

Commonwealth of Massachusetts **Performance Report**

Capital Projects Fund 2025 Report

Commonwealth of Massachusetts

2025 Performance Report

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Executive Summary

US Treasury approved \$84.7 million for the Commonwealth of Massachusetts to implement a Gap Networks Infrastructure Grant Program (the “Gap Networks Program”) and \$81.8 million for the Residential Retrofit Program. Both Programs are administered by the Massachusetts Broadband Institute (“MBI”). MBI serves as the central broadband office for the Commonwealth of Massachusetts.

Launched in August of 2023, MBI has completed all rounds for the Gap Networks Program; awards totaling \$45.3 million. MBI completed two data reconciliation processes with all Round 1 and Round 2 awardees that resulted in the contract amendments with each of the four awardees.

The Residential Retrofit Program launched in May 2024 and has already closed four funding rounds that will provide improved broadband services to approximately 40,000 affordable and public housing units. The ancillary grant Retrofit Ancillary Grantee Program (RANGE) launched in April 2025, with \$2,211,372.29 awarded in its first cycle to five applicants. Cycle 5 of the Residential Retrofit Program launched on September 9, 2025 and will be the final funding round for the Retrofit program.

Uses of Funds

MBI developed the grant solicitation and the online application portal for the Gap Networks Grant Program during Q3 and Q4 of 2023. Round 1 awards were made during Q1 and Q2 of 2024 and Round 2 awards were made in Q4 of 2024. MBI has not released funds to awardees, because they are released upon the completion of project milestones. Projects awarded under Round 1 and Round 2 are contract and projects are underway. Gap Networks Program funds are designed to support the Commonwealth’s goal to make affordable, high-speed internet available to homes, businesses, schools, libraries, medical facilities, government offices, and other public places across the Commonwealth to support towns and cities with critical needs, particularly those communities that have substantial low-income households and other disadvantaged populations. The Gap Networks Program funds will address gaps in broadband infrastructure where reliable broadband service is unavailable by expanding access and connectivity in unserved and underserved locations across the Commonwealth. Networks funded through this Program will be capable of offering broadband service that meets or exceeds 100 Mbps download speeds and 100 Mbps upload speeds.

Funds under the Residential Retrofit Program have been used to construct state-of-the-art fiber or CAT6 to the unit networks, along with associated equipment, to ensure that residents of public and affordable housing have access to reliable high-speed internet.

Activities implemented Over the Reporting Period

Gap Networks

MBI launched the Round 1 solicitation on October 25, 2023 and subsequently issued two amendments to the solicitation. Six applicants submitted grant applications under Round 1 of the Gap Networks Program, including their firm qualifications, approach, number and location of broadband serviceable locations (“BSLs”) to be served, technological approach and proposed schedule and budget for every proposed Project Service Area (“PSA”) they wished to have considered. The Round 1 grant applications

totaled \$76.2 million in requested grant funds to extend coverage in 189 towns and cities. The Board of Directors of the Massachusetts Technology Collaborative (MBI's parent agency) approved \$45.4 million in grant awards to four grantees to expand broadband availability in 41 towns and cities. After two reconciliation processes were completed the total grant award amount was adjusted to \$32,233,067.41 and the number of towns and cities was adjusted to 38.

Round 2 solicitation launched on May 23, 2024. Four applicants submitted grant applications under Round 2 of the Gap Networks Program, including their firm qualifications, approach, number and location of broadband serviceable locations ("BSLs") to be served, technological approach and proposed schedule and budget for every proposed Project Service Area ("PSA") they wished to have considered. The Round 2 grant applications totaled \$26.2 million in requested grant funds to extend coverage in 121 towns and cities. The Board of Directors of the Massachusetts Technology Collaborative (MBI's parent agency) approved grant awards to two grantees to expand broadband availability in 97 towns and cities. Networks funded through this Program will be capable of offering broadband service that meets or exceed 100 Mbps download speeds and 100 Mbps upload speeds.

After two reconciliation processes related to Round 2 were completed, the total grant award amount was adjusted to \$13,072,243.76 and the number of towns and cities was adjusted to 90. The reconciliation processes were undertaken to ensure that CPF awards are only expended to funded locations that (1) are actual serviceable locations; and (2) do not have access to qualifying broadband service.

