



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

May 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

We are pleased to announce that Concord Broadband is fully staffed! Daniel Chen, a Network Engineer, started on June 2, 2025. He is working with Ahmed, our Senior Network Engineer, and Dale, our Broadband Manager, to get up to speed and learn as much as possible. Welcome, Daniel, and we are thrilled to have the team where it's at today.

We have completed procurement on the XGS-PON solution from our vendor, and we are expecting shipment in the next few months. The vendor will be assisting with the setup, deployment, and migration of customers to the new platform.

The Broadband team has identified several Local Convergence Cabinets that need to be rebuilt or moved. Some were not wired and waterproofed correctly. Others lacked adequate expansion space for new customers. We are looking at solutions that are pre-terminated, which means a more weather-tight fit and a faster cutover when the cabinet is replaced.

Your Municipal Fiber: A Look at Community-Wide Progress and Benefits

We're thrilled to share an update on the ongoing success and positive impact of our municipal fiber-to-the-home broadband network in our community! As a publicly owned and operated service, our primary goal is to serve you, our residents, with reliable, affordable, and high-performance internet.

Across the nation, communities are increasingly choosing to build their own fiber networks, and for good reason. Just recently, cities like Bountiful, Utah, have announced the completion of their city-wide fiber networks, delivered ahead of schedule and providing lightning-fast internet to every home and business. This mirrors the commitment and progress we're making right here.

Here's why a municipal fiber network is a game-changer for our community:

Upcoming Maintenance

At 4am on June 10, 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>

- **Local Control, Local Focus:** Unlike large, national providers, our municipal broadband organization is accountable directly to the community. This means decisions about our network's expansion, service offerings, and pricing are made with the best interests of our residents in mind, not corporate profits.
- **Boosting Our Local Economy:** High-speed, reliable internet is essential for modern businesses to thrive. Our fiber network provides the robust infrastructure needed to support existing local businesses and attract new ones, fostering innovation and job creation right here in our town.
- **Enhancing Education and Opportunity:** From remote learning to accessing online resources, a strong internet connection is vital for educational success. Our fiber network ensures that every student and family has the reliable access they need to learn and grow.
- **A Foundation for the Future:** We're not just building a network for today; we're building one for tomorrow. Our fiber infrastructure is designed to adapt and expand with future technological advancements, ensuring our community remains at the forefront of digital connectivity for generations.

We are continually working to expand our fiber reach and connect more homes and businesses. Your support and continued engagement are crucial as we build a more connected and prosperous future for everyone in our community. Stay tuned for more updates on our progress and how you can get connected!

Understanding your Fiber-to-the-Home Connection

As your municipal broadband provider, we're dedicated to bringing you the best internet experience possible. That's why we've invested in a cutting-edge Fiber-to-the-Home (FTTH) network, delivering unparalleled speed, reliability, and a future-proof connection right to your doorstep.

But what exactly is fiber-to-the-home, and how does it benefit you?

Unlike traditional internet services that rely on older copper cables or shared wireless connections, FTTH uses thin strands of glass or plastic to transmit data as pulses of light. Imagine light traveling at incredible speeds – that's essentially how your data moves across our fiber network! This direct, dedicated connection to your home means:

