



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

January 2026 – 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

- Work continues on the roll-out of XGS-PON. Dates in late February and early March have been selected for the actual customer migrations (see below for more details). The network team continues to perform testing to ensure a smooth migration.
- Gateways continue to fail on the Yukon system. Broadband staff have been providing logs and other information for troubleshooting. We have been able to reset them with a field tool, but we still have no root cause from the manufacturer.
- The Broadband department has attended extensive training on the new XGS-PON software platform.
- Broadband staff assisted with fiber pulls and splice repairs after the underground electrical failures on February 6, 2026.
- 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 security/alarm system.
- The network team is working on procuring a speed testing server for customers.

Planned Broadband Maintenance: XGS-PON Is Finally Here!

The Concord Municipal Broadband team will be conducting a series of scheduled maintenance activities in support of our transition to XGS-PON, the next generation of fiber-optic broadband technology. This upgrade will significantly expand network capacity, enable symmetric multi-gigabit service tiers, and ensure long-term reliability for all subscribers.

During the maintenance windows listed below, most customers will experience a brief service interruption

lasting approximately 15–30 minutes. While a full service outage remains possible, it is not anticipated. If

Upcoming Maintenance

There are four upcoming maintenance windows in late February and early March. Should these windows need to change, we will notify customers.

The current maintenance windows are between 12:00am and 6am on February 18, 23, and 25 as well as March 4, 2026.

Learn more on our maintenance page here:

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

required to ensure the integrity of the upgrade, we reserve the right to take portions or all of the network offline for the full duration of the maintenance window. If everything goes as expected, each customer's service would only be impacted during the maintenance window when your service is moved from the old to new equipment.

No action is required from you, and services should resume automatically once maintenance is complete. If you still experience problems after 6am on a given day, please reboot your modem/router and contact our support team at 978-318-3199.

For more details on this XGS-PON project, please see the [2025-12-10 Broadband Update](https://concordma.gov/3148/Monthly-Updates) at <https://concordma.gov/3148/Monthly-Updates>.

In addition to this general notice, targeted notifications will be issued to customers expected to be directly affected on each specific night.

Scheduled Maintenance Windows:

- February 18, 2026 - 12:00 a.m. to 6:00 a.m.
- February 23, 2026 - 12:00 a.m. to 6:00 a.m.
- February 25, 2026 - 12:00 a.m. to 6:00 a.m.
- March 4, 2026 - 12:00 a.m. to 6:00 a.m.

We appreciate your cooperation as we undertake this essential infrastructure enhancement.

New Service Tiers Coming Soon

Following the successful completion of our XGS-PON network upgrade, Concord Broadband is thrilled to announce a significant leap forward in our service capabilities. While our current fiber infrastructure has reliably delivered speeds up to 1Gbps, we are on the verge of shattering that ceiling. Residents can look forward to a dramatic increase in available bandwidth, transitioning from standard Gigabit service to much higher symmetrical tiers.

More Speed, Same Monthly Bill

The best part? This transition comes with no price increase for our residential customers. We believe high-speed internet is a foundational utility, and we are committed to providing the best possible value.

We are able to maintain our current rate structure thanks to the inherent efficiency of XGS-PON (10-Gigabit Symmetrical Passive Optical Network) technology. This hardware evolution allows us to transmit significantly more data, with much greater density, across every single strand of fiber in our existing

footprint. Essentially, we've upgraded the "engine" of our network to be both more powerful and more efficient.

