



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

September 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 team has been working on an upgrade to the Master Address Table properties to get better information in the hands of end users.
- We have finally completed the spin-up of our new ISP. We have a dedicated 10GB/s pipe with the ability to burst up to 100GB/s.
- The whole Broadband team has been working on getting network access for the Peabody school to support Town department access. Phones and network materials are being readied.
- We took a maintenance window on 9/10 to remove some older networking switches from our environment. We thank our customers for their patience, and we thank the staff member who was up at 3am to complete this work.
- All of the materials from the XGS-PON procurement have been received. Staff are working on racking those new switches and getting them accessible by the vendor for programming. The team has commenced weekly project meetings.
- Additional training sessions will be held for staff on XGS-PON and administration by the software that manages it.

Powering Our Digital Future: Local Fiber and the Calix Advantage

We've all experienced the frustration of a buffering video, a dropped video call, or slow downloads. In today's world, fast, reliable internet isn't a luxury—it's essential for work, education, healthcare, and staying connected. That's why your municipal fiber broadband network is such a critical investment in our community's future.

As your local network continues to expand and evolve, we want to highlight the technology that makes our service truly exceptional, ensuring it's ready not just for today's needs, but for the innovations of tomorrow.

Upcoming Maintenance

There will be additional maintenance windows as we look to install the next generation of XGS-PON equipment. This will be advertised to all customers if it is expected to be customer-impacting work.

Learn more on our maintenance page here:

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

The Power of Local Ownership and Fiber

Our municipal network is different from other providers because it is built by and for our community. This local ownership means our primary focus is on service, reliability, and local needs, not distant shareholder profits.

Our network uses Fiber-to-the-Home (FTTH) technology, running a dedicated optical fiber line directly to your house. This fiber infrastructure is inherently superior to older technologies like copper-based DSL or traditional cable. Fiber uses light to transmit data, allowing for symmetrical speeds—meaning your upload speed is as fast as your download speed—and offering virtually limitless capacity for future speed upgrades. It is an investment that truly future-proofs our community's connectivity for decades.

Partnering with Calix for a Next-Generation Experience

To deliver this world-class service, we've partnered with Calix, a leading technology provider focused on creating exceptional broadband experiences. This partnership is central to ensuring our network is not just fast, but also smart, efficient, and easy to manage.

Calix provides the core intelligent platform that powers our fiber infrastructure, from the equipment in our central office to the optical networking terminal in your home. This integrated approach offers several key benefits to you, the subscriber:

- **Ultimate Reliability and Simplicity:** Calix's systems are designed to minimize complexity, allowing our team to monitor, manage, and maintain the network more efficiently. This operational efficiency translates directly into higher uptime and quicker resolution of any issues.
- **The Smart Home Experience:** With Calix-powered Wi-Fi, you get a premium in-home experience. Managed Wi-Fi services allow us to provide you with a powerful, comprehensive Wi-Fi solution that ensures fast speeds reach every corner of your home. You gain access to user-friendly mobile apps that put you in control of your home network, allowing you to manage parental controls, security features, and guest networks easily.
- **Ready for Tomorrow:** Calix is at the forefront of broadband technology, including advancements like the testing of 50G-PON technology. This focus on continuous innovation means our network is built on a platform that can seamlessly integrate the next generation of speed and services without major overhauls.

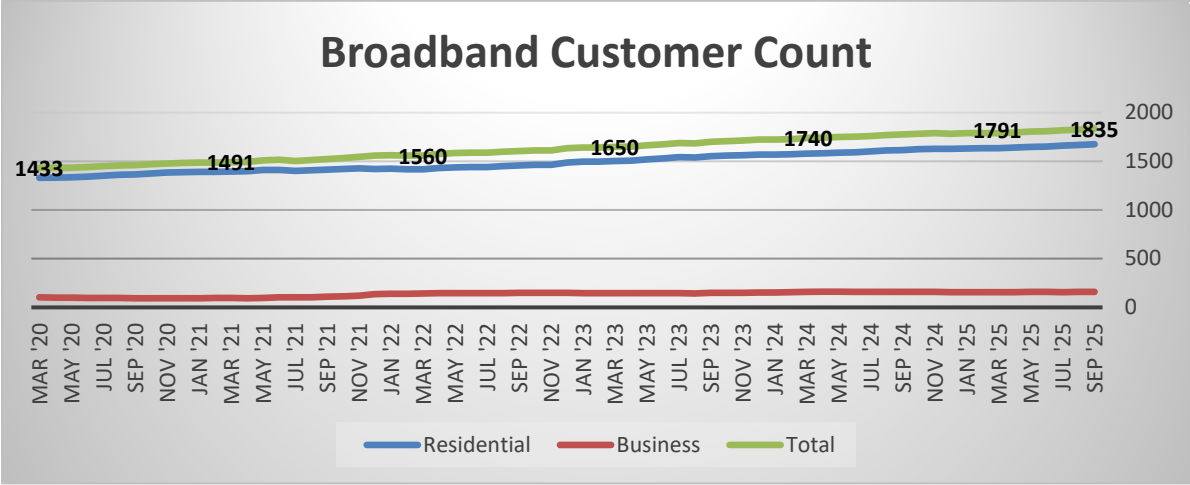
Timely Connection: Staying Safe and Secure Online

