

California Broadband Availability and Feedback

The San Joaquin Valley Regional Broadband Consortium, as well as other regional consortia, are assisting the California Public Utilities Commission in its efforts to validate the availability of broadband or lack thereof in your area. We are increasing outreach to the public throughout the state to help us populate and correct the broadband availability information that currently exists. In addition, new tools have been developed to allow the public to provide this new feedback data. Collected from individuals, consortia funded by the California Advanced Services Fund (CASF) and community feedback, all data will be displayed, along with other broadband information on the California Interactive Broadband Map located on the www.broadbandmap.ca.gov website.

Data accuracy is extremely important in order for applicants to apply for and use CASF funds to maximize broadband availability in the state. Likewise accuracy helps the National Broadband Map effectively guide broadband subsidies to the right areas. The Interactive Broadband Map is the starting point to determine if an area is eligible for future CASF infrastructure grants. Improved public feedback data will allow CASF staff to more effectively work with consortia to identify the areas of greatest need and prioritize the future CASF grant solicitation process.

CASF staff is refining three methods for the public to more easily provide information on broadband availability.

The first two methods are completed on the www.broadbandmap.ca.gov website and require broadband service to use.

The third method is a paper-based survey which can be sent in via U.S. Mail.

Select the best method for you, from the following:

- I. **Online-map feedback** - <http://www.broadbandmap.ca.gov/>

Interactive Broadband Map - <http://www.broadbandmap.ca.gov/map/>

Directions: On the right-hand side of the map there are several icons from which to choose from. Click on the icon that looks like a house (second one down). This is the address lookup tool which allows users to find available broadband providers. Once you click on the icon, please enter your household address (physical address, city, zip) and click the locate option just below. A list of providers will appear on the screen, along with the type of broadband service and speeds. When this list appears, you will find in the upper left corner a link labeled Send Feedback. Click on this option. Once you do this a small window of survey questions appears. Answer the questions. The fifth question asks for the upload/download speeds of “fixed service.” Click on the link: <http://www.speedtest.net/>. The link will open the OOKLA speedtest website. Click on the text located in the middle of the screen labeled Begin Test. The website will automatically perform an actual speed test of your current internet connection. Once the

test is finished, make note of the resulting upload/download speeds. Use these numbers to complete your “send feedback” survey. Submit your results. These results will go directly to the CPUC to be mapped and incorporated into the map feedback layer as well as used to validate or invalidate providers’ service availability information.

- II. **CalSPEED Mobile App** - If you have an LTE-capable Android smartphone or tablet, you may download the CalSPEED mobile testing app from the Google Play app store. This app allows you to test the quality of the service actually available at your location at the time of the test. Tests done in areas with no service will be reported to the CPUC automatically the next time the tester enters an area with service. The results will be shown on the California Interactive Broadband Map and will be used to validate or invalidate that provider’s service. While CalSPEED is currently only available for Android phones work on publishing an iOS version has begun. Testing must be done while stationary while in an outdoor location. Feel free to use it frequently at a variety of locations.

- III. **Paper Feedback Form** - Households that have no Internet access can fill out the paper option. In order for these survey responses to be useful, an actual street address (not P.O. Box) is needed. This is to accurately locate the feedback on the map. To maximize the ability to map every piece of feedback we receive, information must be given to us in a particular format with uniform survey questions. This form can be found [HERE](#) and we ask our Consortia and other groups organizing local feedback to use this form and to offer suggestions for improving the survey. For privacy reasons, our form requires a signature for each person’s survey response to be displayed on the map. Since an address can be considered personally identifiable data; it must be kept confidential absent permission to disclose it.