



# Broadband Availability Public Feedback

## 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, CaISPEED, 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/map](http://www.broadbandmap.ca.gov/map).

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 other than satellite available at this address? Yes \_\_\_ No \_\_\_

3. Do you subscribe to broadband Internet service other than satellite at this address? Yes \_\_\_ No \_\_\_

3.a. Who is your current broadband Internet service provider? \_\_\_\_\_

3.b. Are you satisfied with your current broadband Internet service? Yes \_\_\_ No \_\_\_

Please use [www.speedtest.net](http://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](mailto: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

## ➤ 3 Feedback methods

1. Online-map feedback
2. CaISPEED Mobile App
3. Paper Survey (pictured left)

<http://www.cpuc.ca.gov/PUC/Telco/bpubfeedback.htm>

## ➤ Feedback used to challenge information provided by providers





# Online-map feedback

Enter address to find available broadband providers

Search | Results | Help

*\* PO Box is not a valid address*

Address:

City:



Zip:

Clear Locate

Enter address to find available broadband providers

Search | Results | Help

Near 505 Van Ness Ave, San Francisco, CA, 94102

[Send Feedback](#)  

Fixed Mobile Satellite Boundaries

[www.broadbandmap.ca.gov/map](http://www.broadbandmap.ca.gov/map)

- Enter street address
- Locate ISPs
- Send Feedback
- Data uploaded on map





# CaISPEED Mobile App



## Speed Test for Android

- Available on Google Play store
- Measures speed and latency
- Automatically sends results to database

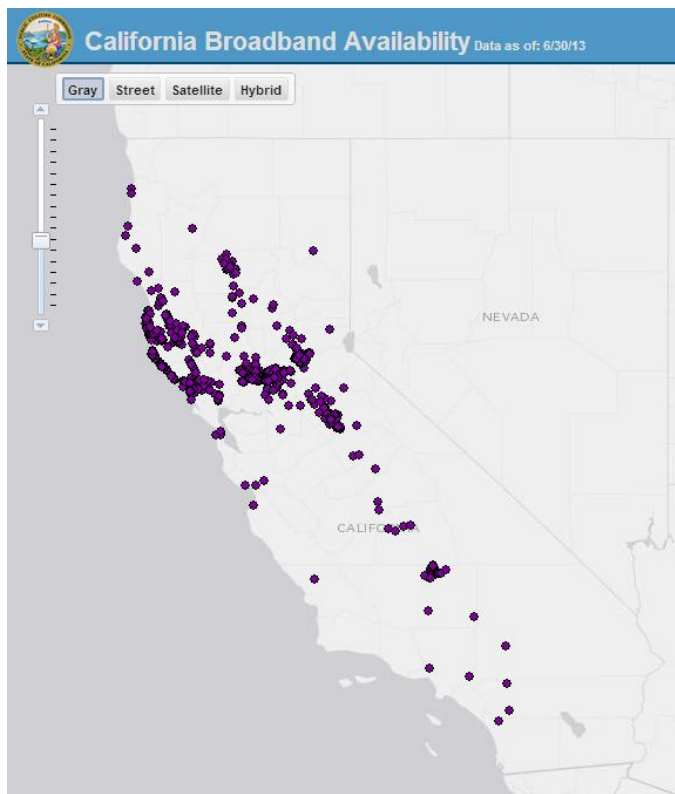




# Map Feedback Locations

(data as of February 15 2014)

## Paper Survey Locations



## CalSpeed Locations

