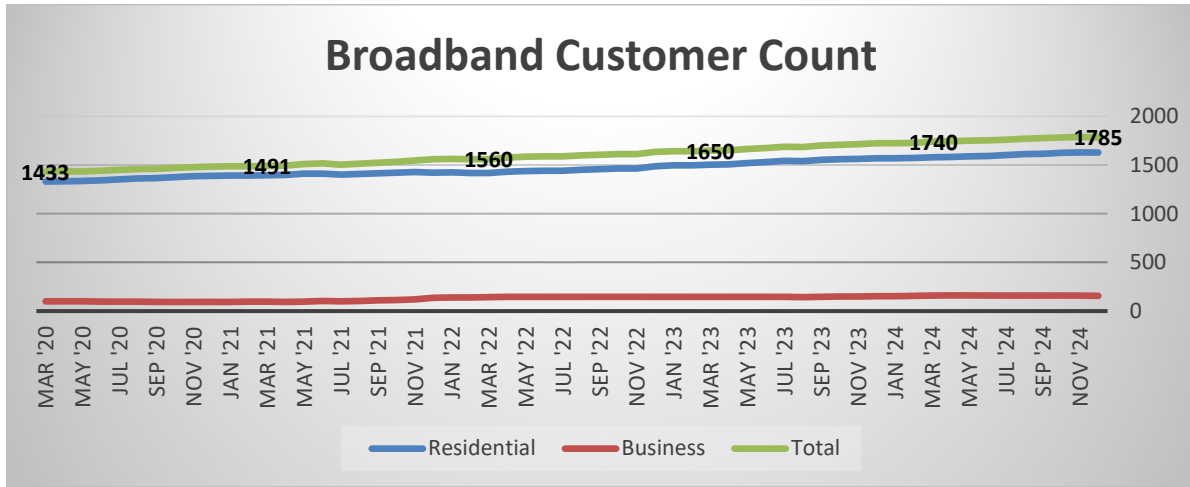
The Benefits of Dig Safe

Our modern world relies heavily on underground infrastructure, from gas and water lines to essential communication networks like fiber optic cables. These buried lines are vital to our daily lives, yet they remain largely invisible beneath the surface. Accidental damage to these lines can result in service disruptions, costly repairs, and even pose significant safety hazards. This is where the Dig Safe program plays a critical role.

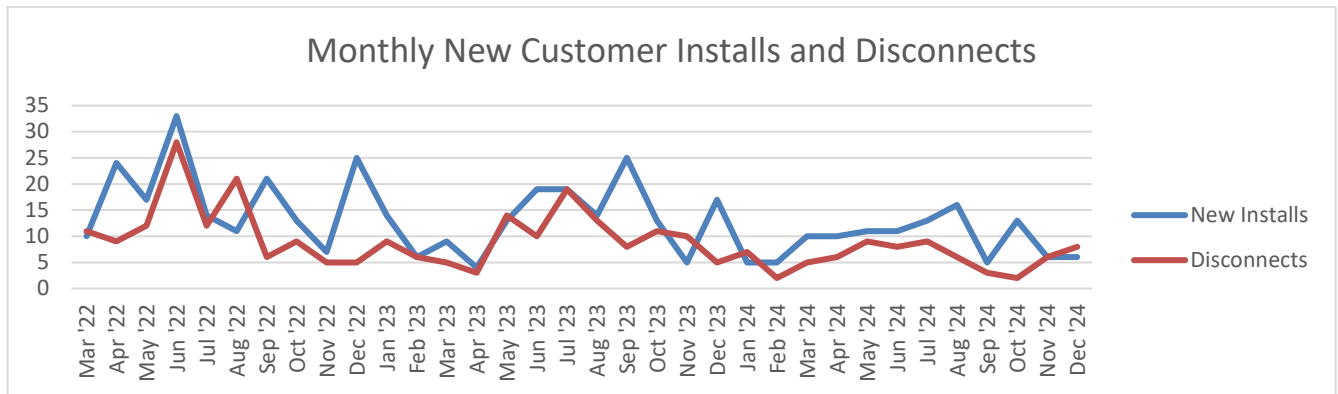
Before any digging project, whether it's installing a fence, planting a tree, or building a deck, it's crucial to contact Dig Safe. By simply calling 8-1-1, property owners and contractors initiate a process where utility companies are notified of the planned work. These companies then carefully mark the approximate locations of underground lines with flags or paint, clearly indicating safe digging zones. This vital step allows excavators to work safely and efficiently, avoiding costly and disruptive damage to essential infrastructure.

Participating in the Dig Safe program is not only a legal requirement in many areas, but also a responsible and proactive approach to protecting our communities. By prioritizing safety and respecting the vital infrastructure beneath our feet, we ensure the continued reliability of essential services and safeguard the well-being of our communities.

