



# TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

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## March 2023 – Broadband Updates

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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](mailto:broadband@concordma.gov) should you have any questions, concerns, or feedback.

### Operations

We are pleased to announce that we have a new Telecom Technician starting on April 24, 2023! Daniel Robinson comes to us having worked for the Wellesley Municipal Light Plant in a similar role and for a contractor that frequently does fiber work for Concord Broadband. With his extensive experience, we are excited that Daniel will be able to hit the ground running.

We continue to work on recruiting for the Network Engineer position, which has been vacant since last fall. Recently we have been exploring new avenues for advertising and using the services of a recruitment firm that has contract pricing compatible with state procurement laws.

### Network Stability and Long-term Core Equipment Replacement

In March of 2023, Concord Broadband staff held several meetings with Calix, the company that manufactures and supports the majority of our broadband equipment. After 3 small outages in 6 months, we insisted that they review all equipment holistically to determine if the root causes could be traced to an incorrectly configured environment or a subtle hardware failure.

We consider it good news that they did find a couple settings that *could* have led to at least some of the issues we have seen over the past 2 years. There are a few settings that don't meet Calix's best practices for the devices we use. Without getting too technical, one example includes a feature that is designed to prevent a certain kind of broadcast storm under rare circumstances. See the sidebar on this page for more information about our plans to make these changes.

We also had several discussions about the roll-out of our next generation of equipment. Depending on the location, this equipment will allow for between 4-10 times more bandwidth for customers, allowing a higher level of saturation and faster speeds in a given area. We anticipate some of this equipment being deployed in calendar year 2023.

Concord Broadband and our hardware vendor are committed to continually improve our relationship to

### Upcoming Maintenance

After replacing a piece of hardware two months ago, we now have to update the firmware on customer ONTs that are connected to that hardware.

We also will be making changes on a segment of the network to align with the hardware manufacturer's best practices. At this point, we are unclear if customers will be impacted by this change, so we are designing a test environment that will tell us what we will need to communicate to customers.

It's likely that this work will be scheduled for April or May of 2023.

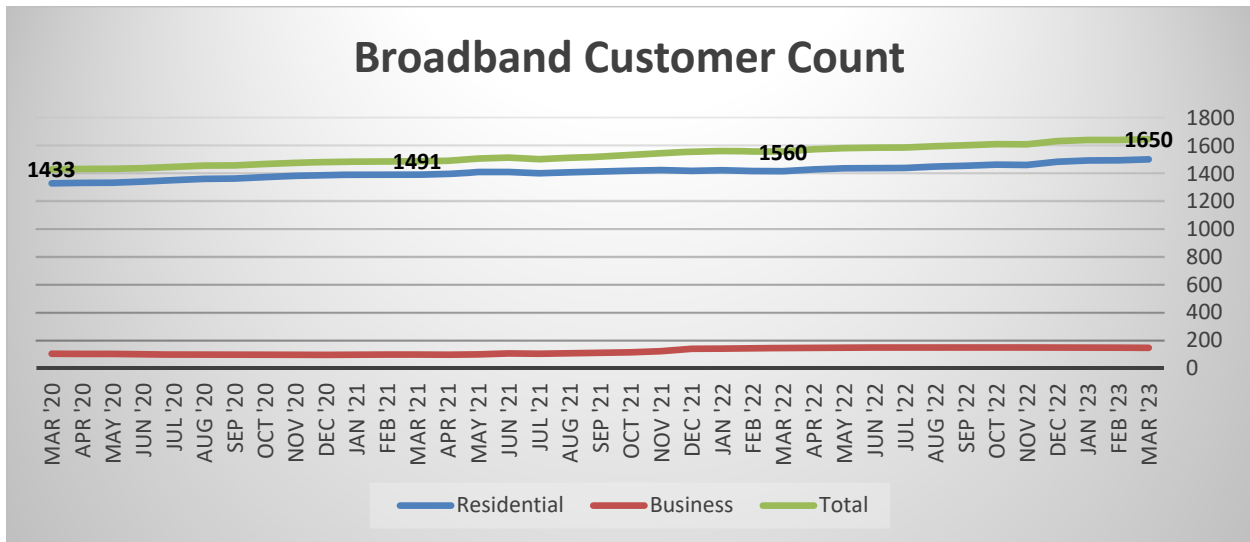
provide the highest possible level of security and stability for our customers.

