



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

April 2025 – 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

The Broadband Manager and Light Plant Director have selected a finalist for the second Network Engineer position, and that candidate is going through routine background checks and screening. We hope to announce a start date in the very near future.

With the warmer weather and the 250th celebration behind us, the team is excited to get back to pulling more fiber for customer installs. We have seen an uptick toward the end of April and early May in the number of new customers

The Network team has installed new Wi-Fi access points around town, including some outdoor access points that have become very popular with the warm weather. Next time you're in the common area outside of the main library, check to see if you can see the Town of Concord's guest network!

Managed Wi-Fi services

Customers often ask our Broadband installers about getting solid Wi-Fi to all areas of their homes, but staff are limited in what kind of work they can do and what kind of equipment we offer. Calix, the vendor who makes our Broadband equipment, has new lines of faster Wi-Fi 6 and Wi-Fi 7 routers and access points that allow for a reliable and low-cost solution that includes wired or wireless mesh option. Concord Broadband has procured some of these devices and are conducting testing with the hope of offering them very soon to our customers.

A mesh Wi-Fi system uses multiple devices, called nodes or satellites, that work together to blanket your whole home in strong, reliable Wi-Fi. Instead of relying on a single router to do all the work, these mesh devices share the load and pass the signal between each other to reach every corner of your house. What makes it even better is the 6GHz backhaul—a dedicated, high-speed connection between the mesh units that keeps your devices fast and responsive, even when everyone's online at the same time. You get smoother streaming, quicker downloads, and fewer dead zones—all without needing to run any wires or adjust settings.

Upcoming Maintenance

At 4am on May 13, the Network team is doing non-service-impacting maintenance on one of our ISP links to begin the process of moving to new equipment.

Learn more on our maintenance page here:

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

In addition to these technical benefits, the devices also allow for internet security services, parental controls and management of the devices in your home. We are excited about all these offerings and what is to come!

Why Symmetrical Service is Superior

Is your internet keeping up with your life? As more of us stream, work, learn, and connect from home, the demand for high-speed, reliable internet has never been greater. If you're wondering whether it's time to upgrade your service—or switch to symmetrical fiber—here's why the answer might be yes.

Faster speeds mean less waiting and more doing. Whether you're downloading large files, hopping on video calls, or gaming online, higher internet speeds ensure a smoother, more responsive experience. Think buffer-free streaming, lag-free gaming, and crystal-clear Zoom meetings—even when the whole household is online at once.

With symmetrical fiber internet, your upload and download speeds are the same. That's a big deal in today's world. Uploading a video, backing up photos to the cloud, or sending large work files becomes quick and painless. If you work from home, share content, or have a smart home setup, symmetrical speeds help everything run better.

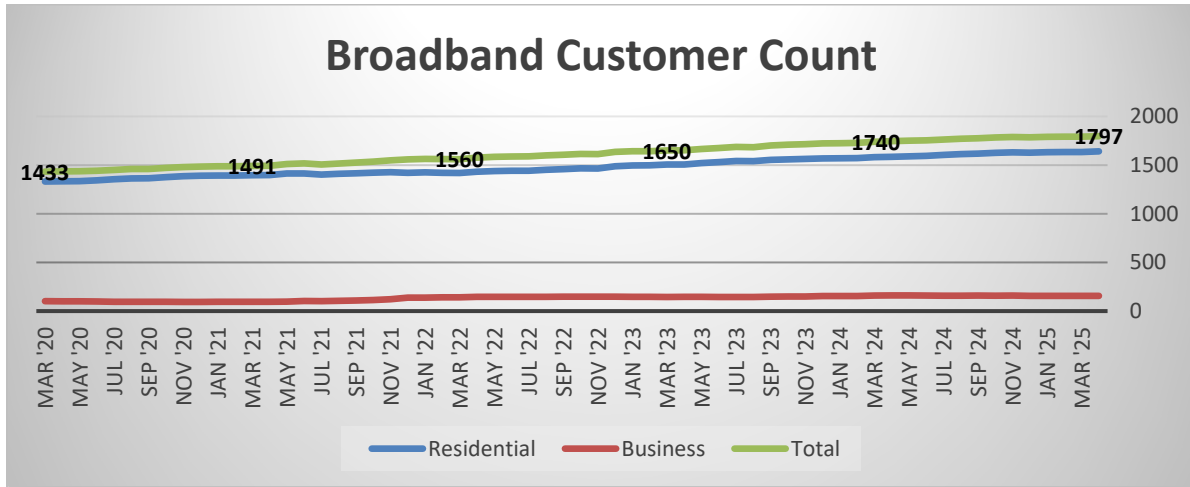
As smart TVs, voice assistants, home security systems, and dozens of devices become standard in modern homes, fiber gives you the bandwidth to keep everything running without slowdowns. Symmetrical fiber is designed to handle the demands of a connected household—today and in the future.

