



---

## June 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](mailto:broadband@concordma.gov) should you have any questions, concerns, or feedback.

### Operations

Fiber installations have picked up with the warmer weather. Every month, staff members are pulling and splicing an average of 13 new customers, which adds to the base of locations we can serve. The team continues to try to make small tweaks to improve the speed with which we can install new customers.

The network team continues to prepare for the installation of the new XGS-PON equipment. They are working on planning and power requirements to ensure we can keep both old and new equipment powered up simultaneously while we do the installations.

Biannual FCC filings are being worked on to be submitted hopefully by the end of August.

### Top 5 Questions About Fiber Internet—Answered!

#### 1. What makes fiber internet different from cable or DSL?

Fiber uses light to transmit data through glass strands, allowing for much higher speeds, greater reliability, and better performance—especially during peak usage times. It is the gold standard for a technology designed to move data.

#### 2. How fast is it, really?

With fiber, you can get symmetrical speeds—meaning your upload speed is just as fast as your download speed. That’s a game-changer for video calls, cloud storage, gaming, and more. We currently offer speeds up to 1GB/s, and soon that will increase to 5GB/s (and even faster in some areas).

#### 3. Is it more expensive than traditional internet?

Not necessarily. Many municipal fiber providers offer competitive pricing, often with no hidden fees, and more value for the speed you’re getting.

### Upcoming Maintenance

No maintenance is currently planned.

Learn more on our maintenance page here:

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

#### **4. Do I need special equipment?**

You'll need a fiber-compatible router, which may be provided by your service or purchased separately. Our technicians handle the rest, including installing the optical network terminal (ONT) that connects fiber to your home.

#### **5. Will it be available at my address?**

Availability depends on your neighborhood. Our backbone travels all over Concord, but your specific address may or may not be ready for service immediately. [Check your address](#) with us or join the waitlist to express interest!

Fiber internet isn't just faster; it's built for the future. If you're ready for a better internet experience, municipal fiber with Concord Broadband is the upgrade you've been waiting for.

## **Local and Accountable: Why Community-Owned Broadband Makes a Difference**

When it comes to internet service, many people are used to dealing with large national providers—companies where customer service can feel distant, policies are set in corporate boardrooms, and decisions aren't always made with the community in mind. That's where municipal, community-owned broadband stands apart.

A locally operated fiber broadband utility is designed to serve the public interest, not shareholder profits. Every decision—from pricing to expansion to customer service—is made with the local community as the priority. That often means more transparent governance, better responsiveness, and an overall greater sense of accountability. If you have a concern, you can speak directly to someone who lives and works in your town—not a call center halfway across the country.

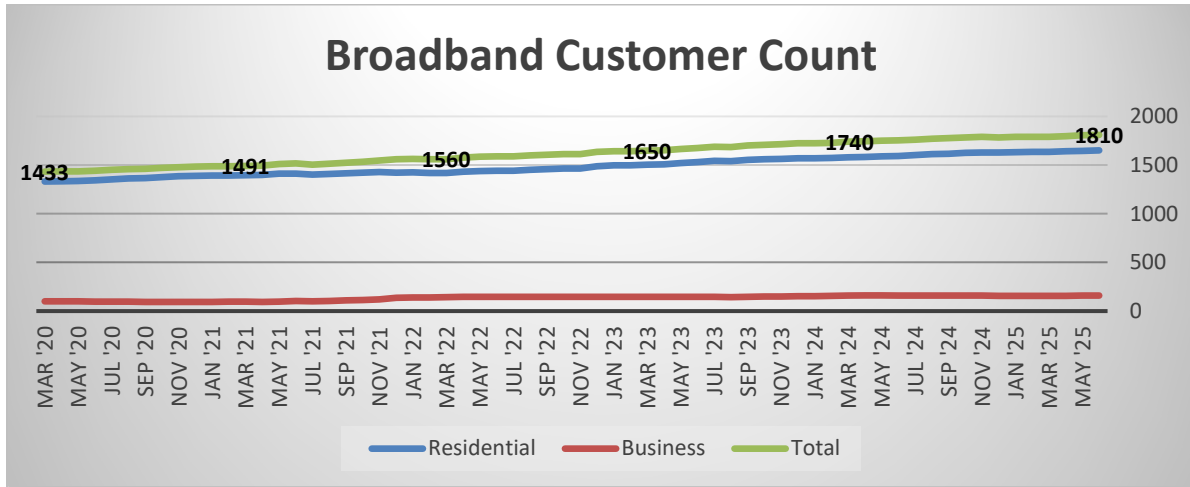
Community-owned broadband also supports the local economy. Revenues stay in town rather than being sent to out-of-state investors. Jobs, support services, and even infrastructure investments tend to benefit local contractors and businesses. It's a model that creates a positive feedback loop: the more people support it, the stronger and more responsive the service becomes.