In today's digital landscape, connectivity goes beyond speed—it includes security. Now, more than ever, with many working and learning from home, the security features built into our Calix-powered system are highly relevant.

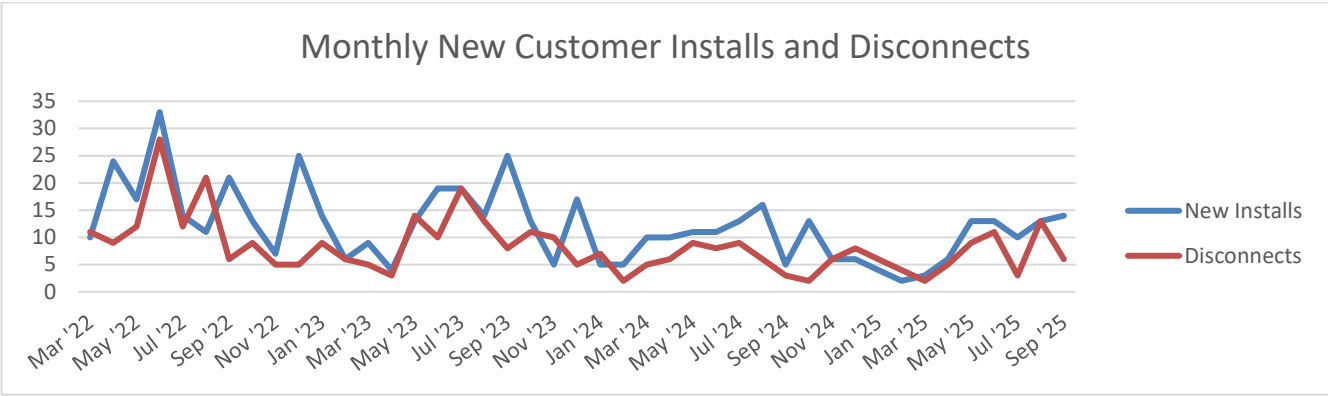
Through the Calix platform, we can offer managed services that provide advanced network-level security and parental controls. This protects all connected devices in your home from online threats without needing to install separate software on every phone or computer. Having your network provider integrate security is a timely feature that offers peace of mind in an increasingly connected world.

Our local fiber network, powered by Calix, is more than just an internet connection; it's a foundation for growth, security, and an enhanced quality of life for all residents. We're proud to bring this critical infrastructure to our community.

