



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

December 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 Availability map now has color-coded parcels based on time-to-install estimates. A big thank you to Dale and Jill for making this happen! Please see the article below for more information about the map and what the legend means.
- Work continues on the roll-out of XGS-PON. Dates in late February and early March have been selected for the actual customer migrations.
- Gateways continue to fail on the Yukon system. Broadband staff have been providing logs and other information for troubleshooting.
- The Broadband department has procured extensive Calix training for all staff to attend.
- Several fiber repairs were required due to storm damage over the past month.
- More work has been done at the Peabody school to extend network access for any Town departments working there. Lately the focus has been on the camera system.

Why *Local* Matters for Your Internet

In today's world, a reliable internet connection isn't a luxury; it's a necessity. While there are many providers out there, Concord Broadband is different. Because we are a department that exists within Concord's Light Plant, our priority isn't satisfying distant shareholders—it's serving you, our neighbors.

The Municipal Advantage

- **Local Accountability:** When you have a question, you're talking to someone who lives in the same ZIP code, not a call center halfway across the world.

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>

- Reinvesting in Concord: Unlike big-box ISPs, the revenue generated by our fiber network stays right here in our community, helping to fund local infrastructure and services.
- Future-Proof Technology: We aren't just "improving" old copper wires. We are installing 100% fiber-optic cables that provide symmetrical speeds (uploading as fast as you download), ensuring our city is ready for the bandwidth demands of the next 20 years.

By choosing municipal fiber, you're investing in a faster, more reliable, and more equitable digital future for all of Concord.

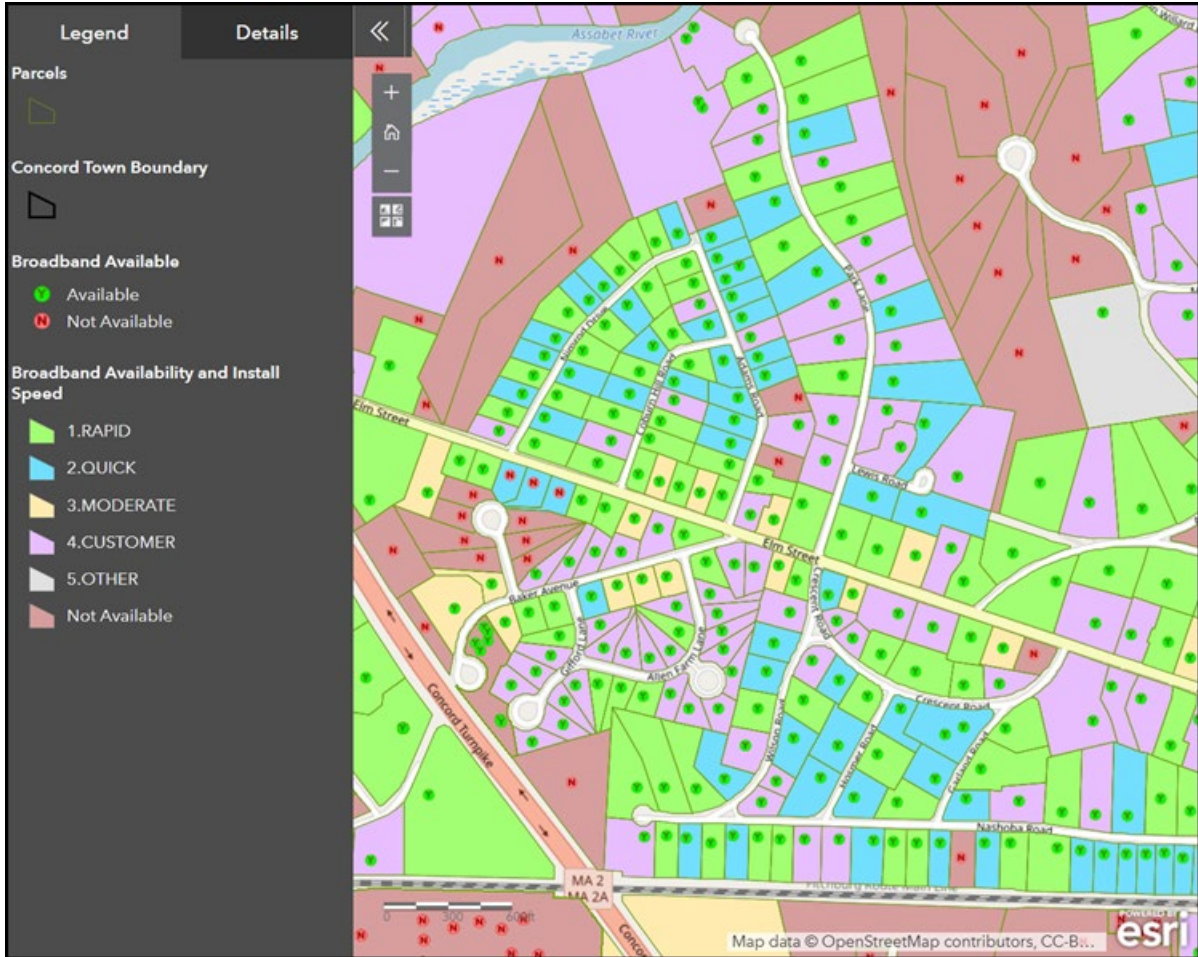
Broadband Availability and Install Speeds