The Gap Networks Evaluation team scored all applications for both rounds that passed threshold review. The evaluation team applied the scoring criteria in the solicitation to each PSA, which allowed for a maximum score of 106 points.

For both Round 1 and Round 2, several key activities were necessary to be completed prior to making awards:

1. Host a Bidder's Conference Webinar for all interested parties. [PowerPoint Presentation \(masstech.org\)](#)
2. Publish a question and answer guide to respond to questions received during the open procurement timeline.
 - [Solicitation 2024-MBI-01 Gap Networks Grant Program Questions and Answers Batch#1.pdf \(masstech.org\)](#)
 - [Solicitation 2024-MBI-01 Gap Networks Grant Program - Questions and Answers Batch #2.pdf \(masstech.org\)](#)
 - [Solicitation 2024-MBI-01 Gap Networks Program - Questions and Answers Batch #3.pdf \(masstech.org\)](#)
3. Conduct threshold review of all applicants.
4. Send clarification questions to applicants who did not provide clear and understandable content when submitting applications.
5. Conduct a financial analysis of each applicant that passed threshold review.
6. Score each PSA that passed threshold review. Each member of the evaluation team conducted his/her own scoring and the scores were combined into one consolidated scoring sheet.

Residential Retrofit

During the period covered, MBI made significant progress on implementing the key milestones of the Retrofit program. This included the successful completion of three grant rounds that committed \$63,688,714.26 in funds to service more than 30,000 units of housing across the Commonwealth. Below is a summary of each grant round executed during this years period.

Table 1

Grant Round	RFP Open	RFP Closed	Units	Awarded
Round II	September 16, 2025	October 30, 2025	7,965	\$10,410,183
Round III	February 4, 2025	March 11, 2025	15,793	\$22,260,701
Round IV	May 7,2025	June 10, 2025	13,799	\$31,548,018

Additionally, this period saw the completion of the first Retrofit project site – the Bay Meadows apartments in Springfield Massachusetts. MBI celebrated this event with a public “Go Live” in partnership with the housing operator, Preservation of Affordable Housing, and the internet service provider, Aervivo. The project will support 148 units of low income family housing and POAH will be taking advantage of the bulk service providing offered by Aervivo to provide free internet to all units.

MBI expects many additional projects to come online during the 4th quarter of 2025, with many providers having reached significant milestones on their way to project completion, as outlined in the quarterly CPF reports.

Additionally, during this period MBI launched the Retrofit Ancillary Grantee (RANGE) Program, designed to support the maximum use and adoption of broadband infrastructure being installed under the Retrofit program. Through an open application process grants will be made available directly to housing operators participating in the Retrofit Program. RANGE grants are structured to support housing operators with investments in four areas: digital navigators or tenant coordinators, digital literacy courses, public space improvements, and device distribution.

Before launching the RANGE program in April 2025, MBI hosted two listening sessions, one with Boston Housing Authority, Dorchester Bay Economic Development Corporation, and Somerville Housing Authority. These sessions were important in grant program development because they ensure the program is designed around real community needs rather than assumptions.

- Identify priorities: Gather input from stakeholders (residents, housing operators, service providers, advocates) about barriers, needs, and opportunities.
- Build trust and transparency: Show that the grant-making process values community voices, strengthening relationships between the funder and participants.

- Improve program design: Surface practical considerations (like eligibility criteria, application processes, or reporting burdens) that make grants more accessible and impactful.
- Enhance equity: Give underrepresented or vulnerable groups a forum to share perspectives that might otherwise be overlooked.
- Support accountability: Provide a record of community engagement that demonstrates responsiveness and inclusive decision-making.

During the session, MBI collected feedback from Housing Operators enrolled in the Residential Retrofit program to inform the program offerings and engagement with housing operators.

Housing operators may apply for RANGE awards for any development receiving Retrofit Program infrastructure investments. Below is a summary of RANGE Cycle 1 grant awards.

Housing Organization	Total Units	Number of Buildings	Award Amount
Boston Housing Authority	698	6	\$1,582,342.85
Preservation of Affordable Housing	624	3	\$242,140.71
Home City Development Inc.	261	4	\$130,448.20
Dorchester Bay Economic Development Corp.	129	1	\$67,759.50
Worcester Housing Authority	592	1	\$188,681.03
Total Award			\$2,211,372.29

Activities Planned for the Next Reporting Period

Gap Networks

In the next reporting period, MBI will continue to hold monthly project status meetings with all awardees, which will include: U.S. Treasury Quarterly Project and Expenditure Reporting, project status reporting and schedule review, milestone reimbursement invoicing discussions, make ready status review, identification of outstanding issues and project risk assessment.

