



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

April 2023 – 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

Our newest Technician, Dan Robinson, has begun work for Concord Broadband. We are pleased to have the Technician role be filled so we can support existing customers and work on new ones. With a wealth of experience, Dan has already been a huge help so far.

For the past three months we have been collaborating closely with the Light Plant on the preparation and deployment of the advanced metering project. Our technicians will soon be splicing the fiber and provisioning ONTs inside the 15 gateways that will be installed on poles throughout Concord. We are excited to be entering a new phase of this project!

New Wireless Devices and Additional Services

Concord Broadband has been working with our hardware vendor to explore new options for wireless coverage for our customers. While the equipment we use today is brand new, there is a newer generation of wireless technology (Wi-Fi 6), which offers faster speeds and a broader coverage. With this type of hardware, many customers would not need to add wireless mesh networks to their premise to ensure adequate coverage.

Newer Wi-Fi 6 devices also come with the possibility of managed services for customers who wish to have:

- Network-wide security
- Parental controls
- Security services/camera integrations
- An app to manage and control your router

There are different options we could offer, so we are reviewing models and costs to determine what will offer the most value to customers in a way that is easy to use.

Concord Broadband is committed to continuing to offer products and services that our customers want, and we look forward to being able to announce details soon.

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.

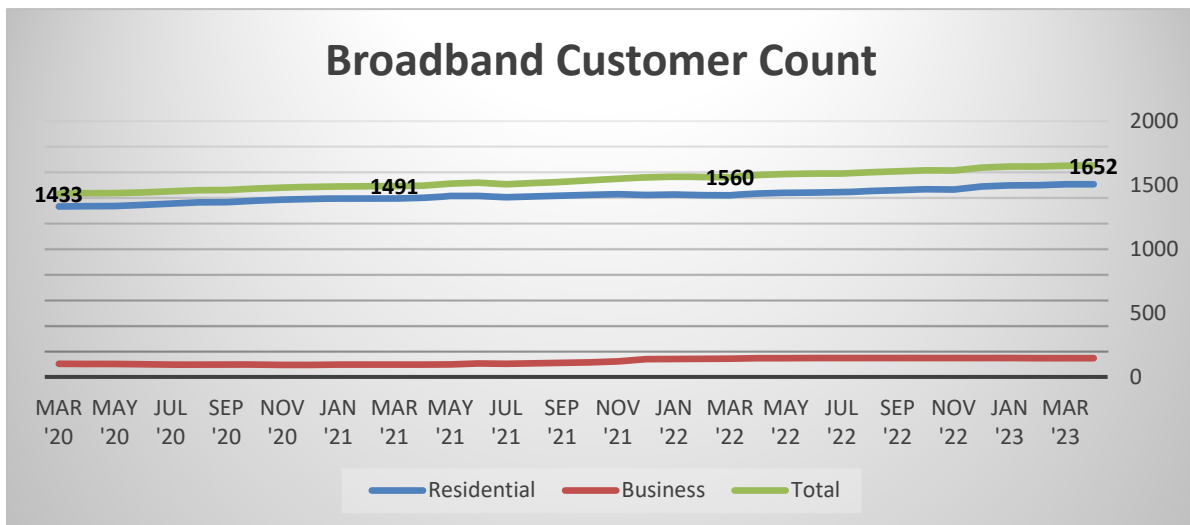
This work will be later in May.