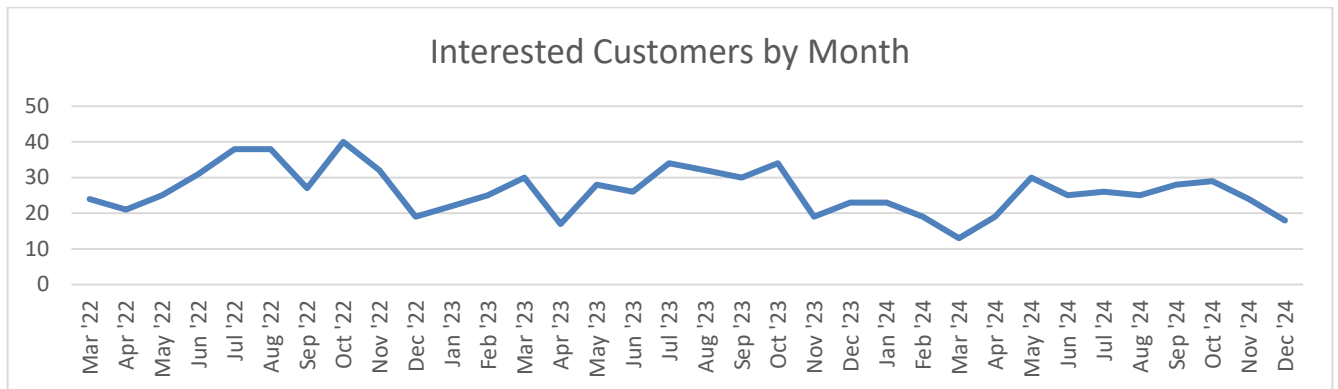
Monthly Metrics and Business Data



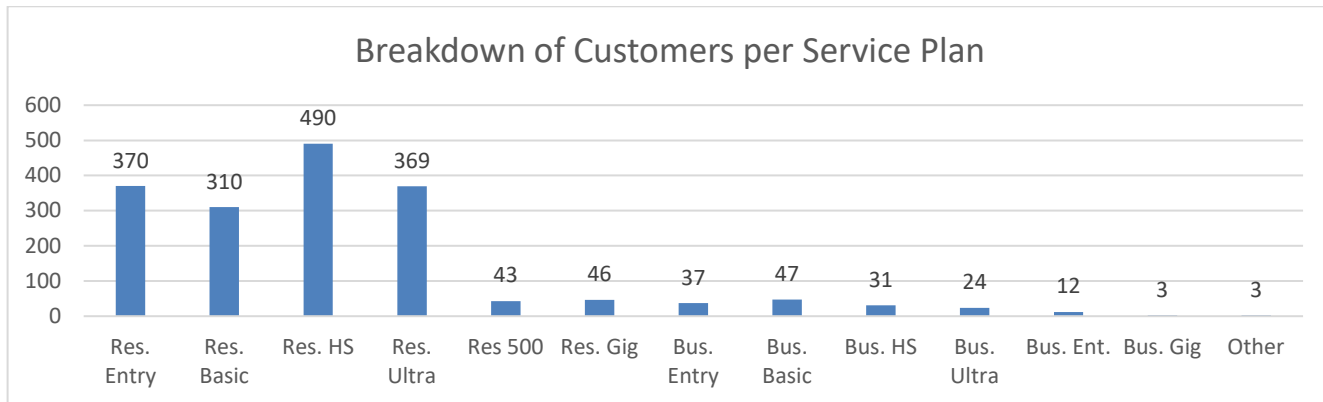
(Customer count: March 2020 – December 2024)



(The number of new installations and disconnects completed each month.)

