



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

December 2022 – 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

We are pleased to announce that December was our second-best month in 2022 for new customer installs with 25. Paired with the number of disconnects (5), we had a net increase of 20 customers. This was due to a number of factors:

- Our new Broadband manager has been working with internal staff and the customer service team to reach out to customers in new ways to increase response rates to schedule installs.
- We had previously completed a high number of fiber runs to get us ready to install new customers.
- December was warm enough and dry enough to splice and fish cable through hand holes.
- Our fabulous Telecom Technicians have continued to work hard to get customers connected in all types of weather or environments.

We thank our hard-working staff for doing all they do to maintain our current customers and expand service to new customers.

In staffing news, we continue to interview for 2 vacancies: Telecom Technician and Network Engineer. We are optimistic about the candidate pools we have right now, and we hope to have good news in coming months about filling these positions.

Higher Speeds Now Available

Concord Broadband now offers speeds up to 1Gb per second (both for uploads and downloads), and we are happy to announce we already have customers who have requested and been moved to this speed. We want to point out that not all speeds are offered to all customers immediately, because sometimes there is engineering work that needs to take place before we make the change. This is due to the fact that customers often share a physical circuit that has a speed limit. Internet service providers over-provision these circuits based on the actual speeds used, which means you may not always get the speeds you pay for. While we could instantly raise the speed limited to any customer once requested, we want to make sure that the circuit can deliver the requested speed under most circumstances.

Maintenance

On January 7th, 2023, at 1am, Concord Broadband staff worked with Calix, our hardware vendor, to perform maintenance at our primary data center. We had communicated that we were going to replace the device that provides all connectivity to customers, but that work was not performed, and there was only a small interruption in service for different maintenance performed.

The work will be rescheduled for a later date because not all prerequisites were met within the maintenance window.

We thank the staff who prepared for this work and were on-site from 1-5am.

We also want to make sure that customers who subscribe for higher speeds (>200mb/s) are aware that many devices have inherent constraints on getting those high speeds. For example, depending on the age and type of the device, the antenna, frequency, protocol, or speed test used, it may be impossible to get the speed available. Delivered speeds are always tested with a physical Ethernet cable and a port capable of a 1Gb/s connection to a destination that can deliver these speeds.

If you are interested in changing your internet speed, please contact us via email at broadband@concordma.gov or call our customer service team at 978-318-3101.

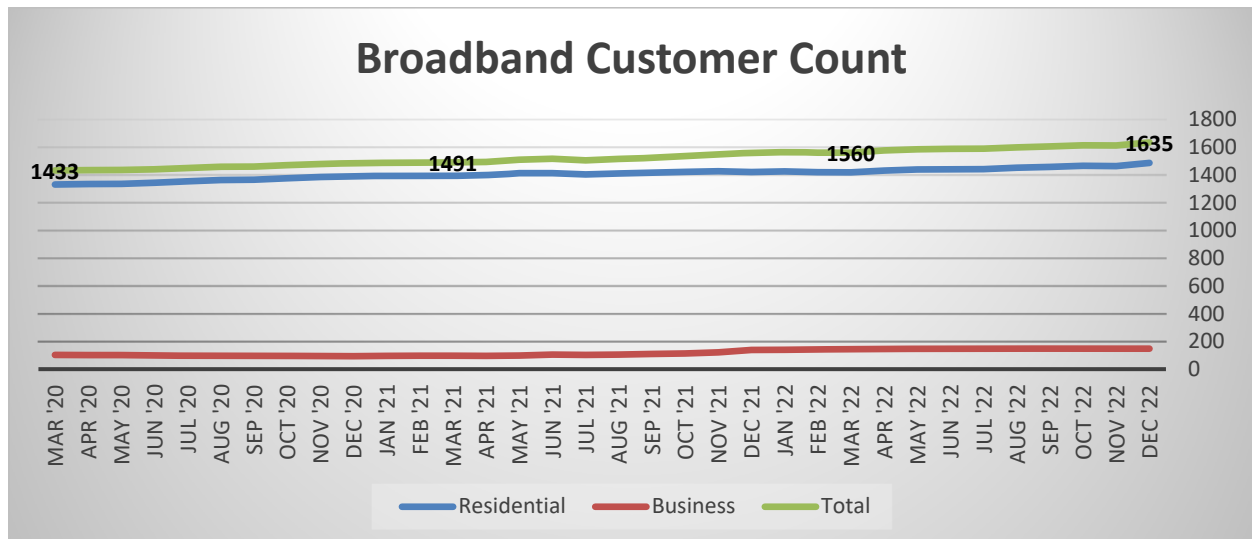
December 23rd Storm

On December 23, 2022, a strong winter storm battered Massachusetts with heavy rains and high winds that knocked down trees and snapped power and utility lines. This caused a number of power outages and at one point over 40 Broadband customers were without service. CMLP staff immediately began working on power restoration, which was the largest cause of internet service loss. A handful of customers did lose the lateral 2-strand fiber feeding their premise, and we also had a 96-strand cable that was damaged and required replacement.