## Affordable Connectivity Program

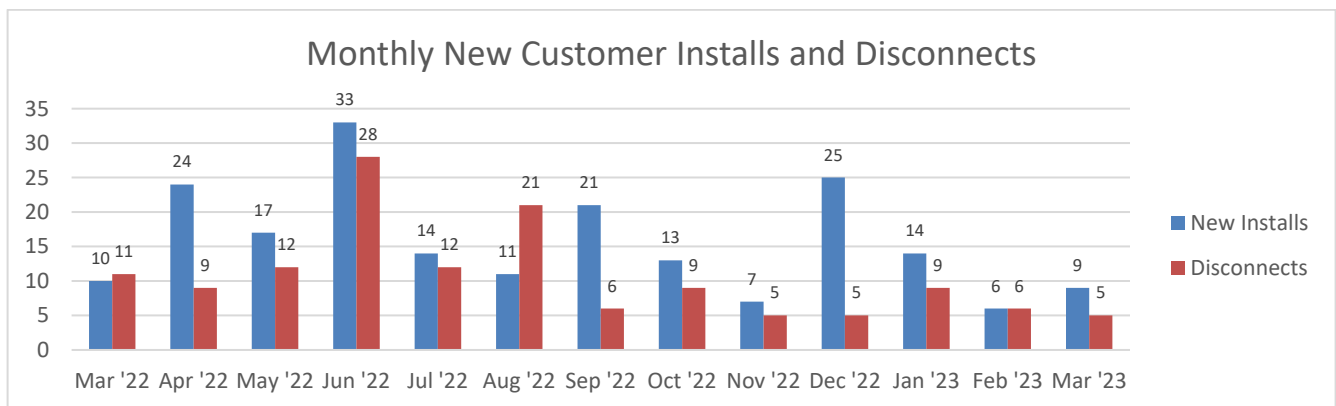
Concord Broadband is thrilled to announce that we have been accepted to participate in the Affordable Connectivity Program (ACP). This means that eligible households can receive up to a \$30 monthly bill credit for any of our residential plans. The easiest way to find out more or determine if you are eligible is to visit the ACP page here: <https://www.fcc.gov/acp>. Our Customer Service Representatives are also familiar with the program and can be reached during normal business hours at (978) 318-3101.

We will be working to better advertise this program in the coming months.

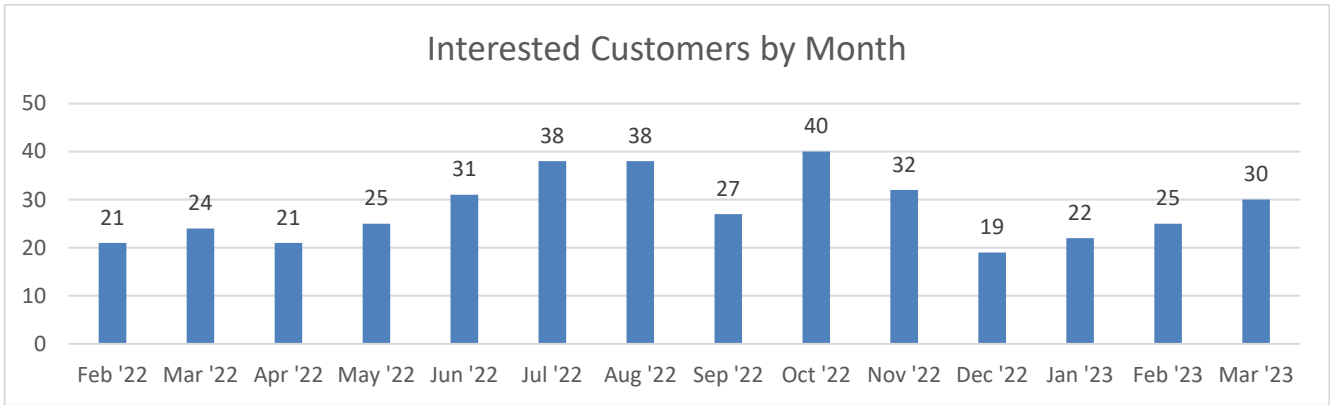
## Monthly Metrics and Business Data



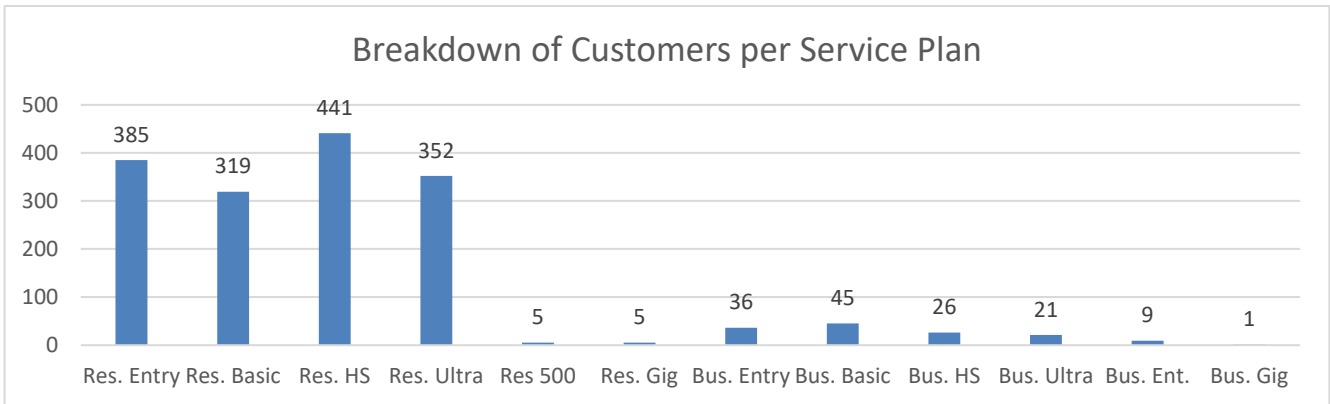
(Customer count: March 2020 – March 2023)