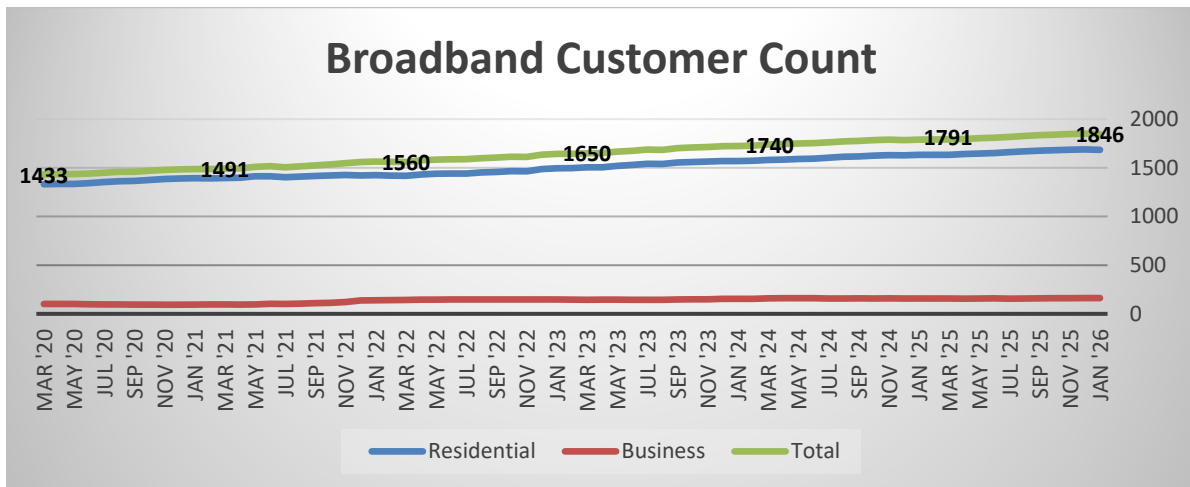
Looking Ahead

The framework for these new rates and speed tiers was a primary focus of the December 10, 2025 Light Board meeting. During this session, leadership finalized the roadmap for rolling out these enhancements to ensure a seamless transition for every household.

What this means for you:

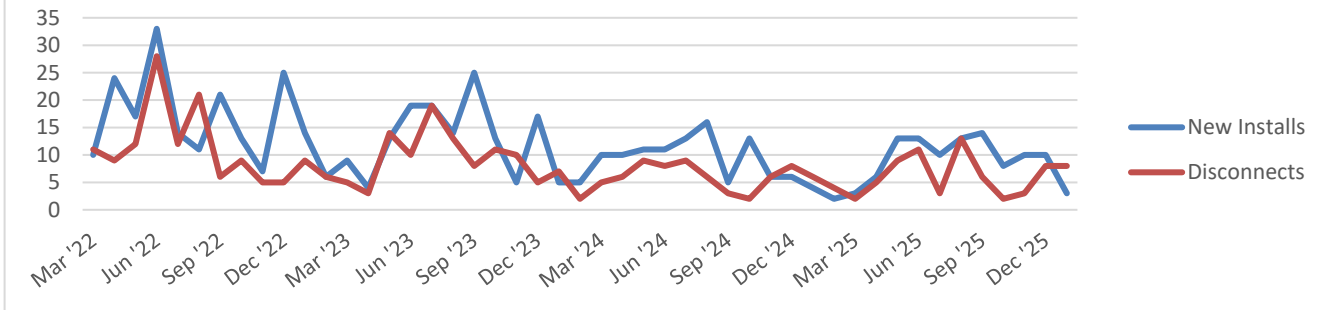
- Symmetrical Speeds: Enjoy upload speeds that finally match your download speeds—perfect for high-definition video conferencing, lag-free gaming, and large cloud backups.
- Future-Proofing: More bandwidth means your home can handle more devices simultaneously without any "bottleneck" effect.
- Official Launch: We are currently finalizing the rollout schedule and will be sending detailed announcements to all customers via email and mail shortly.

Monthly Metrics and Business Data



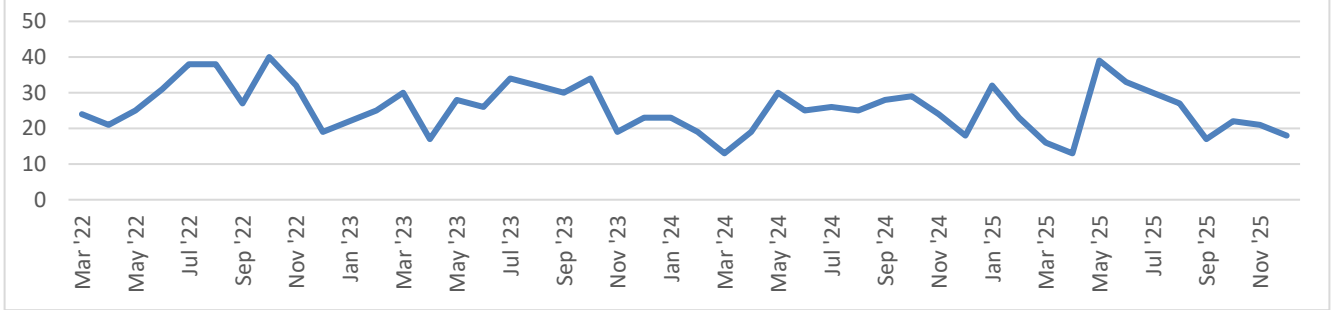
(Customer count: March 2020 – Present)