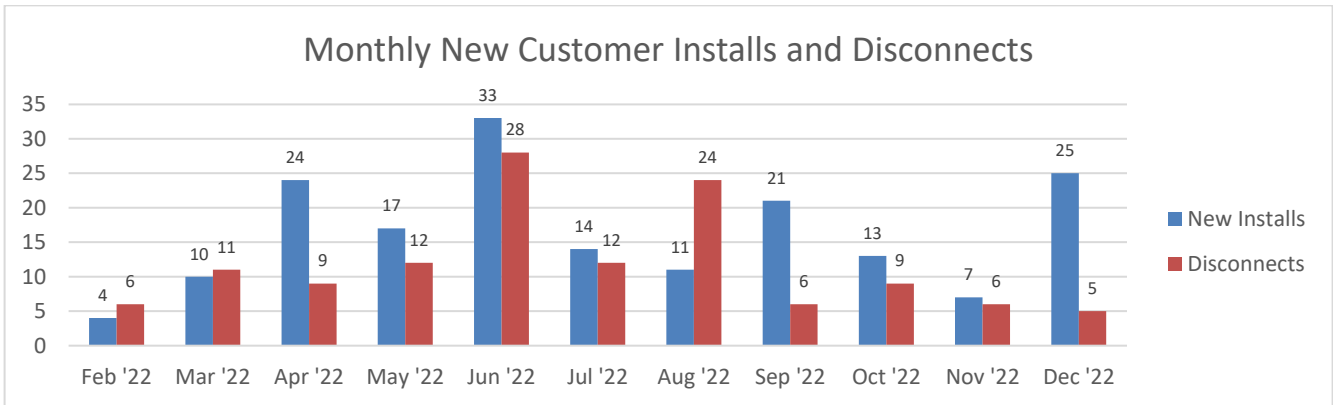
Concord Broadband staff worked with our third-party consultant, who remains on-call for emergency repairs, and worked well after midnight to ensure that as many customers were up as possible. On Saturday, December 24th, CMLP restored service to additional customers and made other areas safer, which meant we could continue to work to restore customers.

We want to thank Broadband staff for their tireless effort to restore service to customers. We also want to thank all CMLP and Concord Public Works staff, who assisted with communication and got dangerous areas cleaned up so we could do work.