In collaboration with the Executive Office of Economic Development, MBI will continue to support a Make Ready Working Group involving utility pole owners and providers to facilitate an efficient and effective make ready process. EOED and MBI began convening monthly Make Ready Working Group meetings in May 2025.

Residential Retrofit Program

During the next period, MBI will close out its grant making under the Round 5 solicitation which launched on September 9th and will close on October 8, 2025. MBI will score applications and make final awards under the Residential Retrofit Program with contracts expected to be signed before the end of the calendar year. MBI will also be closing the second RANGE grant cycle on September 26 and expects

to make another \$4 - \$6M in ancillary awards. MBI will be hosting ongoing “Go Live” events for the Retrofit program as projects are completed. MBI will continue to monitor all sub-recipients and contractors under the program and complete Treasury reporting requirements.

Throughout the next reporting period MBI will actively support and monitor both grant recipients and housing operator partners to ensure successful completion of Retrofit program activities. MBI will also be deploying a survey through its housing partners to residents of retrofitted buildings to document information regarding how individuals and households are benefitting from CPF funds.

Infrastructure Dashboard – Gap Networks and Residential Retrofit

Throughout the next reporting period, MBI will also establish a new online dashboard and map to track program progress and activities. Through monthly updates submitted by awardees, MBI staff will be able to monitor performance, identify delays or challenges early, and make data-driven decisions to keep projects on track. The infrastructure dashboard data will also become accessible externally to stakeholders, including housing operators, residents, and public agencies, through MBI’s website. The public facing dashboard is expected to launch in Q4 2025 and will offer transparent access to information, fostering accountability and trust. Additionally, the centralized dashboard stimulates constructive conversations, reduces administrative burdens, and enables comparison across projects and providers to effectively support the evaluation of the overall program impact while informing future funding priorities.

Narratives About Individuals/Households Benefiting From CPF Funds, Including Information About Measures Used For Collecting and Measuring Success

Gap Networks

Each grant agreement includes a schedule for each PSA that includes timeframes for achieving the following milestones:

- Site surveys, field work and completion of preliminary design and engineering
- Negotiation and execution of cable television license agreement (if applicable)
- Filing make ready applications with utilities for pole and conduit licenses and payment of associated fees
- Payment of make ready estimates to utilities
- Receipt of all make ready licenses needed to complete the project
- Completion of 50% of the construction buildout (measured by premises passed)
- Final completion – 100% of premises passed and completion of initial customer installations

MBI requires that each grantee achieve final completion within 12 months of receipt of all make ready licenses subject to excusable delay justifications for force majeure events; provided that all projects must achieve substantial completion prior to December 31, 2026.

Awardees are required to attend monthly project status meeting where they update a project schedule matrix that tracks the estimated and actual start and completion dates for the project milestones. The awardees are also able make MBI aware of any factors or challenges impacting the progress of project(s).

Broadband internet is a tool for progress, empowering individuals and driving collective success. The infrastructure built during this Program will improve each community's quality of life by enabling residents to access online education, expand their career pathways, work remotely, access and engage in telehealth opportunities, access government services, and stay connected to friends and family.

Residential Retrofit

As Retrofit projects are just now beginning to come online, MBI has limited narratives about the individuals/households benefitting from the program. However, as stated in the previous section and in the program narrative, MBI intends to deploy a survey to residents of retrofitted buildings 3 months after project completion to capture that information. MBI will begin rolling out that survey in the 4th quarter of 2025.

Payments upon completion of Milestones

A structured reimbursement system has been implemented, aligning payments with predefined grantee milestones. This ensures financial support is provided in tandem with project progress. Each grant payment request will include a) detailed documentation of project expenses reported using the same line items as in the approved budget and b) reports on project progress, risks, expenditures, and impact and will be reviewed by MBI's Financial and Grants Analytical staff

Payments to grantees in all RFP rounds will be reimbursed based on the following milestones to ensure satisfactory progression.