Fiber-optic networks are less affected by interference and congestion than traditional copper or coaxial lines. That means more consistent performance, especially during peak usage times. Fiber is also inherently more secure, helping keep your data safe.

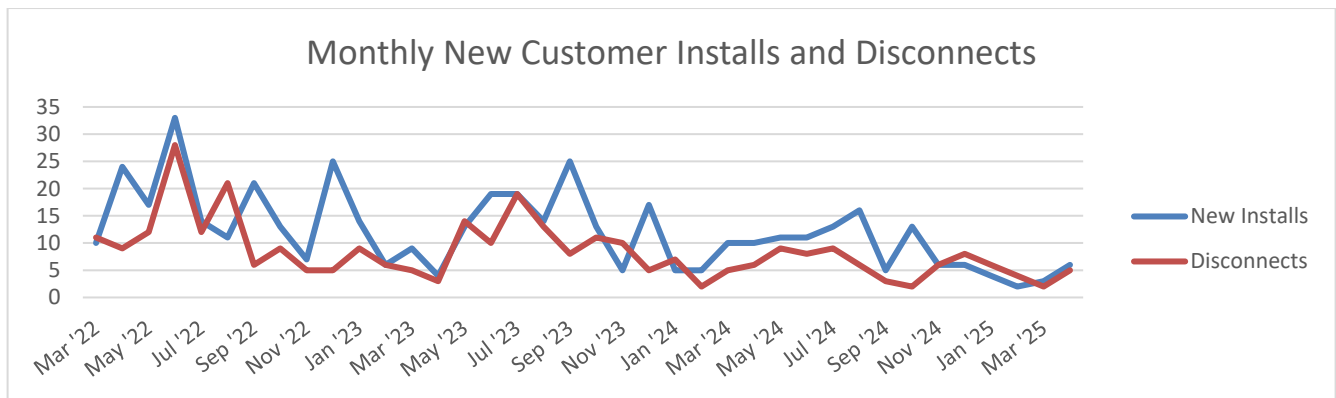
Upgrading now isn't just about today—it's about preparing for tomorrow. With technologies like 4K/8K streaming, virtual reality, and telehealth growing fast, fiber ensures your home is ready for whatever comes next.

Visit <https://concordma.gov/broadband> to learn more or call us at (978) 318-3101.