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

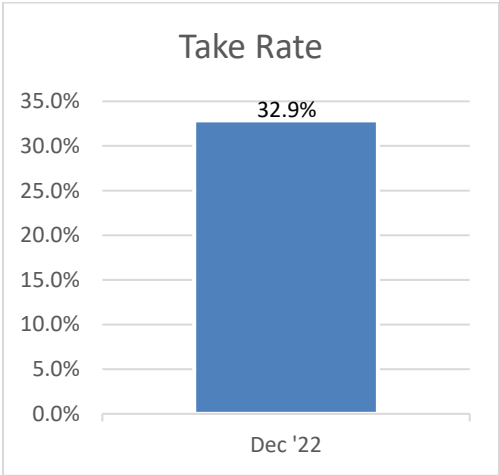
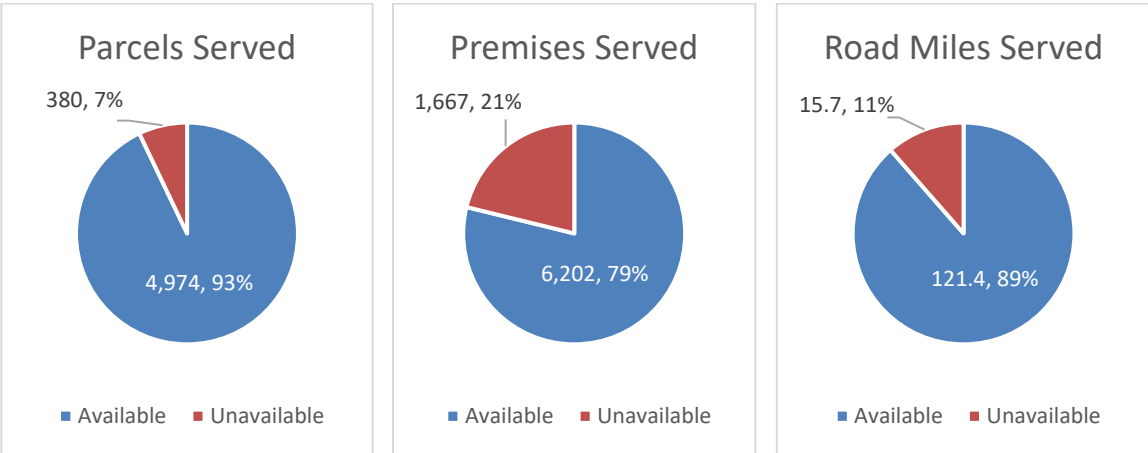


*(This is the number of individuals who complete the Concord Broadband interest form on the Concord website, whether they are in the current service area or not.)*



*(This is the number of each customer on our different service plans as of 3/31/2023.)*

### Quarterly Metrics



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

## Appendix

### Fiber Broadband Completion Task Force's Draft Report Goals

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Policies (p.39)</b>				
• 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 subsidy available
• Affordable Housing	Policy	Medium	Select Board/Housing Groups	Rate subsidy available
• Public Safety	Policy	Medium	Select Board/Town Manager	
• Education	Policy	Medium	Select Board/School Dept.	
• Government Access (PEG)	Policy	Medium	Select Board/PAAC	
<b>Recommended metrics for tracking (p.41)</b>				
• 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	Working on this; update expected soon
• Installations	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
<b>Governance (p.39)</b>				
• Track progress against completion	Metric	Highest	Light Board/Town Staff	Working on this; update expected soon
• 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.
<b>Strategic Planning Goals (p.43)</b>				
• Marketing and growth	Metric	High	Light Board/Town Staff	
• Business return	Policy	High	Light Board/Town Staff	
<b>Budgeting Process for Fiber Expansion (p.41)</b>				
• 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	Complete
• Review and Rescind PILOF to MMN	Finance	High	Select Board/Town Manager	Complete
<b>Capital Planning Process (p.42)</b>				
• Review/Revise Debt financing schedule	Policy	Highest	Light Board/Town Staff	Working on this; update expected soon
• Quantifying cost of expansion	Planning	Medium	Town Staff	Working on this
• How to fund expansion	Planning	Medium	Light Board/Town Staff	
• Revise/refine methods for computing ROI	Planning	Medium	Light Board/Town Staff	
<b>Construction and Logistics (p.42)</b>				
• 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