Milestone 1: Submission of detailed construction plans and network designs

Milestone 2: Receipt of approvals for permitting, licensing, and access

Milestone 3: Completion of fiber to the building construction and installation

Milestone 4: Final project completion

Notable Challenges and the Status of Each Challenge

Gap Networks

A major challenge under the Gap Networks program was the process of reconciling broadband serviceable locations. Upon completion of this initial reconciliation process grant agreements needed to be amended following analysis conducted by both MBI and the awardees and negotiations between MBI and the awardees.

The second reconciliation process was also a major challenge as it involved the reconciliation of broadband serviceable locations that were changed from ineligible for funding to eligible for funding as the result of the BEAD Challenge Process.

Both of these reconciliation processes have now completed and contract amendments have now been fully executed.

Residential Retrofit

MBI has catalogued challenges in two major categories for the Retrofit program, working with Internet Service Providers and working with housing operators. Below is an overview of these challenges and status / resolutions MBI is pursuing.

Challenges of Working with ISP's:

- Capacity of smaller ISPs to sufficiently scale up within timeframe: Smaller ISP's with a substantial volume of projects and locations may need to scale up to have sufficient capacity to ensure projects are completed within the tight timelines of the program. MBI is working closely with providers to understand and monitor their hiring and resourcing processes as well as their overall program delivery methodologies to mitigate these risks.
- Agility of larger ISPs to respond and change course as needed within timeframe: Larger ISPs can have significant administrative overhead and internal processes that impede or delay progress on program milestones and deliverables. MBI is working with providers to identify any program dependencies and obstacles to timely delivery to support modest and practical changes to streamline and speed up processes through close coordination and collaboration.
- ISP's ability and motivation to engage with housing operators varies drastically between organizations: Given the mix of public, nonprofit, and private housing owners and operators with varied roles and responsibilities, ISP's can find it challenging to rely on any single approach or methodology to manage and coordinate construction activities. MBI is working closely with ISP's and Housing Operators to ensure each site is benefitting from clear and continuous communication through channels best suited for individual projects and their success.
- ISP's ability to navigate unforeseen construction issues such as presence of asbestos and required remediation.

Challenges / Risks of Working with Housing Operators:

- Lagging Property Access Agreements: Frequently caused by delays internal to housing organizations or outside legal counsel. MBI has dedicated resourcing of 1 FTE to housing operator coordination and increased administrative support to mitigate and minimize delays when possible.
- Property Access for Installation and Surveying: Housing Owners may not be coordinating as closely with property management teams, causing misalignment and delays. Lack of clarity on roles and responsibilities may impeded progress. MBI is closely coordinating with Housing Operators to maintain presence in program and improve coordination with ISP's.

- **Tenant Communication for In Unit Installation:** A major challenge has been communicating project activities, timelines, and requirements to tenants. MBI is working with Housing Operators and ISP's to communicate program goals and benefits early through multiple channels and improve coordination with tenants prior to and during construction. MBI has also partnered with a community outreach firm to develop a Retrofit Housing Operator marketing toolkit that can be tailored to fit local requirements.

Overview and Outcomes of Ancillary Costs Incurred to Support Bringing the Capital Asset(s) into Full Use

Gap Networks

Not Applicable – Gap Networks has not incurred any ancillary costs to date.

Retrofit

No costs were incurred for ancillary services during this period of performance as the RANGE contracts were executed in the last few weeks.

Addressing Critical Needs

Objectives

The Massachusetts Broadband Institute (MBI) is currently administrating 2 programs under the Capital Projects Fund: the Gap Networks Program and the Residential Retrofit Program. The \$45 million Gap Networks Grant Program is funding the deployment of broadband infrastructure in areas that currently lack broadband service. The Program aims to expand access and connectivity in unserved and underserved locations throughout the Commonwealth to bridge the digital divide. Specifically, the Program is funding the deployment of broadband infrastructure in those areas that currently lack access to sufficient broadband internet service, defined as service offering download speeds of at least 100 Mbps and upload speeds of at least 20 Mbps.

While prior investment of public funds have substantially reduced the number of unserved and underserved locations remaining in the state, there are still pockets of locations throughout the state that lack access to reliable and affordable broadband service. The Gap Networks Program addresses those remaining gaps in broadband availability.