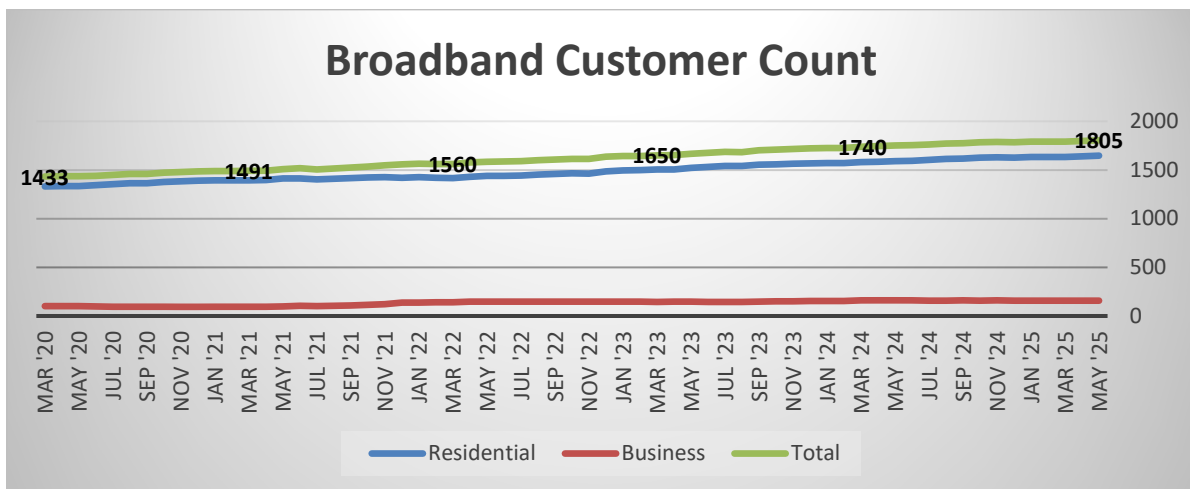
- **Blazing Fast Speeds:** Say goodbye to buffering and lag. Fiber offers symmetrical upload and download speeds, meaning you can stream 4K video, participate in crystal-clear video calls, and upload large files with ease, all at the same time, across multiple devices in your home.
- **Unrivaled Reliability:** Fiber optic cables are far less susceptible to interference from weather, electromagnetic signals, or even distance. This translates to a more stable connection, fewer outages, and consistent performance, even during peak usage hours.
- **Future-Proof Technology:** The demand for bandwidth is constantly growing as new technologies emerge – from smart home devices to virtual reality and beyond. Our fiber network is designed to handle these increasing demands for decades to come, ensuring your internet service remains top-tier without needing significant infrastructure overhauls. This is an investment in your home's digital future.

- Increased Home Value:** Did you know that access to a fiber-to-the-home connection can actually increase your property's value? Studies have shown that homes with fiber internet can see a significant boost in market value, making it a valuable asset for homeowners.

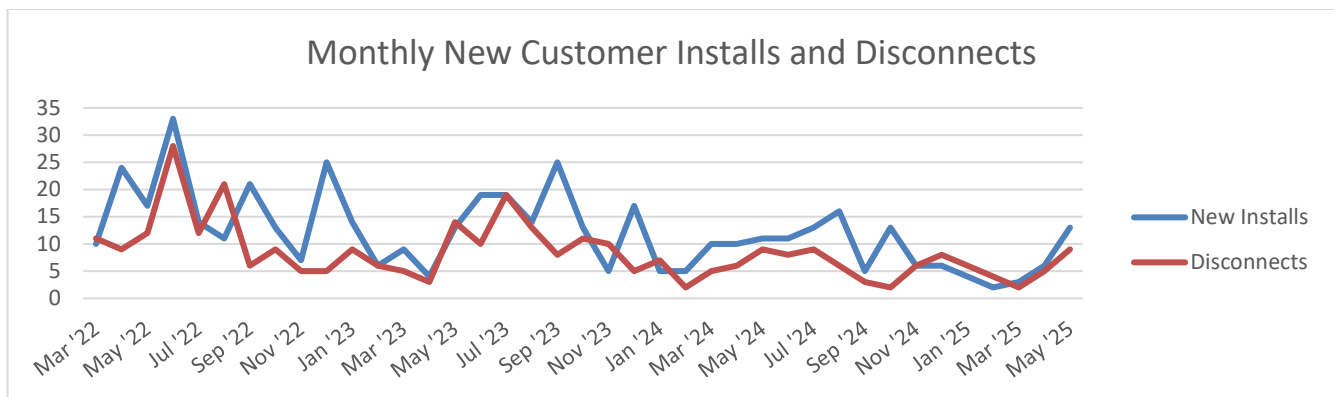
Our commitment to FTTH means you're getting the gold standard of internet connectivity. It's more than just faster internet; it's a foundation for a more connected, productive, and enjoyable digital life.