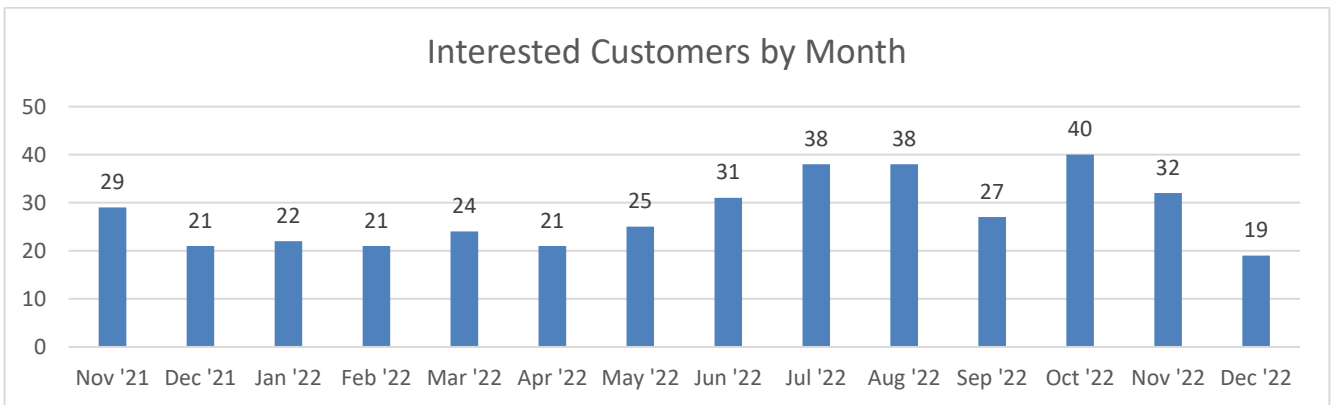
Monthly Metrics and Business Data



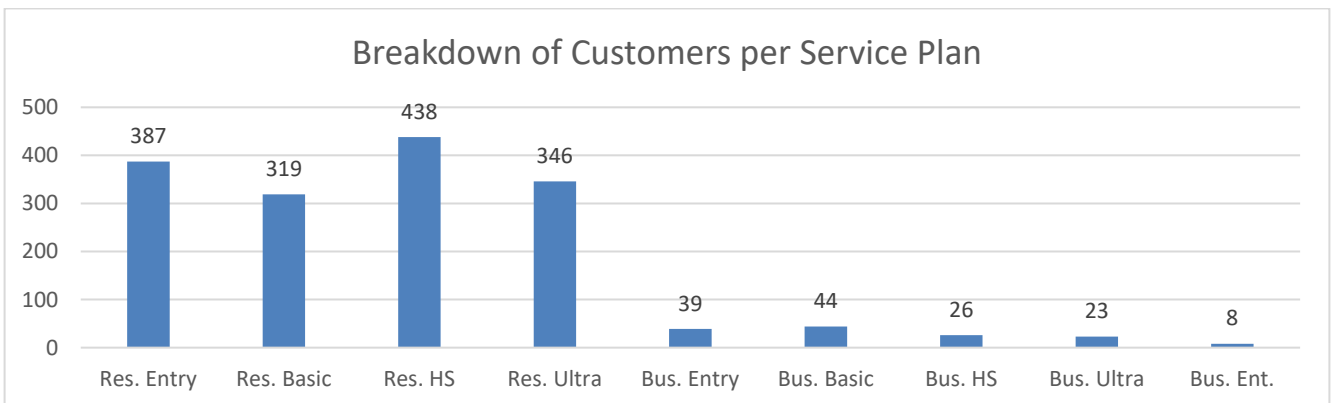
(Customer count: March 2020 – December 2022)



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

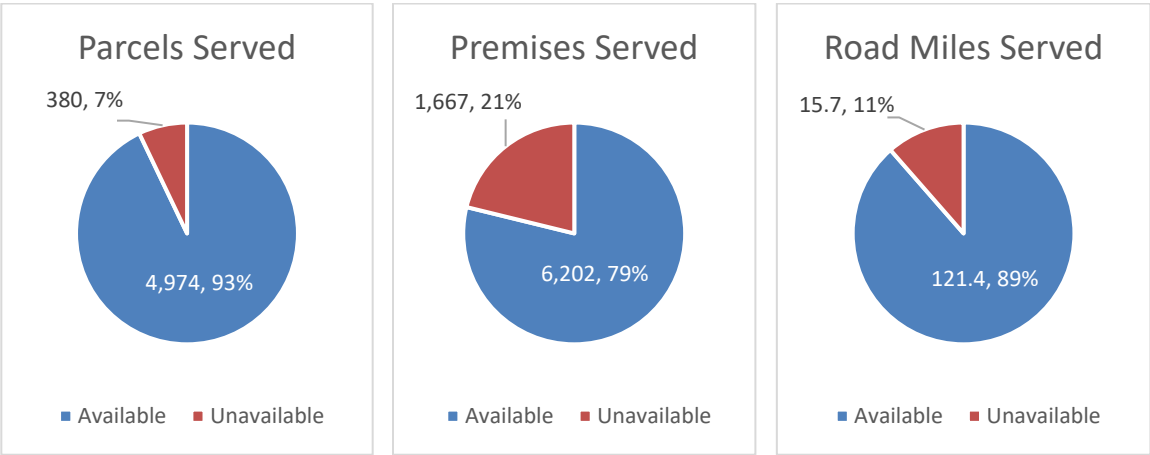


(This is the number of individuals who complete the Concord Broadband interest form on the Concord website, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 12/31/2022.)

Quarterly Metrics



(As of 9/30/2022; updated numbers will come in a future update)

Free Bump in Speed

To the approximately 387 customers who are in our Residential Entry tier, we would like to announce that your speeds have been increased from 30/30 mb/s to 45/45 mb/s at no additional cost to you. This change was done both to make the cost per megabit/second more in line with our other tiers, and to remain competitive in the high-speed internet space. Thank you for being customers of Concord Broadband!

Appendix

Fiber Broadband Completion Task Force's Draft 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	
• Support Economic Vitality, Sustainability, Equity & Inclusion	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidies in progress
• Affordable Housing	Policy	Medium	Select Board/Housing Groups	Rate subsidies in progress
• 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	Working on this
• Churn	Metric	High	Town Staff/Light Board	Working on this
• 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	
• Financial goals with regular reporting	Policy	High	Light Board/FinCom	
• Retained earnings and reserve policy	Policy	High	Light Board/FinCom	

Goal	Type	Priority	Responsible Party	Additional Info.
Strategic Planning Goals (p.43)				
• Marketing and growth	Metric	High	Light Board/Town Staff	
• Business return	Policy	High	Light Board/Town Staff	
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	Working on this
• Review/Confirm Internal Loan Findings	Finance	Highest	Financial Audit Comm/Staff	Working on this; preliminary discussion at the FAAC meeting
• Review and Rescind PILOF to MMN	Finance	High	Select Board/Town Manager	Working on this
Capital Planning Process (p.42)				
• Review/Revise Debt financing schedule	Policy	Highest	Light Board/Town Staff	Working on this
• Quantifying cost of expansion	Planning	Medium	Town Staff	
• How to fund expansion	Planning	Medium	Light Board/Town Staff	
• Revise/refine methods for computing ROI	Planning	Medium	Light Board/Town Staff	
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	
• Integrate Fiber construction with the Roads Program – focus on Streets without fiber that already have underground electric	Planning	High	Town Staff	Working on this