When the Concord Broadband system was built, it was designed to lay on top of existing fiber that was installed by the Light Plant for use of its smart grid system. This means that in Concord, there are fibers designed for nearly every single separate dwelling or endpoint, but many of them require additional work to be done to ready service before it can be installed. Some of that pre-work can happen in a couple of days, but other times it may take weeks. This is because some installations can be technically challenging, they may require a police detail, or they may require access to an easement we have with the third party.

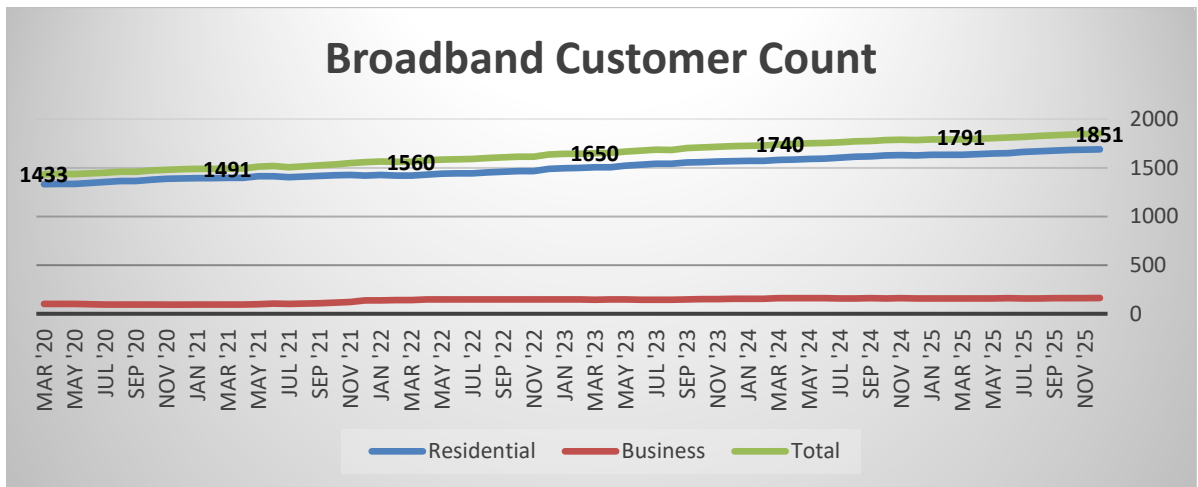
The challenge in this situation is to accurately communicate to customers what their expected wait time will be when they sign up for service. The Broadband team has been working extensively with the GIS team for over 2 years now to try to get accurate data into our Master Address Table so that we can classify every single parcel based on how easy it will be to serve. We can then communicate this data to people before they sign up and again at the time that they sign up. Setting these expectations leads to more satisfied customers and Concord Broadband spending time on those customers who truly want the service.

In the map you see below, every parcel is color-coded. The green color means that we have fiber active there today or it has been installed in the past. This means that we can likely turn up the service in just a day or two. The next step down from that are installations that have easy overhead access and can be tied into a splice case or LCC near the service delivery point. These installations can usually be done in a week or maybe two at the most. Moderate installations may involve and police details or other challenges that may lead to slower installations. Anything noted as "Customer" means that the customer likely needs to install conduit to an underground hand hole near their service delivery address to access our fiber.

