PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

October 4, 2013

To: CASF Funded Consortia Members and Members of the Public

Subject: ***Validation of Broadband Availability***

As part of our responsibilities to collect and report broadband availability data in the State, the Communications Division, Broadband, Policy and Analysis Branch is expanding our efforts to validate the availability of broadband, or lack thereof in your area. We are increasing our outreach to the public throughout the State, to help us populate, or correct, the broadband availability information we currently have. In addition, we are developing new tools to allow the public to easily provide this new feedback data – collected from both individuals, CASF-funded consortia, or other groups who organize community feedback -- which will be useful to refine our understanding of broadband service availability at a far more granular level than can be determined now. All such public feedback will be displayed, along with other broadband information on the California Interactive Broadband Map ([www.broadbandmap.ca.gov)](www.broadbandmap.ca.gov).

Getting the map to be as accurate as possible is extremely important for our ability to use CASF funds to maximize broadband availability in the State, and for the National Broadband Map to effectively guide broadband subsidies to the right areas. Our map is the starting point for determining whether an area is eligible for future California Advanced Services Fund (CASF) infrastructure grants. Improved public feedback data will allow CASF staff to more effectively work with our consortia to identify areas of greatest need so they can be prioritized in any future CASF grant solicitation process.

Staff are currently refining several methods for the public to more easily provide us information on broadband availability. Two of these methods are electronic, and require broadband service to use. A third method is a paper based survey which can be sent to us via U.S. Mail.

I. **Online-map feedback:** Community members having some form of broadband access may provide feedback to our broadband mapping process by visiting the online map, 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.' Please click this link and a survey will appear on your screen. Please answer the questions and submit the survey when you are done. We incorporate the survey responses and display the information on the map's consumer feedback layer. We also use them 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 our CalSPEED mobile testing app from the Google Play app store and 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 be used to validate or invalidate that provider's service. While CalSPEED is currently only available for Android phones we are 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.

III.   **Paper Feedback Form:** For households having no access to the Internet, you can fill out our paper option. In order for these survey responses to be useful, we need actual street address information (not P.O. Box), so we know where to locate the feedback on the map. To maximize our 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 is attached, 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.

Attached below is our survey soliciting public feedback on broadband availability. Thank you for your assistance.

Sincerely;

Robert Wullenjohn

Robert Wullenjohn, Program Manager
Communications Division
Broadband, Policy, and Analysis Branch

Attachment

CALIFORNIA PUBLIC UTILITIES COMMISSION
BROADBAND AVAILABILITY PUBLIC FEEDBACK SURVEY

Note: We have created a different method for testing your mobile (i.e., cellular) broadband service. If you use an android mobile device (not yet available on iOS), please download the State's mobile broadband app, CalSPEED, from the Google Play app store and use it to test broadband service quality at your location. Additionally, you may provide your responses via the Online-map survey, at www.broadbandmap.ca.gov/

What is the street address of the location you are reporting? (P.O. Box is not a valid location)

1. Street Address _____

   City_____, CA Zip Code_____

2. Is broadband Internet service available at this address?   Yes_____   No_____

3. Do you subscribe to broadband Internet service at this address? Yes_____   No_____

   If No, please skip to question 4.

3.a. If yes, from which broadband Internet service provider? _____

3.b. Are you satisfied with your broadband Internet service? Yes_____   No_____

Please use www.speedtest.net to measure speeds of your "fixed service" and tell us the results here:

3.c. Download speed: _____ Mbps   **3.d.** Upload speed: _____ Mbps

4.   Which broadband Internet service providers told you they were unable to provide service at your address?

_____

_____

Please sign below to have your address shown as a point location on the California Interactive Broadband Map along with any information you submit regarding broadband service at that address. This information will be used for determining the availability of broadband in California and will be publicly accessible. Your name and email will not be disclosed on the map. If you have any questions, comments, or concerns, please write them on the back of this form. Feel free to contact us at broadbandfeedback@cpuc.ca.gov or call us at (415) 703-5469. The California State privacy policy can be found at http://www.ca.gov/privacy.html.

Name: _____   Email: _____

Signed: _____   Date: _____

Please send via mail to:

      Broadband Feedback
      Attn: Owen Rochte
      Communications Division
      California Public Utilities Commission
      505 Van Ness Avenue
      San Francisco, CA 94102