Projects funded through the Gap Networks Program must be designed to deliver broadband service that meets or exceeds 100 Mbps symmetrical speeds. Locations that will be covered through a binding funding commitment from other federal or state funding sources are not eligible for funding under this Program. Grant applicants are required to provide a minimum matching contribution of at least 20%, subject to limited waivers for certain municipally owned broadband infrastructure projects. Awardees of the Gap Networks Program were scored more favorably if they submitted proposed projects in economically challenged areas, specifically Gateway Municipalities and those areas identified by HUD's Qualified Census Tract program.

The Residential Retrofit Program is making investments to deploy state of the art broadband infrastructure at approximately 42,000 Public and Affordable Housing properties across Massachusetts.

MBI intends to increase low-income residents' opportunity to access high-quality, reliable, and affordable broadband service in their homes by addressing deficient wiring and infrastructure through grants for the deployment of fiber optic cabling to the unit to qualified Internet Service Providers (ISP's) who will install, own, and maintain equipment. Improved infrastructure and enhanced connectivity will enable residents of Public and Affordable Housing to engage in essential daily activities such as working remotely, pursuing educational opportunities, and accessing healthcare from home.

Awareness

Gap Networks:

MBI required a letter of support from an appropriate municipal official for each community that applicants proposed to serve through this program. These community letters of support ensured both awareness and acceptance from each community being applied for. Each applicant had to reach out to the officials within the communities and convince them to create a letter of support for the projects that they were proposing to build. The letters were submitted to MBI as part of the application packages and served to affirm that the communities were aware of each proposed project within their communities.

Residential Retrofit Program

MBI believes it was convenient for members of these communities to be aware of the services funded by CPF. MBI has engaged more than 100 unique housing operators serving over 40,000 units of housing in every county of the state in the Retrofit program.

Outcomes

Gap Networks:

The final result of the Gap Networks Program are that awards were made to four (4) applicants. The grant and matching funding amounts along with the names of the affected municipalities are listed below.

Grant Recipient	Communities Covered	Grant Amount	Match Amount	Match %
Comcast	Abington, Andover, Ashby, Aquinnah, Ayer, Barnstable, Bedford, Bellingham, Billerica, Blackstone, Bolton, Bourne, Bridgewater, Brockton, Buckland, Carlisle, Carver, Chelmsford, Chilmark, Conway, Danvers, Dracut, Duxbury, East Bridgewater, Edgartown, Essex, Franklin, Gardner, Georgetown, Gill,	\$15,851,276.28	\$4,326,575.36	21%

	Granby, Groveland, Hatfield, Haverhill, Holliston, Hopedale, Huntington, Ipswich, Kingston, Lancaster, Lowell, Lynnfield, Manchester, Marblehead, Marlborough, Marshfield, Medway, Merrimac, Methuen, Middlefield, Millis, Monson, Montague, Montgomery, Nantucket, Needham, Newbury, Newburyport, Northampton, Northfield, Norton, Norwell, Oak Bluffs, Orleans, Palmer, Pembroke, Phillipston, Plainville, Plymouth, Plympton, Rehoboth, Rockport, Russell, Salem, Sharon, Shelburne, Shirley, Sudbury, Sunderland, Swansea, Tewksbury, Tisbury, Topsfield, Truro, Walpole, Ware, Watertown, Westford, Westhampton, Westminster, Weston, West Tisbury, Weymouth, Whately, Williamsburg, Winchendon, Woburn			
Greenfield Community Energy and Technology	Greenfield	\$769,271.91	\$0.00	0%
Spectrum Northeast LLC	Florida, Savoy, Hawley, Monroe	\$5,752,846.97	\$1,438,211.82	20%
Verizon New England Inc.	Agawam, Amesbury, Amherst, Ashburnham, Attleboro, Barre, Bernardston, Brewster, Dartmouth, Deerfield, Eastham, Fall River, Falmouth, Gloucester, Harwich, Holyoke, Lunenburg, Millville, Sandwich, Springfield, Templeton, Townsend, North Brookfield, Sheffield, Warren, Wellfleet	\$22,931,916.02		41%

Residential Retrofit Program

The Residential Retrofit Program deploys state-of-the-art broadband infrastructure to public and affordable housing properties across Massachusetts. MBI intends to increase low-income residents' opportunities to access high-quality, reliable and affordable broadband service in their homes by addressing deficient wiring and infrastructure through grants for the deployment of fiberoptic cabling to the unit to qualified Internet Service Providers (ISPs) who will install, own and maintain equipment.

