

## Help Update the California Broadband Map!

The California Public Utilities Commission (CPUC) has expanded efforts to validate the accuracy of the California Broadband Map. The map documents the availability and speed of broadband, high-speed Internet, services in California.

Assuring the map is accurate is extremely important because state and federal broadband infrastructure grant and loan decisions are based on the service levels identified on the California Broadband Map.

There are three methods offered from the CPUC to provide feedback for broadband speeds and quality in your community:

1. **Online-map feedback:** Community members having some form of broadband access may provide feedback to the CPUC broadband mapping process by visiting the online map, [www.broadbandmap.ca.gov](http://www.broadbandmap.ca.gov) and clicking on the address lookup tool, which is shaped like a house. A list of broadband providers who report that they provide service in the area will appear on the screen, along with the type of broadband service and speeds they offer. When this list appears, you will find in the upper left corner a link, labeled 'Send Feedback.' Click this link and a survey will appear on your screen. Answer the questions and submit the survey. The CPUC incorporates the survey responses and displays the information on the map's consumer feedback layer. They also use them to validate or invalidate providers' service availability information.
2. **CalSPEED Mobile App:** For LTE-capable Android smartphone and tablet users, the CalSPEED mobile testing app can be downloaded from the Google Play app store and used to test the quality of the mobile 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 be used to validate or invalidate that provider's service. While CalSPEED is currently only available for Android phones the CPUC is working on publishing an iOS version as well. Testing must be done while stationary, in an outdoor location. Feel free to use it frequently, at a variety of locations.
3. **Paper Feedback Form:** For households having no access to the Internet, you can fill out the CPUC paper option. They require actual street address information (not P.O. Box) to know where to locate the feedback on the map. To maximize the CPUC's ability to map every piece of feedback they receive, information must be provided in a particular format with uniform survey questions. The form can be downloaded from [www.broadbandmap.ca.gov](http://www.broadbandmap.ca.gov). For privacy reasons, the 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.

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