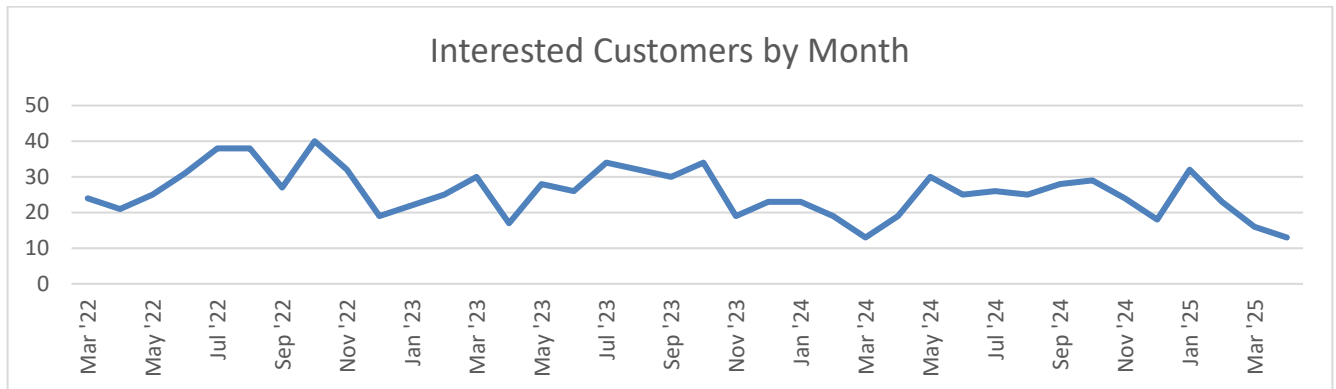
Monthly Metrics and Business Data



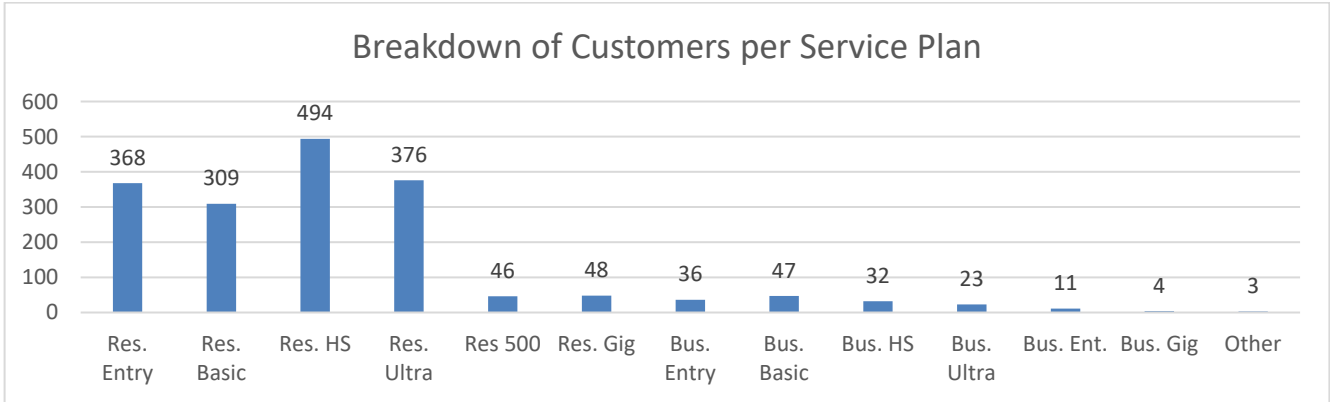
(Customer count: March 2020 – April 2025)



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

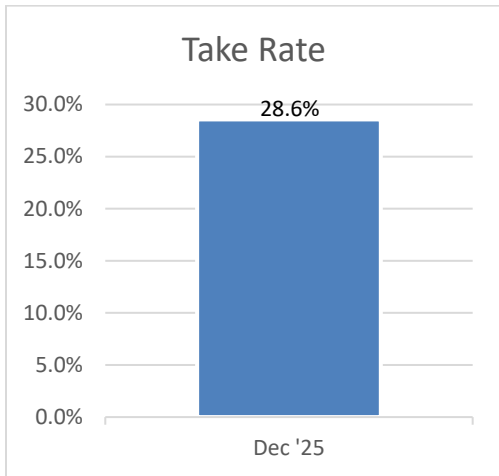
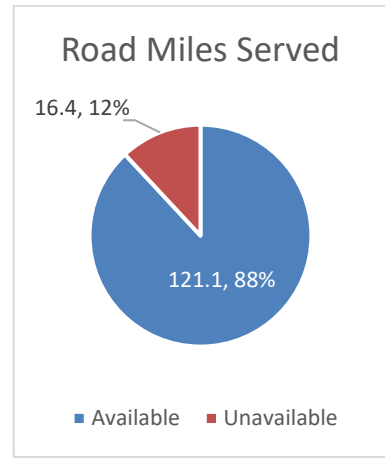
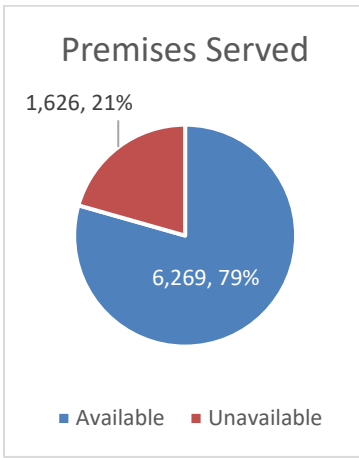
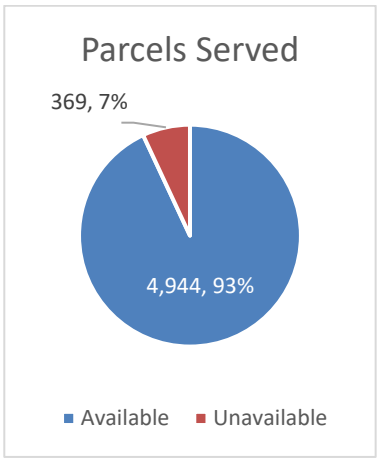


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 4/30/2025.)

Other Metrics



(As of 2/15/2025)

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