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

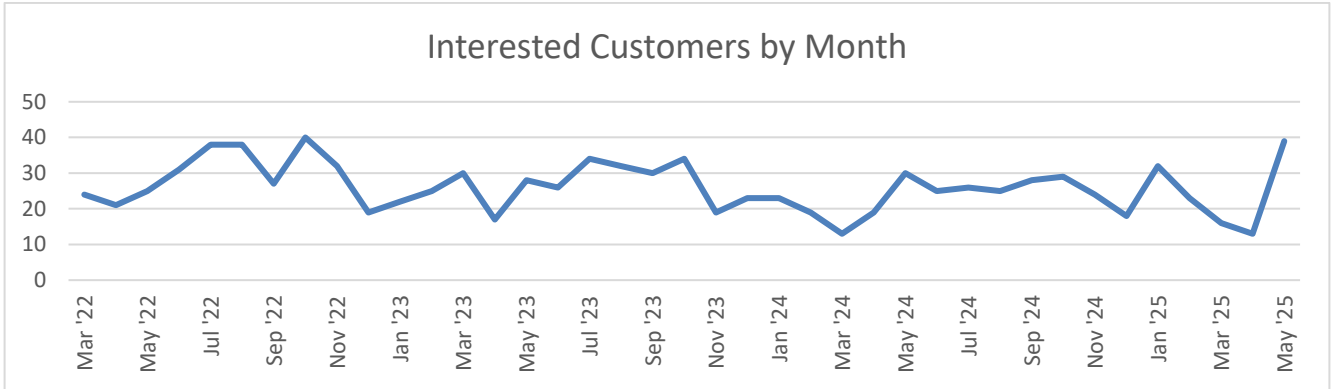
Monthly Metrics and Business Data



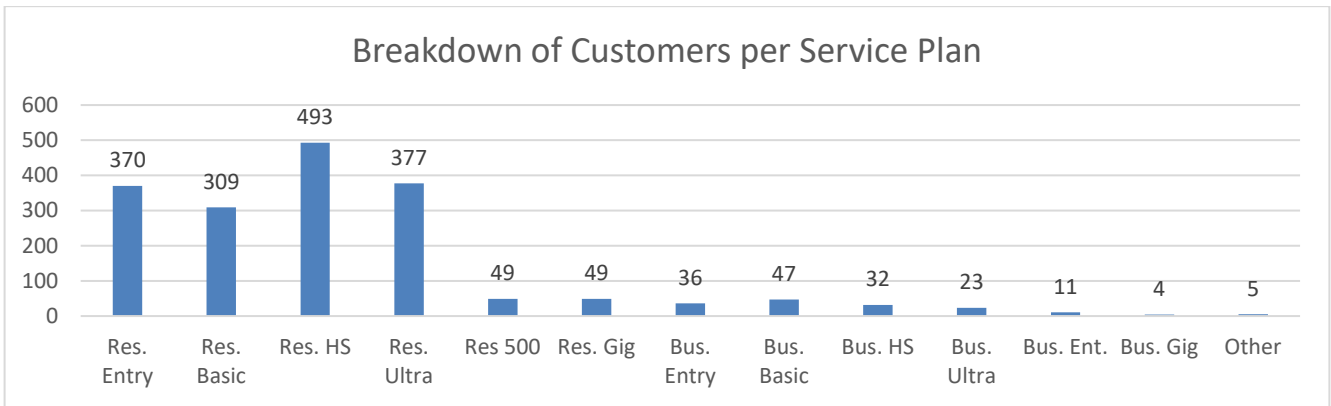
(Customer count: March 2020 – Present)



