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Mr. Carlos Baia  
Deputy City Manager  
City of Concord  
41 Green Street  
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**RE: Atlantic Broadband Responses to Public Hearing Question listed below**

While our intent was to address some if not all of these questions in the 19 slide PowerPoint presentation we did on September 20, 2021 during the Public Hearing, below are our formal responses to the question listed.

*I. The financial ability of Atlantic to perform.*

Refer to **Attachment 1** for the 2020 Annual Report, which will show the financial support Atlantic Broadband has to own, operate and manage this project.

*II. The ability of Atlantic to provide adequate and technically sound facilities, equipment and signal quality.*

Atlantic Broadband, a subsidiary of Cogeco Communications Inc. (TSX: CCA), is the 8th largest cable operator in the United States, based on the number of television service customers served. The company provides its residential and business customers with Internet, TV and Phone services in 12 states: Connecticut, Delaware, Florida, Maine, Maryland, New Hampshire, New York, Ohio, Pennsylvania, South Carolina, Virginia and West Virginia. Atlantic Broadband is headquartered in Quincy, Massachusetts. To learn more about Atlantic Broadband, please visit [www.atlanticbb.com](http://www.atlanticbb.com).

Atlantic Broadband provides residential Internet, video and telephony services and business services through advanced fiber-optic and two-way broadband distribution networks. Atlantic Broadband delivers these services through our own long-distance fiber optic systems, advanced hybrid fiber-coaxial ("HFC") broadband distribution networks, point-to-point fiber networks and fiber-to-the-home ("FTTH") network technologies.

*III. That Atlantic will offer adequate channel capacity and appropriate facilities for public, educational, or governmental use, taking into account available technology, subscriber interest, and cost.*

Atlantic Broadband will design, construct and shall maintain a Cable System that will be built for digital television standards with encrypted technology capable of making available video channels received for digital transmission and shall allocate a sufficient portion of said bandwidth to deliver two-way Cable



Services at a minimum. There will be over 300 channels in the proposed system that will be made available upon activation as outlined on slide 17 of our presentation. There will be up to 4 channels designated Public, Educational or Governmental (“PEG”) Channel made available upon activation with one of the 4 being carried in HD format. On the video side, we will activate the balance of bandwidth by using it for other non-video services. Per FCC rules, we will insert all signals that are required by law.

*IV. That Atlantic will not discriminate among customers for providing basic service.*

To the extent required by federal law, Atlantic Broadband shall provide all Subscribers with Basic Service including, but not limited to, the following: (a) all broadcast television signals carried in fulfillment of the requirements of Section 614 of the Cable Act; (b) the signals of qualified non-commercial educational television signals carried in fulfillment of the requirements of Section 615 of the Cable Act; and c) any Public, Educational and Governmental Channel pursuant to Section 611 of the Cable Act. Atlantic Broadband shall make it services available to all residents where our network passed as outlined in the franchise agreement.

*V. That Atlantic will provide reasonable service quality in terms of available technology, subscriber interest, and cost.*

Atlantic Broadband proposes Fiber-to-the-home (FTTH) architecture. A critical element to serve not only residences but schools, libraries, hospitals, retailers and other businesses in the area. Fiber offers not only high bandwidth and low latency but also high reliability. Fiber is ideal for businesses and anchor institutions that depend on the internet to operate. This fiber infrastructure is what allows businesses to be able to locate and expand communities.

Atlantic Broadband’s defined FTTH technologies are as follows: Passive Optical Network (PON) is a point to multipoint technology that connects an Optical Line Terminal (OLT) to many Optical Network Terminals (ONTs) or Optical Network Units (ONUs). PON networks utilize passive splitters between the OLT and ONT, and offers service providers flexibility in network design. The OLT broadcasts traffic downstream to every ONT on a GPON segment. ONT’s only read/respond to specific content addressed to it. Encryption is used to prevent ONTs from eavesdropping on traffic not addressed to them. Quality of Service (QoS) features are used to ensure proper service prioritization and delivery.

FTTH Split ratio consists of 32:1 oversubscription or 32 users per 1 PON segment (1 Port).

Technology	Standard	Bandwidth Options	Wavelengths	Primary Focus
XGS-PON	ITU G.9807.1	10G Down 10G Up	1577nm Down 1270nm Up	Residential/ Business/MDU



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A Competitive Cable Franchise will allow for "choice" and the technology that we are deploying will provide for less interruptions for residents & businesses. Cost of service will be competitive with other similar providers but exact pricing will not be released for competitive reasons at this time.

*VI. That Atlantic will construct and install a cable system which conforms to all applicable state and federal laws and regulations and the National Electric Safety Code.*

Atlantic Broadband will adhere to all applicable state and federal laws and regulations and the National Electric Safety Code. All contractors utilized for any construction or ongoing operations in the system will be required to comply with all state and federal laws and regulations and the national Electric Safety Code

*VII. That Atlantic will have competent staff able to provide prompt, adequate service and to respond comprehensively to customer complaints or problems.*

Atlantic Broadband will retain ownership of the fiber network, supply the bandwidth and will be responsible for maintenance, repair and restoration as well as the upgrading of the network. Atlantic Broadband continually monitors and measures performance against its standards.

Atlantic Broadband employees live and work in the communities where Atlantic Broadband operates and conducts business. Atlantic Broadband's customers and business clients are supported locally by its Regional Engineering Team and by its Atlantic Broadband Network Operations Center ("NOC") located in Rochester, NH. We are local with a dedicated team of experienced network professionals that will respond promptly and completely to address network needs. Our local Outside Plant Engineers, Electronic Engineers, Warehouse Personnel, and Install and Repair Technicians are trained and focused on managing Broadband and highly complex fiber networks in our day-to-day responsibilities.