Municipal broadband providers also tend to be more future-focused. Because they're not beholden to short-term profits, they can invest in infrastructure that meets long-term needs—like 100% fiber networks capable of supporting the data demands of tomorrow's smart homes, remote work, and education needs.

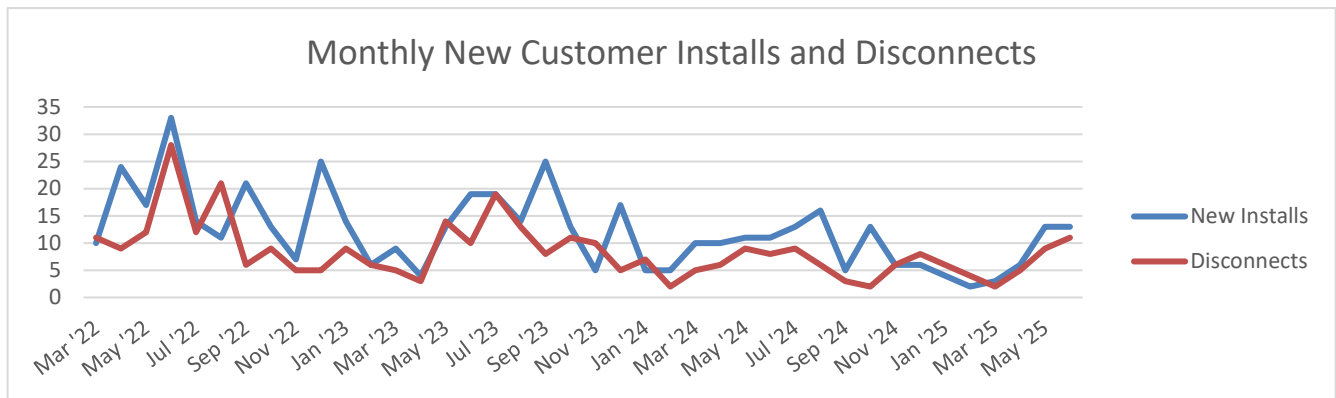
In short, local broadband is about more than just faster internet—it's about community control, economic strength, and public service. When you choose a municipal provider, you're not just buying a service—you're supporting a system built to serve your neighbors, your town, and you.