Monthly New Customer Installs and Disconnects



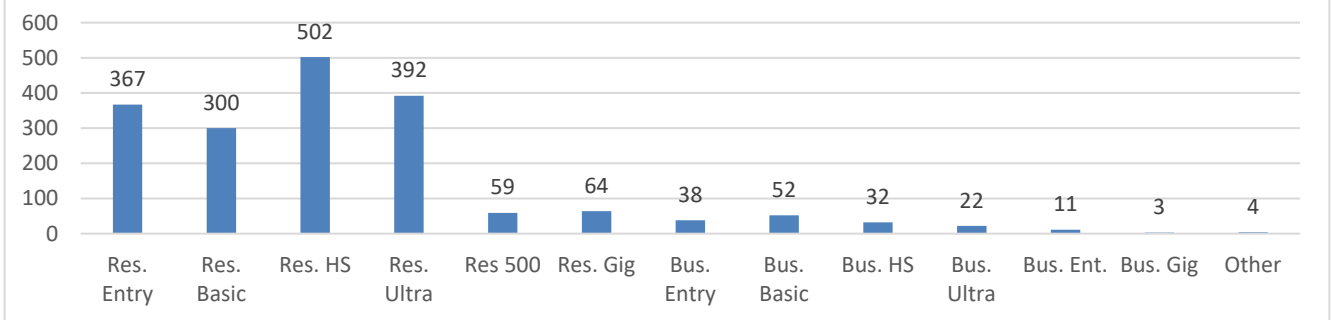
(The number of new installations and disconnects completed each month.)

Interested Customers by Month



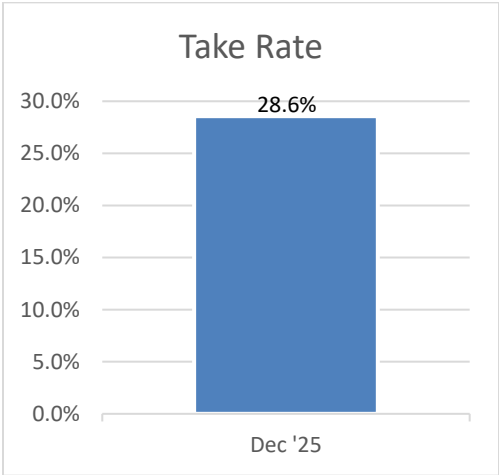
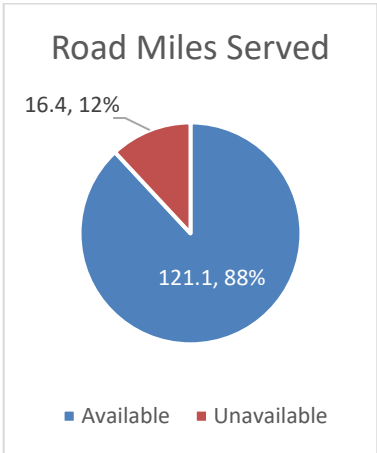
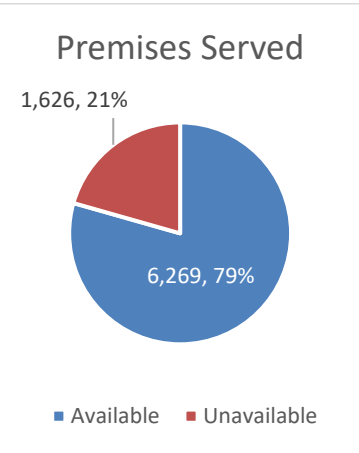
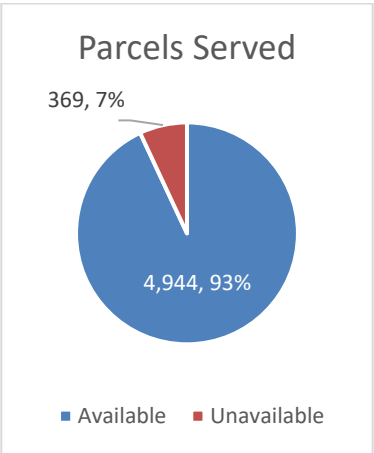
(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)

Breakdown of Customers per Service Plan



(This is the number of each customer on our different service plans as of 1/31/2026.)

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