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

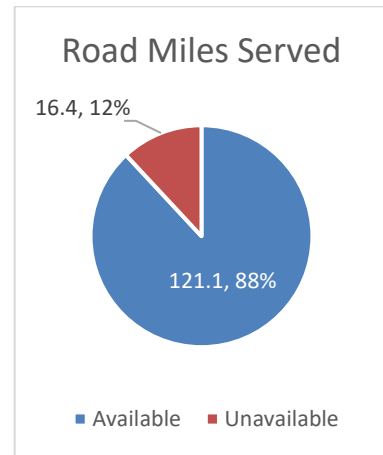
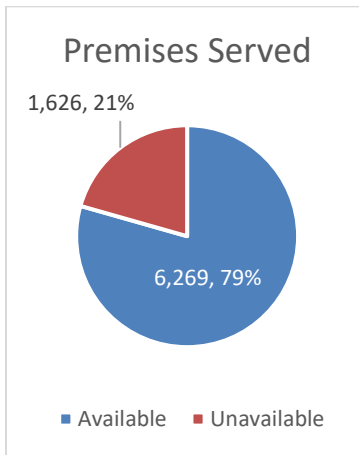
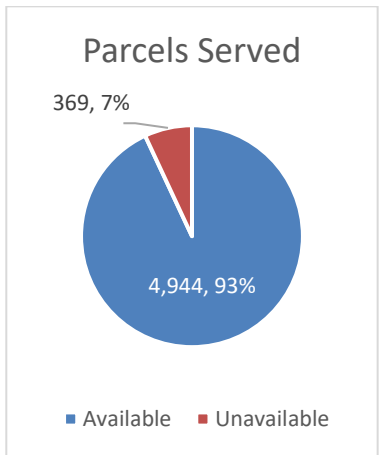


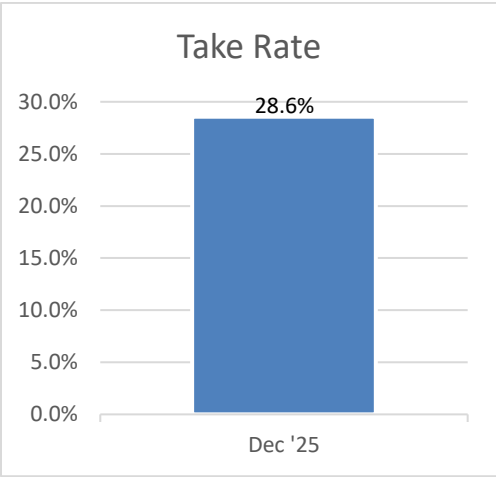
(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 5/31/2025.)

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)				
<ul style="list-style-type: none"> Universal Access 	Policy	Highest	Select Board/Town Meeting	
<ul style="list-style-type: none"> Expansion outside current territory 	Policy	Low	Select Board/Town Meeting	Conversations happening
<ul style="list-style-type: none"> Support Economic Vitality, Sustainability, Equity & Inclusion 	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidy planned
<ul style="list-style-type: none"> Affordable Housing 	Policy	Medium	Select Board/Housing Groups	Rate subsidy planned; working on Concord Housing Authority properties
<ul style="list-style-type: none"> Public Safety 	Policy	Medium	Select Board/Town Manager	
<ul style="list-style-type: none"> Education 	Policy	Medium	Select Board/School Dept.	
<ul style="list-style-type: none"> Government Access (PEG) 	Policy	Medium	Select Board/PAAC	
Recommended metrics for tracking (p.41)				
<ul style="list-style-type: none"> Parcels served 	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> Premises served 	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> Road miles served 	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> Subscribers 	Metric	High	Town Staff/Light Board	Complete; will report monthly
<ul style="list-style-type: none"> Take rate 	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> Churn 	Metric	High	Town Staff/Light Board	Complete; included in monthly report
<ul style="list-style-type: none"> Installations 	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
Governance (p.39)				
<ul style="list-style-type: none"> Track progress against completion 	Metric	Highest	Light Board/Town Staff	Working on this
<ul style="list-style-type: none"> Rate of return policy 	Policy	High	Light Board/Town Staff	Working on this
<ul style="list-style-type: none"> Financial goals with regular reporting 	Policy	High	Light Board/FinCom	Working on this
<ul style="list-style-type: none"> 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