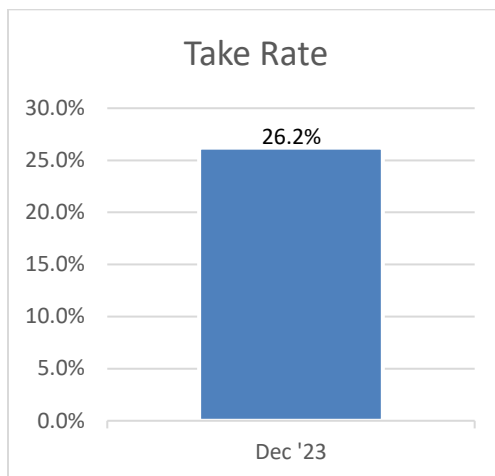
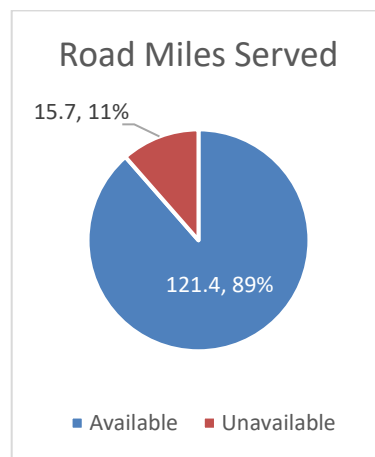
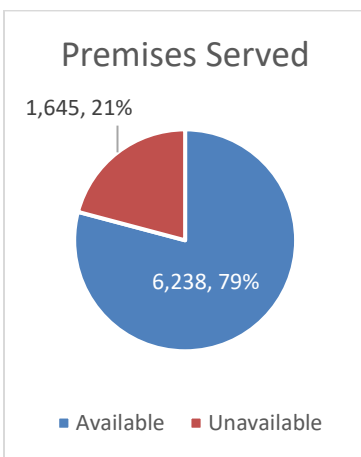
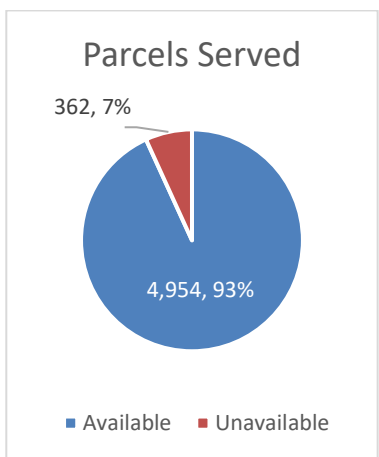


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 12/31/2024.)

Other Metrics



(As of 12/1/2023)

Appendix

Fiber Broadband Completion Task Force's Report Goals

Goal	Type	Priority	Responsible Party	Additional Info.
Policies (p.39)				
• Universal Access	Policy	Highest	Select Board/Town Meeting	
• Expansion outside current territory	Policy	Low	Select Board/Town Meeting	Conversations happening
• Support Economic Vitality, Sustainability, Equity & Inclusion	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidy planned
• Affordable Housing	Policy	Medium	Select Board/Housing Groups	Rate subsidy planned; working on Concord Housing Authority properties
• Public Safety	Policy	Medium	Select Board/Town Manager	
• Education	Policy	Medium	Select Board/School Dept.	
• Government Access (PEG)	Policy	Medium	Select Board/PAAC	
Recommended metrics for tracking (p.41)				
• Parcels served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Premises served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Road miles served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Subscribers	Metric	High	Town Staff/Light Board	Complete; will report monthly
• Take rate	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Churn	Metric	High	Town Staff/Light Board	Complete; included in monthly report
• Installations	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
Governance (p.39)				
• Track progress against completion	Metric	Highest	Light Board/Town Staff	Working on this
• Rate of return policy	Policy	High	Light Board/Town Staff	Working on this
• Financial goals with regular reporting	Policy	High	Light Board/FinCom	Working on this
• Retained earnings and reserve policy	Policy	High	Light Board/FinCom	Working on this

Goal	Type	Priority	Responsible Party	Additional Info.
Strategic Planning Goals (p.43)				
• Marketing and growth	Metric	High	Light Board/Town Staff	Working on this
• Business return	Policy	High	Light Board/Town Staff	Working on this
Budgeting Process for Fiber Expansion (p.41)				
• Expand to fill existing opportunities	Planning	High	Light Board/Town Staff	
• External funding sources	Research	Medium	Light Board/Town Staff	Working on this
• ARPA Relief Funds Allocation, incl. Lost Revenue	Finance	Highest	Select Board/Town Manager	Complete
• Review/Confirm Internal Loan Findings	Finance	Highest	Financial Audit Comm/Staff	Complete
• Review and Rescind PILOF to MMN	Finance	High	Select Board/Town Manager	Complete
Capital Planning Process (p.42)				
• Review/Revise Debt financing schedule	Policy	Highest	Light Board/Town Staff	In progress; due to positive financial situation, anticipating being able to repay faster.
• Quantifying cost of expansion	Planning	Medium	Town Staff	Working on this
• How to fund expansion	Planning	Medium	Light Board/Town Staff	Working on this
• Revise/refine methods for computing ROI	Planning	Medium	Light Board/Town Staff	Working on this
Construction and Logistics (p.42)				
• Vibratory plow – direct buried fiber cables	Operations	Medium	Town Staff	Working on this
• Revise/Refine Communication conduit construction standards and guidance	Policy	Medium	Town Staff	Working on this
• Integrate Fiber construction with the Roads Program – focus on Streets without fiber that already have underground electric	Planning	High	Town Staff	Working on this