Affordable Connectivity Program

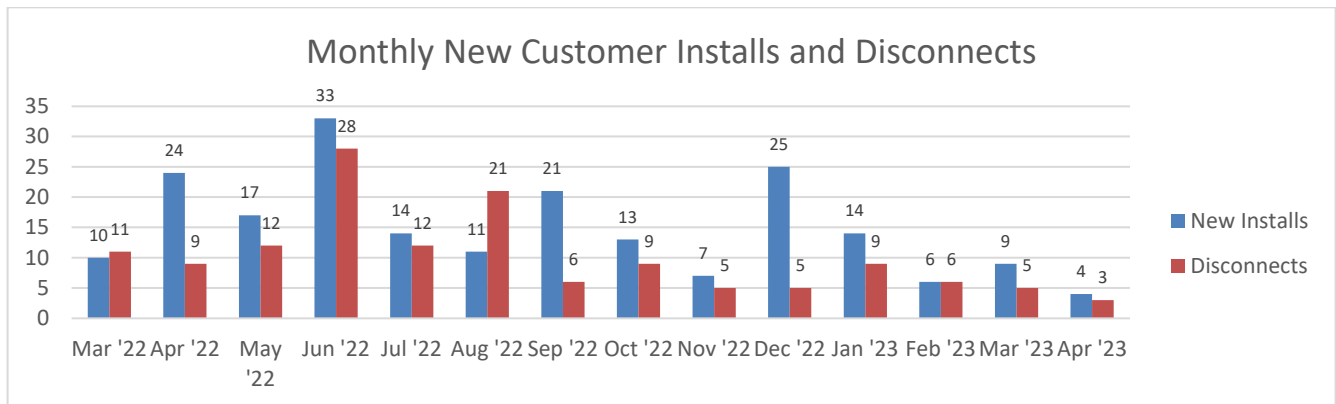
We have been working closely on the roll-out of Concord Broadband’s acceptance into the Affordable Connectivity Program, which will provide subsidies up to \$30 per month for qualified customers. Now that we have been accepted into the program, customers can begin their applications, but we as an organization have a heavy lift to be able to submit the required information for federal reimbursement dollars. Each month we will need to submit paperwork on customers in the program through a secure portal. We have set up access to the portal and are working with the Customer Service team to understand which person will have the access to data necessary.

We have developed a communication plan that will roll out once we have successfully demonstrated the ability to fulfill the program’s requirements.