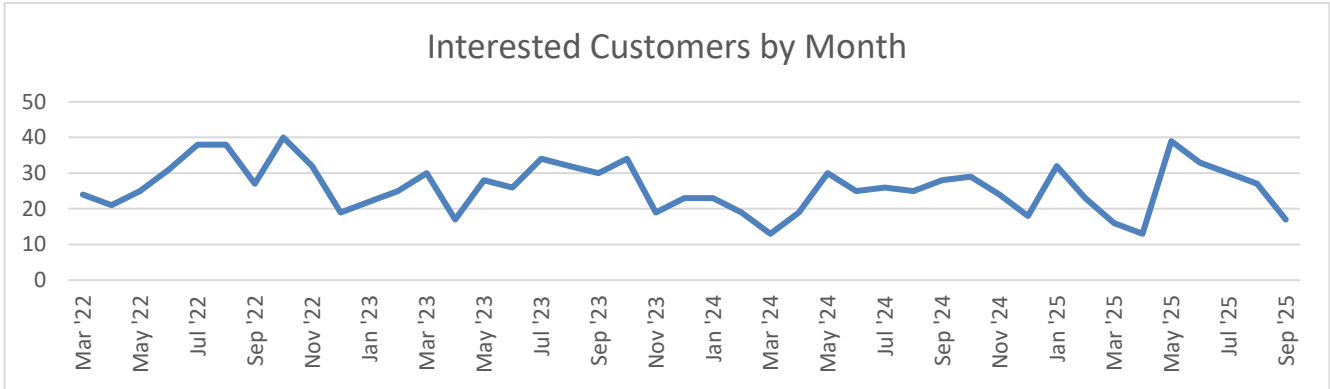
Monthly Metrics and Business Data



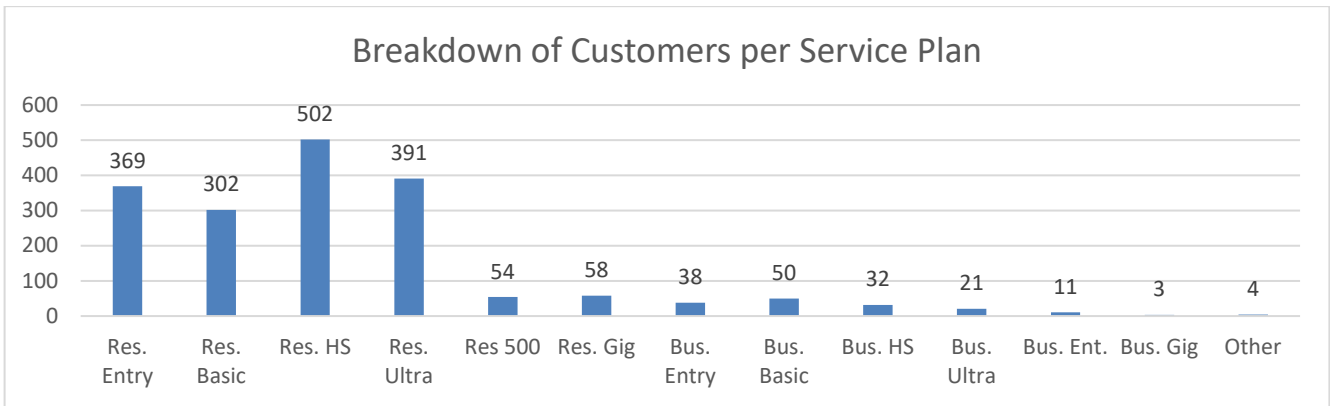
(Customer count: March 2020 – Present)



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

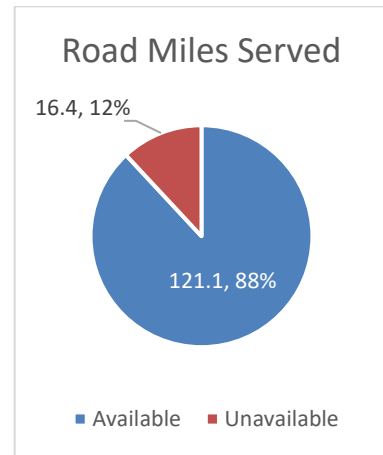
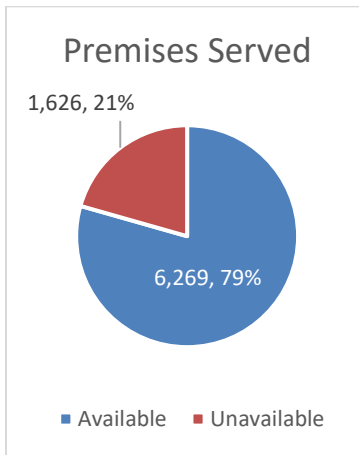
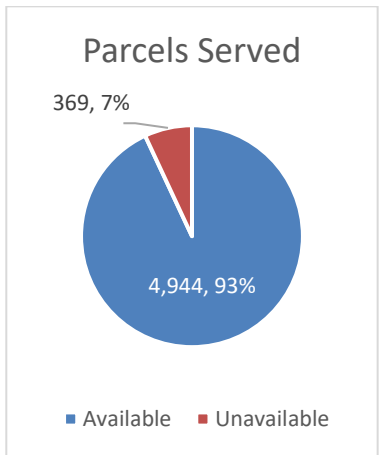


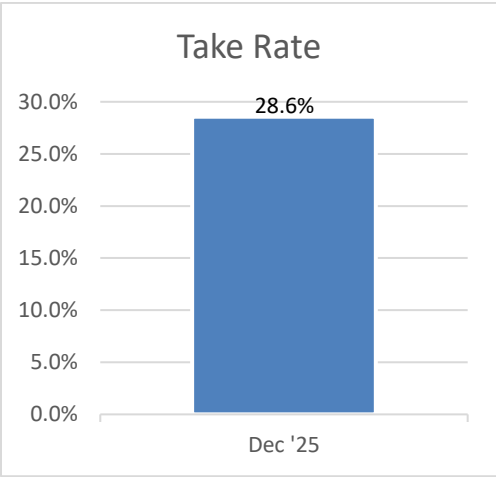
(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 9/30/2025.)

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)				
<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