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

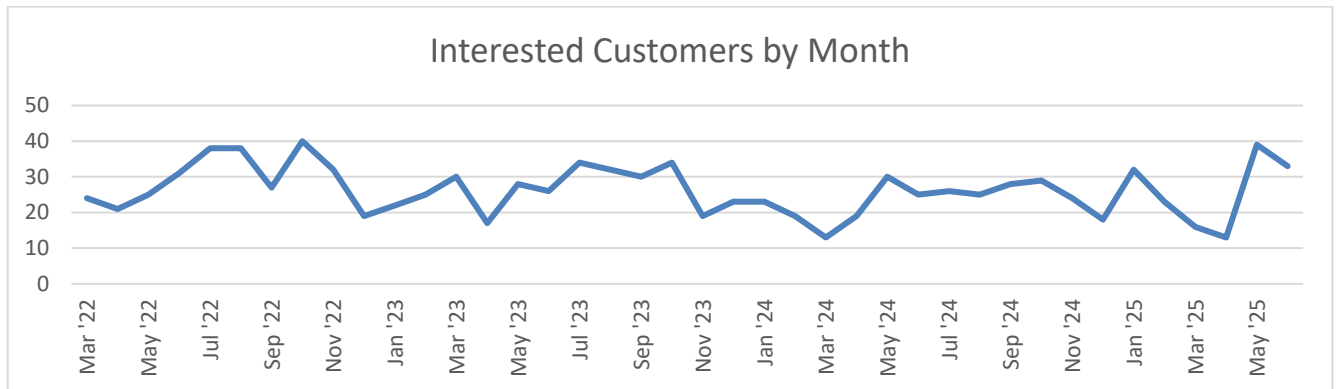
## Monthly Metrics and Business Data



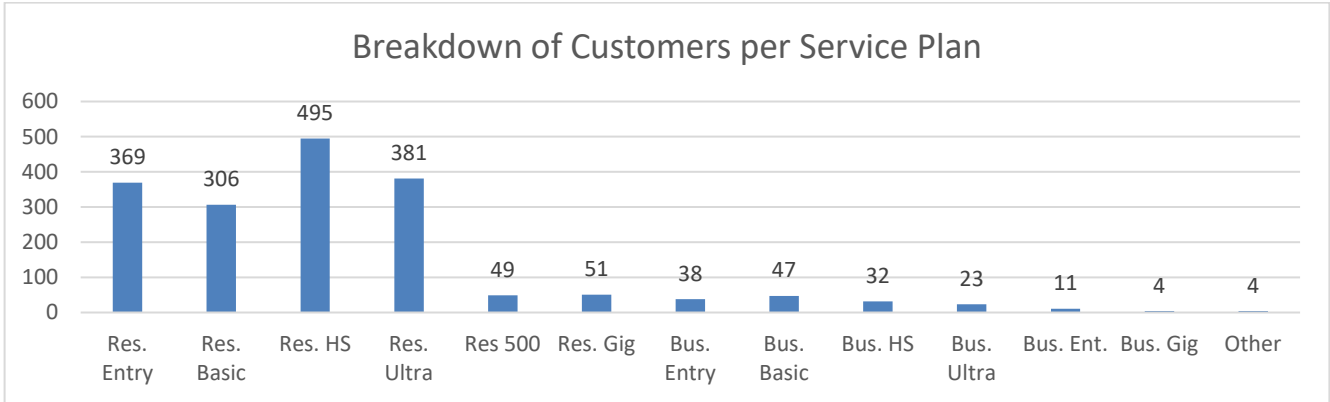
(Customer count: March 2020 – Present)



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

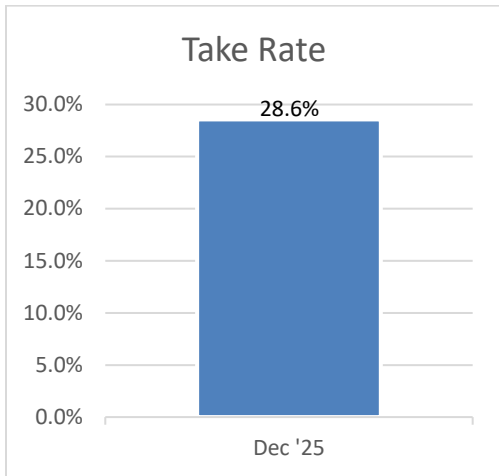
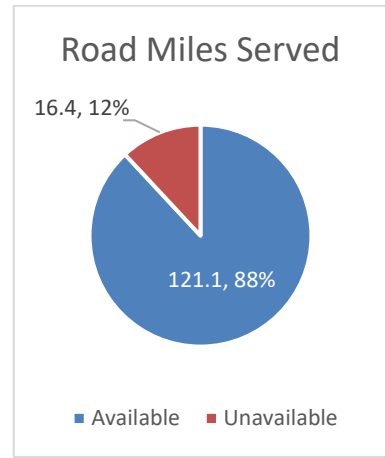
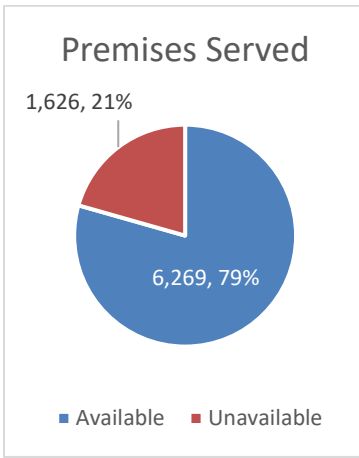
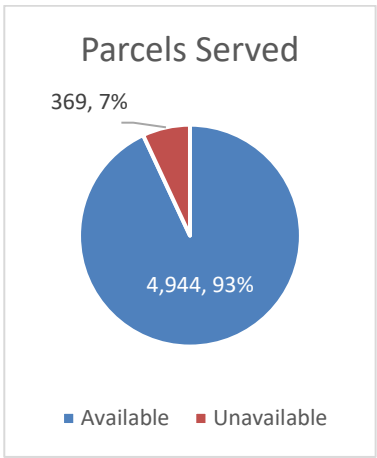


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 6/30/2025.)

### Other Metrics



(As of 2/15/2025)

## Appendix

### Fiber Broadband Completion Task Force's Report Goals

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Policies (p.39)</b>				
• 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	
<b>Recommended metrics for tracking (p.41)</b>				
• 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
<b>Governance (p.39)</b>				
• 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.
<b>Strategic Planning Goals (p.43)</b>				
• Marketing and growth	Metric	High	Light Board/Town Staff	Working on this
• Business return	Policy	High	Light Board/Town Staff	Working on this
<b>Budgeting Process for Fiber Expansion (p.41)</b>				
• 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
<b>Capital Planning Process (p.42)</b>				
• 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
<b>Construction and Logistics (p.42)</b>				
• 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