



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

October 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. A demo is available internally to provide feedback to the GIS team for refinement.
- The network team has been working on power requirements for the new broadband equipment. It is expected that the new and old equipment will be running simultaneously for a few months.
- A Concord Broadband customer experienced a large Denial-of-Service attack that impacted many other customers for a short period this month. An internal after-action report is available, and it will be published on our web page soon. We are taking steps to mitigate this issue should it happen again. That includes preventing, detecting, and isolating issues in the future as well as improving customer communication during issues.
- New routers will be utilized in the near future. Stay tuned for a short maintenance window during which we will make them the primary routers used by Concord Broadband.

Managed Wi-Fi coming soon available to all customers

The Power of a Managed Wi-Fi Experience

Home internet performance depends on more than just a fast connection—it's also about what happens inside your home. Walls, outdated routers, and network congestion can all limit performance, leaving you frustrated even with a top-tier plan.

That's why our broadband service offers managed Wi-Fi, powered by Calix technology. This system provides consistent, whole-home coverage and advanced network management tools that help keep your devices running smoothly.

With managed Wi-Fi, our technicians can remotely diagnose issues, adjust settings, and even alert you when devices are struggling to maintain a good signal — all without requiring a

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>

service visit. You also gain access to an easy-to-use mobile app that lets you view connected devices, set parental controls, and manage guest networks with just a few taps.

The result is a seamless online experience — streaming, gaming, video calls, and smart home devices that just work. Managed Wi-Fi turns your home network into a smart, secure, and self-optimizing system designed to make the most of your broadband connection.

If you've ever struggled with spotty coverage or slow speeds in certain rooms, this is the easiest upgrade you can make to enjoy your service to the fullest.

Tips to Get the Most Out of Your Broadband Service

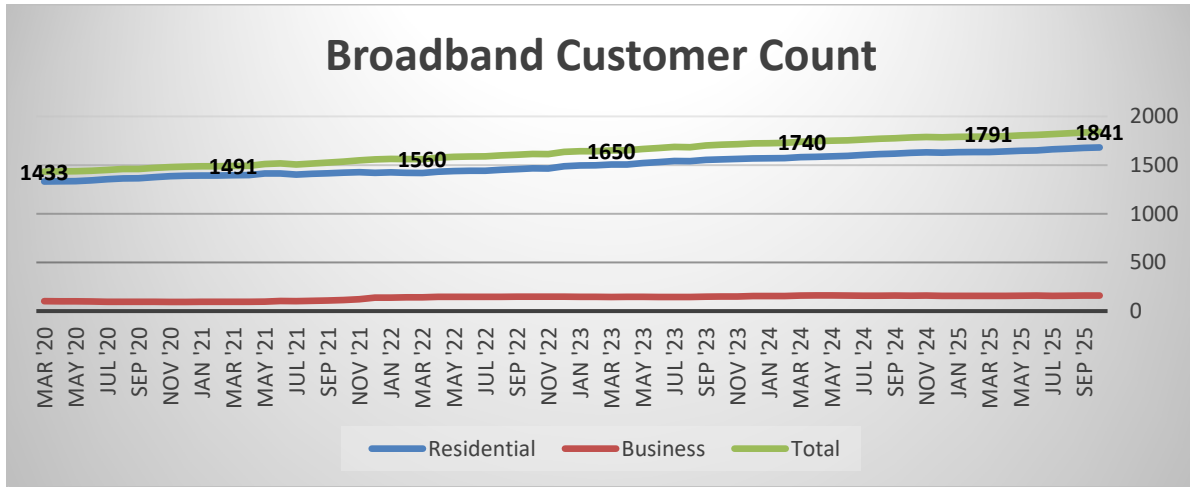
Even with high-speed fiber internet, a few simple adjustments can make your online experience smoother and faster. Here are some quick tips from our broadband team:

- 1. Keep your router central.** Place it in an open, central spot—ideally off the floor and away from large metal objects or thick walls.
- 2. Update your equipment.** Modern devices take advantage of faster Wi-Fi standards. If your router or laptop is more than five years old, it may not keep up with gigabit speeds.
- 3. Check your connections.** For streaming boxes or gaming consoles, a wired Ethernet connection still delivers the best performance.
- 4. Manage connected devices.** Smart TVs, speakers, and cameras all share bandwidth. Disconnect devices you no longer use or set them to low-data modes.