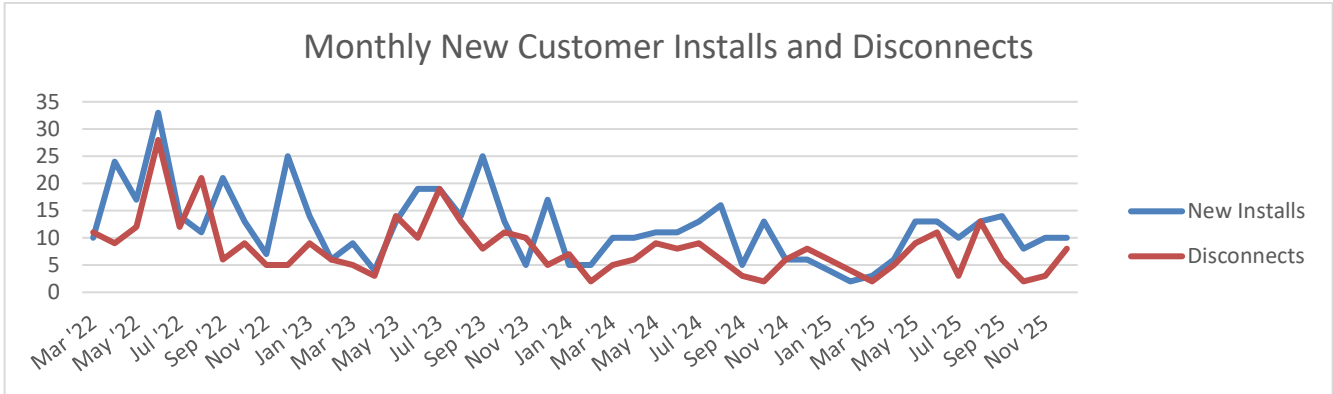
We will continue to refine the process of communicating with prospective customers, and we will continue to expand the availability of broadband service by finding lower cost and lower impact ways to bring fiber to every parcel and interested party in concord.