The Atlantic Broadband locally based regional team works diligently with the NOC to support the Atlantic Broadband Network through monitoring that includes:

- 24x7x365 network coverage
- 24x7x365 US-based technical support
- Real-time Network elements and facilities monitoring
- Primary and redundant power sources
- Atlantic Broadband engineering support within its facilities
- Local field operations and support
- Alarm management and proactive response
- Key customer proactive notification
- Twice daily networking element and key customer CPE configuration backups to enable rapid recovery in the event of a failure
- Individual account management

The NOC provides critical support for its facilities with continuous provisioning, repair and



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engineering assistance, including:

- 24x7x365 network monitoring from the backbone to the Customer Premises Equipment (CPE)
- Atlantic Broadband's on-net Disaster Recovery Site provides active real-time services in support of its primary Data Center in Rochester, NH

Atlantic Broadband monitors on a 24x7x365 basis, every Customer Premises Equipment ("CPE") device that it provides to its customers. Atlantic Broadband is able to determine when a device loses connectivity to the system through its use of monitoring tools at its Network Operations Center, which is also accessible locally by its Technical Support personnel.

With Technical Support coverage available on a 24x7x365 basis, Atlantic Broadband customers are able to report service issues and interruptions directly to the Company's call centers on a round-the-clock basis. By combining customer input with network monitoring tools, Atlantic Broadband is able to determine the scope of the service interruption and focus its restoration efforts appropriately.

*VIII. That Atlantic will have reasonable rules and policies for line extensions and disconnects, customer deposits, and billing practices.*

Atlantic Broadband may disconnect or terminate a Subscriber's service for cause:

- (a) If at least forty-five (45) days have elapsed from the due date of the bill that Subscriber has failed to pay; and
- (b) If Atlantic Broadband has provided at least ten (10) days written notice to the affected Subscriber prior to disconnection, specifying the effective date after which Cable Services are subject to disconnection; and
- (c) If there is no pending written dispute with Atlantic Broadband regarding the bill; or
- (d) If at any time and without notice, Atlantic Broadband determines in good faith that Subscriber has tampered with or abused Atlantic Broadband's equipment or service or is engaged in theft of Cable Service.

Atlantic Broadband will issue a summary invoice statement monthly. All charges are due on the date specified on the monthly invoice. Unless a customer is subject to a minimum term arrangement, Services are provided to the customer on a month-to-month basis. Customers will generally be invoiced monthly, in advance, for recurring service charges, Atlantic Broadband Equipment charges, and fees. The first invoice may include prorated charges from the date the customer first begins receiving Services, as well as monthly recurring charges for the next month and charges for non-recurring services they have received.

**Atlantic Broadband Equipment:** The set-top box unit, cable modem and/or other Atlantic Broadband Equipment delivered to a customer and/or installed on their Premises to receive the Services shall remain the property of Atlantic Broadband. The customer assumes the risk of loss, theft or damage to Atlantic Broadband Equipment at all times prior to the removal of Atlantic Broadband Equipment by Atlantic Broadband or return of Atlantic Broadband Equipment by the customer. A valid credit card or cash deposit may be required as a condition for the provision of certain equipment. A customer must use Atlantic



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Broadband Equipment to access the Services. A customer agrees to return Atlantic Broadband Equipment to Atlantic Broadband within ten (10) days if their Service is terminated or canceled by either them or Atlantic Broadband. The customer agrees not to sell, transfer, lease, encumber, or assign all or any part of Atlantic Broadband Equipment to any third party. The customer agrees to pay Atlantic Broadband the cost of the full replacement of any Atlantic Broadband Equipment if such Atlantic Broadband Equipment or part thereof is lost, stolen, unreturned, damaged (excluding normal wear and tear), sold, transferred, leased, encumbered, assigned or if for any other reason they fail to return Atlantic Broadband Equipment at the end of their Service. The customer further agrees not to tamper with Atlantic Broadband Equipment or change its identifier or electronic serial number or address. The customer acknowledges that Atlantic Broadband Equipment is merely a means for Atlantic Broadband to provide them the Service and that Atlantic Broadband may remove or change it at Atlantic Broadband's discretion. The customer agrees not to use Atlantic Broadband Equipment for any purpose other than to use the Service in accordance with this Agreement.

Atlantic Broadband will make its Cable System Service available to all residents of the City, within seven (7) days of a request therefor, subject to paragraph (b) below and provided that we are able to obtain any necessary easements and/or permits and subject to the completion of make-ready work, if any. Atlantic Broadband will make every reasonable effort to obtain such private rights-of-ways and MDU access agreements in the City in order to make Cable Service(s) available to all residents, and will comply with applicable State laws or regulations. Installation charges shall be non-discriminatory. A standard aerial installation charge shall be established which will apply to any residence located not more than two hundred feet (200') from the existing aerial Trunk and Distribution System and additions thereto. We may charge residents located more than two hundred (200') feet from the existing aerial Trunk and Distribution System, and additions thereto, time and materials charges including a rate of return in accordance with applicable law in addition to the standard installation charge. The Franchisee shall have up to, but not more than, ninety (90) days in order to survey, design and install non-standard installations that are more than two hundred (200') feet from the existing Trunk and Distribution System, subject to Force Majeure. Underground installations are considered non-standard installations and may be subject to additional charge(s).

If you have any additional questions, please feel free to call or email me.

Sincerely,

Fran Bradley  
Director of Government Affairs