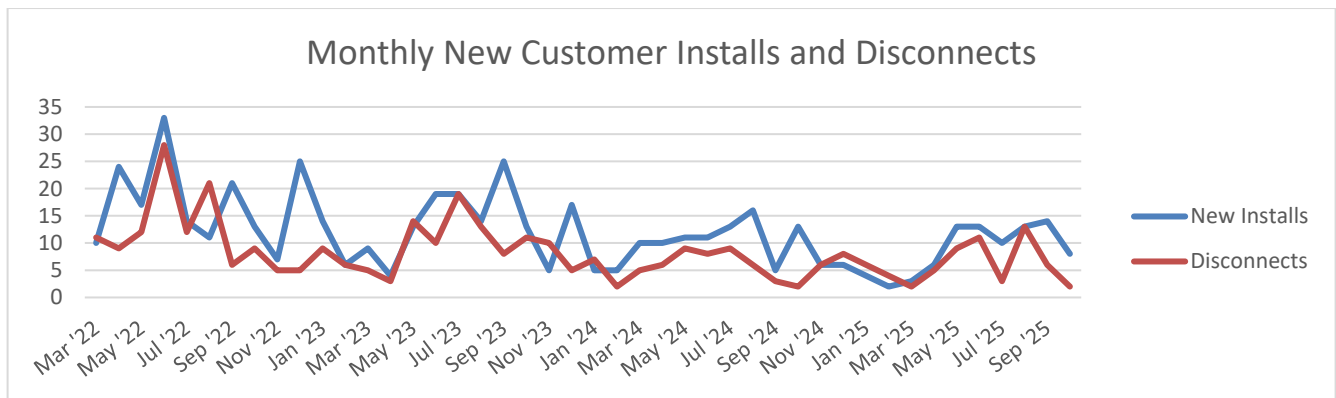
Small tweaks can make a big difference, and our team is always here to help. Whether you're a student on Zoom, a remote worker, or just catching up on your favorite shows, we want you to have a fast, reliable connection every day.

Your broadband service is more than just internet—it's your gateway to everything that connects you to the world.