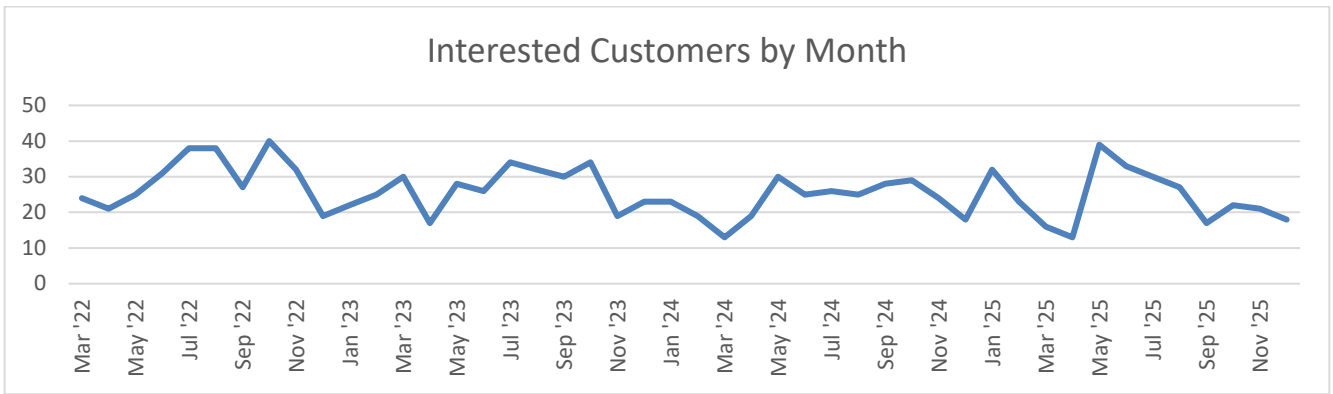
Monthly Metrics and Business Data



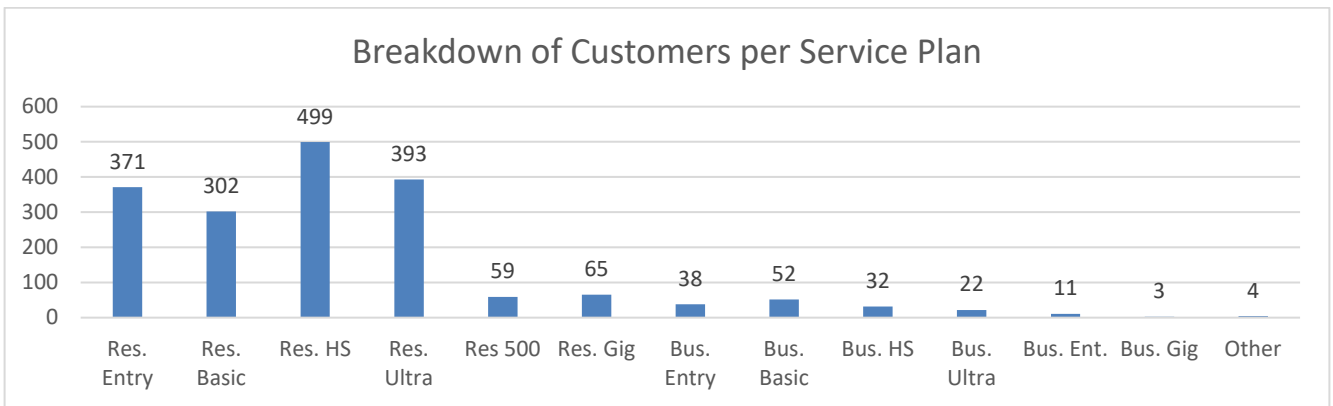
(Customer count: March 2020 – Present)



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

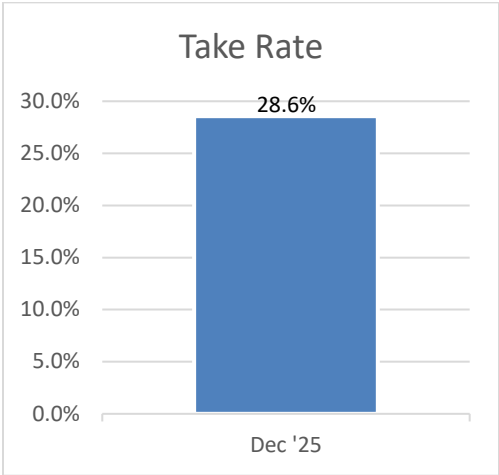
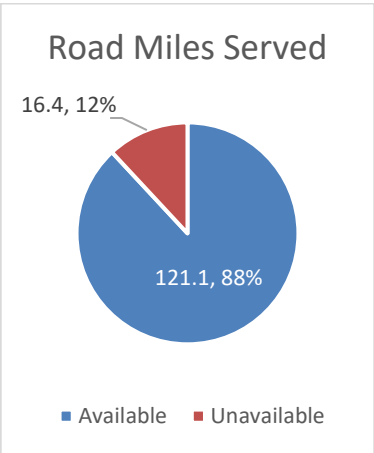
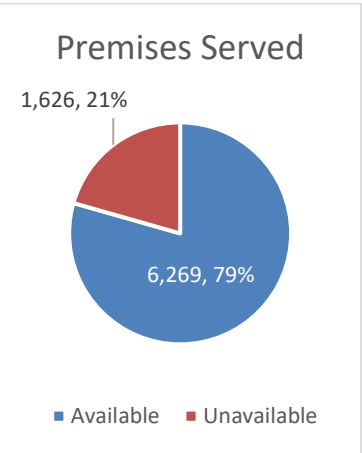
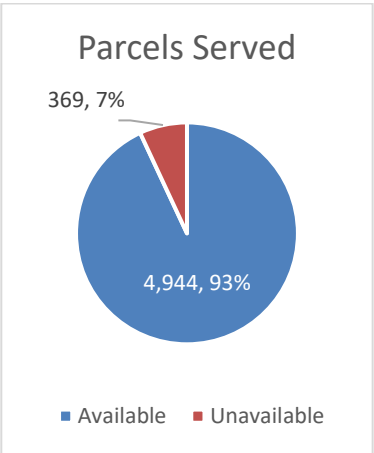


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 12/31/2025.)

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)				
• 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