Improved infrastructure and enhanced connectivity will enable residents of public and affordable housing to engage in essential daily activities such as working remotely, pursuing educational opportunities and accessing telehealth.

Labor

Gap Networks:

This program supports labor and workforce standards throughout the construction period and beyond by ensuring that all awardees' workforces meet high safety and training standards, including professional certification, licensure and/or robust in-house training, and that all awardees prioritize the hiring of local workers and/or workers from historically disadvantaged communities. All applicants of this program were required to submit narratives detailing their labor and workforce training standards and MBI reviewed these narratives as part of the application review process.

MBI has engrained labor and workforce standards into the Gap Networks Program. Applicants were incentivized to meet high safety and training standards through the programs scoring matrix that awarded points based on the demonstrated quality of labor and workforce standards.

Residential Retrofit Program:

Under the Residential Retrofit Program MBI requires applicants to provide a discussion of which of the following practices are being utilized: project labor agreements, community benefits agreements, prevailing wage requirements, and local hiring are used in their practices. In this section, MBI has included a narrative description by the awarded provider. This information was provided in the applications from award recipients.

Aervivo

Aervivo works with property owners to build local installation teams by engaging qualified residents, staff, or preferred contractors. This approach maximizes local employment while leveraging community knowledge that supports retrofit success. Project design, safety standards, and regulations define job roles. Candidates are vetted against these requirements, with a focus on relevant experience, safety, and licensing where needed. All team members complete a one-week training program covering low-voltage installation, OSHA compliance, and hands-on practice, followed by supervised fieldwork. Aervivo's national engineering team provides on-site support during startup, remote guidance throughout, and final Quality Assurance before project completion. In FY 2025 Aervivo has committed to hiring 20 new project managers to support their expanding operations, in response to Residential Retrofit awards.

Archtop Fiber LLC

Archtop, based in Kingston, NY, is a fast-growing broadband provider with roots dating back to 1901. Now exceeding 100 employees, the company prioritizes local hiring and offers competitive pay with comprehensive benefits. To build a skilled workforce in rural service areas, Archtop has developed strong partnerships with state and local organizations, including the Ulster County Workforce Development Organization, BOCES, the New York State Telecommunications Association, the

Pennsylvania Telephone Association, and regional community colleges. These partnerships provide technical training, lineman and fiber optics programs, and safety courses tailored to industry needs. Community colleges in the service area are especially important pipelines for technical talent. In addition, Archtop supplements training with vendor-led sessions to ensure staff readiness across specialized roles.

Archtop supports continuous learning through workshops, professional development, and thousands of online training courses at no cost to employees. Safety is a core requirement, with enhanced training programs underway. A licensed Professional Engineer is on staff to certify required designs.

CBN America

CBN America is committed to building a skilled, safety-first workforce by requiring rigorous training, certifications, and licensure for all employees, contractors, and subcontractors in the Residential Retrofit Program. CBN Broadband technicians, network engineers, project managers, and construction crews meet industry-recognized standards such as FOA Fiber Optic, CCNA, PMP, NEC compliance, and OSHA safety training, with continuing education and recertification supported by CBN's tracking systems. Workplace safety is reinforced through PPE requirements, hazard assessments, incident reporting, audits, and emergency preparedness. These measures ensure compliance with state and federal regulations while fostering a sustainable, high-quality work environment and delivering reliable broadband infrastructure. CBN funds continuing education, tracks credential compliance, and ensures timely recertification. By prioritizing workforce development and safety excellence, CBN delivers reliable broadband infrastructure while fostering a sustainable, supportive work environment.

Comcast Cable Communication

Comcast will manage and operate the proposed network with its internal workforce and vetted third-party construction partners. All contractors are required to meet strict standards for training, certification, safety, and compliance with labor laws and industry regulations. Comcast requires vendors to train workers in accordance with its installation, quality, and safety standards, and all personnel must be certified for the contracted work. For example, power supply construction requires certification under the SCTE 205 2014 standard, and vendors must comply with any additional skillset certification programs Comcast establishes.