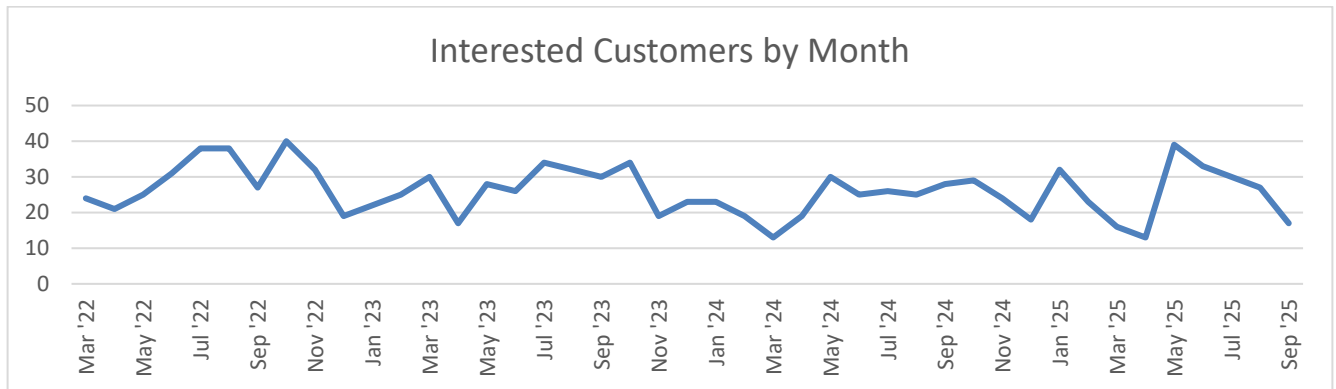
Monthly Metrics and Business Data



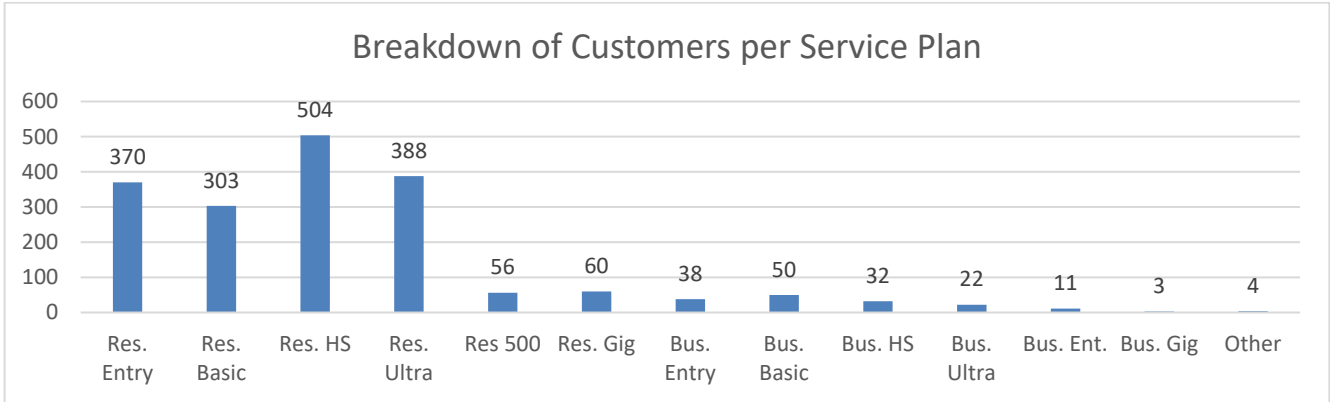
(Customer count: March 2020 – Present)



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

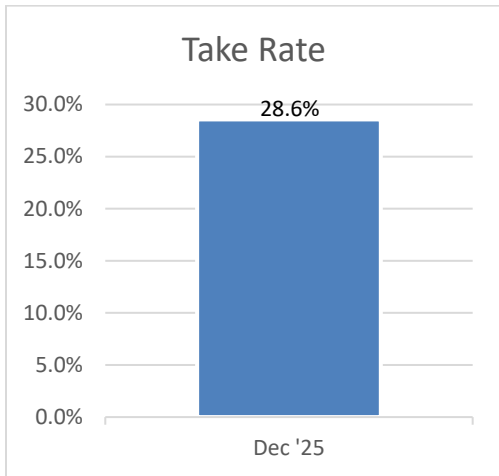
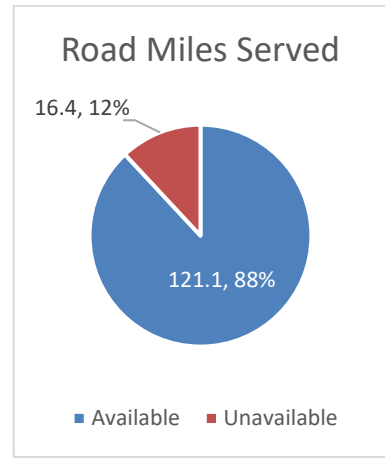
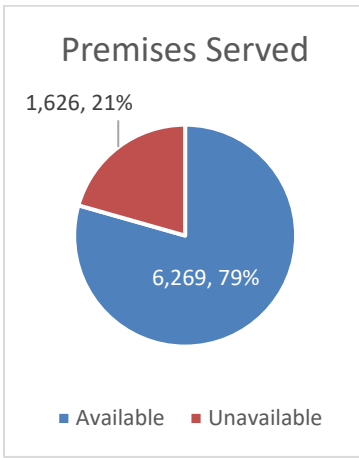
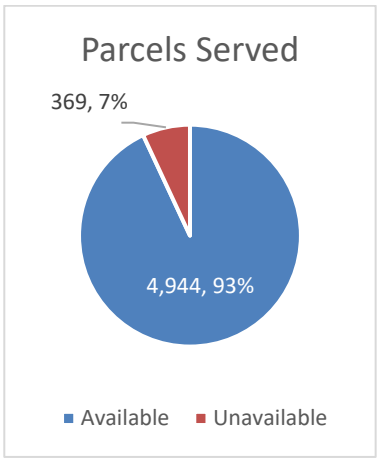


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(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)				
• 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