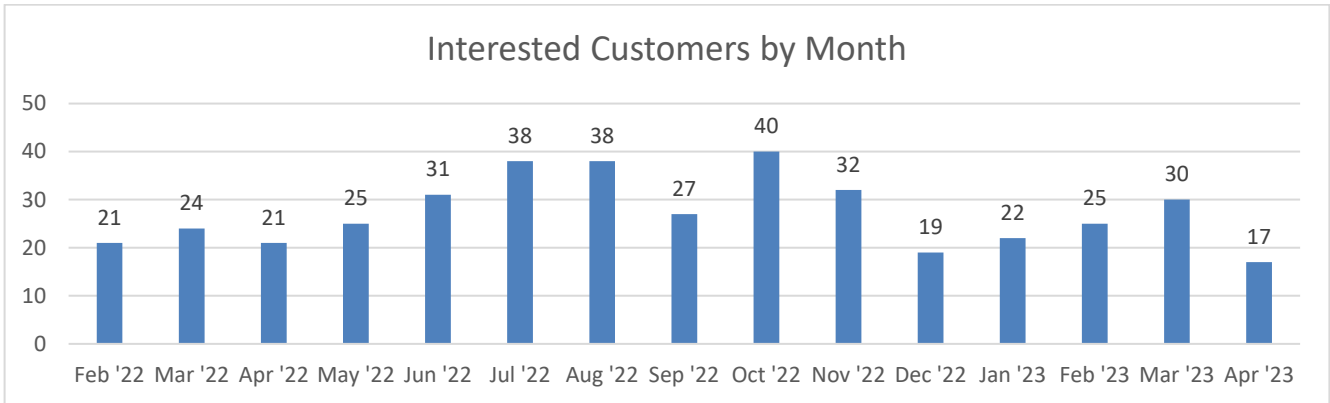
Monthly Metrics and Business Data



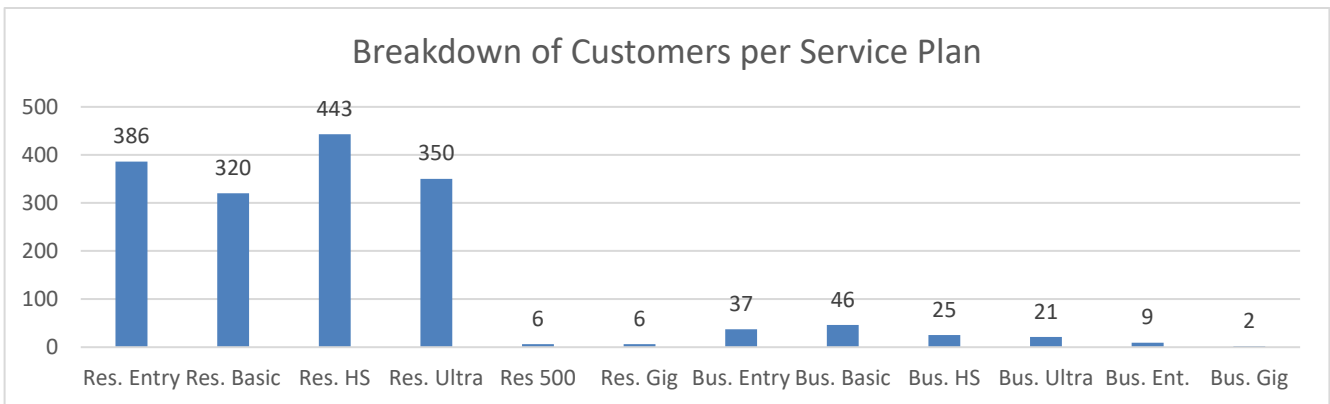
(Customer count: March 2020 – April 2023)



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

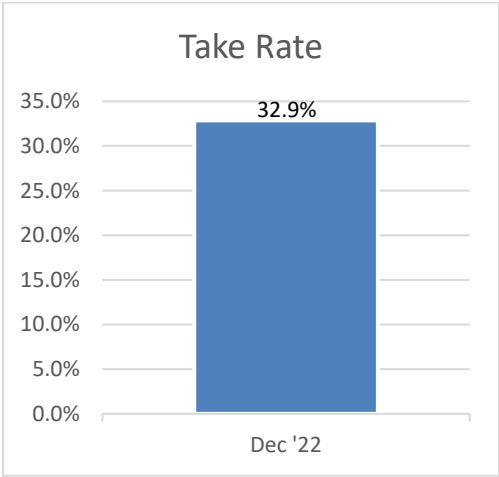
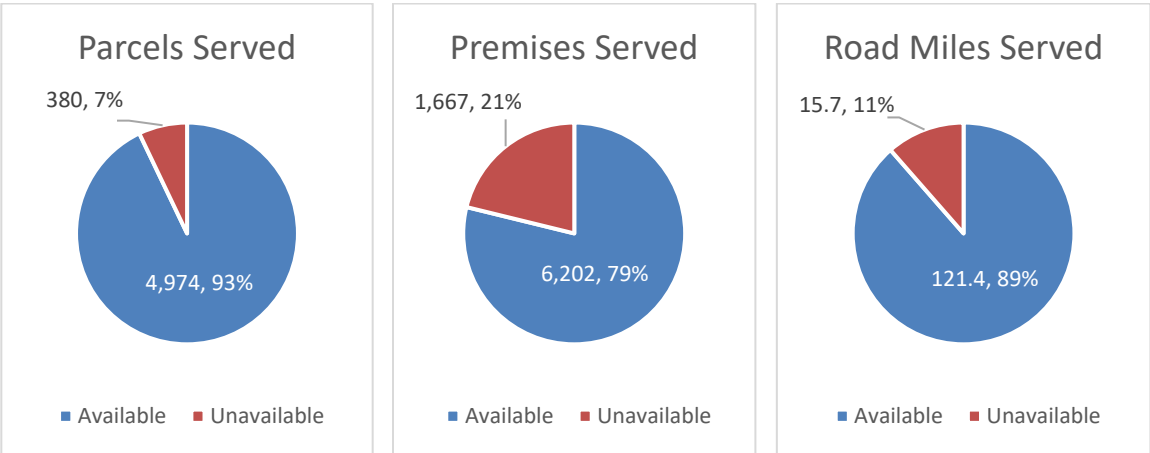


(This is the number of individuals who complete the Concord Broadband interest form on the Concord website, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 4/30/2023.)

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.
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 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	
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; 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.
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	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	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	
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