Subcontractor personnel are certified for their roles, each subcontractor designates a certified safety representative, and all workers complete OSHA or equivalent safety training. Comcast enforces background checks, credential verification, and ongoing compliance audits for employees and contractors, ensuring only appropriately skilled and credentialed personnel perform work. Training is delivered through classroom education, on-the-job mentoring, certification assistance, and internal programs covering fiber optics, cybersecurity, and telecommunications skills. Comcast's vendor network spans 143 construction partners nationwide, all contractually obligated to meet certification, safety, and performance standards.

For this project, Comcast anticipates roles such as fiber splicers, linemen, ground hands, foremen, and machine operators, with OSHA compliance as a baseline and additional requirements applied where project-specific. This comprehensive approach ensures a safe, skilled, and fully compliant workforce capable of delivering reliable broadband infrastructure.

Greenfield Community Energy & Technology

GCET has a qualified internal team to manage and execute all project activities, supported by strict safety and compliance standards. The General Manager, with leadership experience since 2018 and a background in municipal economic development, oversees operations, finances, compliance, and strategic goals. The Operations Manager, in telecommunications since 2005, manages procurement, customer service, outside plant operations, and network build-outs, with multiple industry certifications. The Senior Fiber Optic Technician, with over 10 years' experience, leads fiber installation, splicing, diagnostics, and maintenance, holding OSHA and Bucket Truck certifications. The Chief Technology Officer directs network engineering, design, deployment, and monitoring, supporting outside plant operations and maintaining partnerships with hardware/software vendors. All GCET field staff meet OSHA, confined space, and equipment operation safety requirements, and the company enforces rigorous workplace safety practices. GCET will perform all project work in full compliance with state and federal regulations, while monitoring subcontractors to ensure adherence to the same standards.

Ring Squared/ DBA Access Plus

Ring Squared/ AccessPlus is committed to workforce excellence through robust training, certification, and strict safety protocols for all employees, contractors, and subcontractors. Field technicians complete OSHA, defensive driving, confined space, ladder, and boom truck training, along with an 8-week onboarding program. Their network engineers hold relevant degrees and participate in ongoing vendor-led and internal training on emerging technologies, while customer support teams receive customer service and crisis communication training. All certifications are tracked, regularly audited, and reinforced with continuous education and industry seminars. Safety is central to Ring Squared/ AccessPlus culture, with mandatory OSHA training, PPE requirements, annual safety reviews, and real-time incident reporting. For Retrofit Program projects, Ring Squared/Access Plus enhances standards with retrofit-specific training, a dedicated Project Safety Manager, frequent audits, and a "Safety First" culture that prioritizes worker well-being and operational excellence.

Community Engagement

Gap Networks-

This program supports community empowerment across the construction period and beyond through the sustainment and creation of local jobs and purchasing of supplies from local vendors. Access to reliable broadband service will help each municipality build a stronger community by unlocking new learning opportunities, allowing healthcare providers to reach unserved populations through telemedicine and small businesses to access broader markets.

MBI has engrained community engagement into the Gap Networks Program. Applicants were incentivized to conduct robust local engagement through the scoring matrix that awarded points based on the demonstrated level of community engagement and support. Further, MBI required a letter of support from an appropriate municipal official for each community that the applicant proposed to serve through this program.

Residential Retrofit Program

Go Live Events

The Massachusetts Broadband Institute celebrated the delivery of high-speed internet to Bay Meadow Apartments in Springfield in June 2025 by hosting its first "Go Live" event. The POAH Bay Meadows property "Go Live" was the first public event to commemorate the launch of a new service at a recently retrofitted property. The funds, initially announced in December 2024 will enable Aervivo Inc. to deploy state-of-the-art wiring, providing high-speed internet to 148 households. This installment was the first housing development to get connected through the Residential Retrofit Program. MBI is planning to host a similar event at another site in Fall 2025. Over 50 people attended the event, including many local workforce and community partners.

MORE Consulting

MBI has engaged with MORE consultants to develop marketing and communication materials that help housing operators clearly and effectively communicate upcoming construction activities to residents. These materials will prioritize accessibility and clarity by using highly visual, graphic-based designs and short videos to explain timelines, impacts, and benefits of the work. The goal is to ensure that all residents, regardless of language or literacy level, can easily understand what to expect and feel informed and engaged throughout the construction process. Materials will be available in various languages, and the templates will allow for customizability across internet service providers. This project was developed in response to the ISPs' and Housing operators' desire for increased capacity and tools to support infrastructure installation at their sites.