

Frequently Asked Questions (FAQs)
California Interactive Broadband Map
April 2023

I. California Advanced Services Fund (CASF) Infrastructure Account Eligible Locations

1. Q: What is the CASF Infrastructure Account Eligibility layer?

A: The CASF Infrastructure Account Eligibility layer shows residential broadband serviceable locations unserved at broadband speeds equal to or greater than 25 Megabits per second (Mbps) download and 3 Mbps upload. These locations are considered either “Eligible” or “Priority Eligible.”

- a) “Eligible” unserved locations only have access to broadband at speeds between 10 Mbps download and 1 Mbps upload and 25 Mbps download and 3 Mbps upload.
- b) “Priority Eligible” unserved locations only have access to speeds less than 10 Mbps download and 1 Mbps upload or no access to broadband at all.

The CASF Infrastructure Account Eligibility layer is filtered to only show locations that are categorized as residential; therefore, no non-mass market locations are displayed.

2. Q: What does a “location” or “broadband serviceable location” mean?

A: A structure that has or can receive broadband service.

3. Q: Who can apply for funding through the California Advanced Services Fund?

A: The following entities are eligible for a CASF Infrastructure Account grant:

- 1) Entities with a Certificate of Public Convenience and Necessity (CPCN) that qualify as a “telephone corporation” as defined under Public Utilities (Pub. Util.) Code section 234;
- 2) Wireless carriers who are registered with the California Public Utilities Commission (i.e., hold a Wireless Identification Registration (WIR));
- 3) Non-telephone corporations that are facilities-based broadband service providers per the National Telecommunications and Information Administration’s definition - any entity providing service or transport, over its own fixed or wireless facilities to residence, businesses, or other institution;
- 4) A local agency as defined in Government Code section 53167 (e), as amended by Senate Bill 156; any agency of local government authorized by law to provide broadband internet access service;
- 5) Satellite service providers that meet the minimum performance criteria in terms of average round-trip ping time.

II. California Interactive Broadband Map

1. **Q: How do I leave feedback on the map?**

A: To leave public feedback on the map:

- a) Go to <https://www.broadbandmap.ca.gov/>
- b) Select the “Address Search” tool
- c) Enter the address you would like to provide feedback on in the search box
- d) Click “Load Location”
- e) Follow the directions of the pop-up after the location loads and click “yes”
- f) Fill out and submit the Broadband Feedback Survey

2. **Q: How do I view information on an area in the map?**

A: To view specific information on a map, you must first select a layer that is relevant to your inquiry and then select any area on the map to learn more about the layer selected.

3. **Q: Where do I get the underlying data for the map?**

A: The data are available on the CPUC’s website at the “[Project Development Resources - Data and Maps \(ca.gov\)](#)” and “[CPUC Annual Collected Broadband Data](#)” web pages.

4. **Q: Whom can I contact for help with the map?**

A: Send an email to broadbandmapping@cpuc.ca.gov for help with the map or to request information about the map. Send an email to broadbandfeedback@cpuc.ca.gov if you have feedback about a specific location’s broadband availability.

5. **Q: How does the CPUC’s CA Interactive Broadband Map differ from the Federal Communications Commission’s (FCC) [Broadband Map](#)?**

A: The differences are as follows:

- a) The CPUC utilizes broadband subscription data at the location-level for validating deployment to determine both availability and the CASF Infrastructure Account Eligibility layer.
- b) The CPUC map shows broadband adoption at the Census Block level, which is not a feature of the FCC’s Broadband Map.
- c) The CPUC map includes various geographic boundaries including U.S. Census geography, city boundaries, Tribal boundaries, and others in the “Political Boundaries” category under “Layers.”
- d) The CPUC map includes various tools not found on the FCC’s Broadband Map, including a Data Query tool to dig into the information on the map by U.S. Census geography, PDF Map Printing, and more.
- e) The CPUC map includes layers showing CASF Infrastructure Account approved projects.
- f) The CPUC map includes a public feedback layer that shows where public feedback has been received.

6. **Q: How does the CPUC determine broadband availability shown by the three layers in the “Broadband Availability by Census Block” category?**

A: The three Broadband Availability layers are determined using Census Block level broadband deployment data that has been validated.

- a) Deployment data is validated if an Internet Service Provider can show evidence of at least one subscriber within the same Census Block where deployment is claimed.
- b) The two Served Status layers show whether broadband is available at minimum speeds within a Census Block.
 - a. Served Census Blocks show availability of speeds that are equal to or greater than 25 Mbps download and 3 Mbps upload.
 - b. Unserved Census Blocks show availability of speeds that are less than 25 Mbps download and 3 Mbps upload, but greater than 10 Mbps download and 1 Mbps upload.
 - c. Priority Unserved Census Blocks show areas where broadband service is not available above 10 Mbps download and 1 Mbps upload.
 - d. The Fixed Consumer Served Status layer is technology neutral, while the Wireline Consumer Served Status – No Legacy Tech layer only shows non-legacy wireline technologies such as Cable (DOCIS 3.0 or later) and Fiber.
- c) The Consumer Fixed Downstream layer shows the maximum available download speed in a Census Block, as determined by the presence of at least one subscriber with that speed.
- d) While a given Census Block may appear to be served at speeds of at least 25 Mbps download and 3 Mbps upload, there could potentially be residences that are unable to access those deployed speeds depending on where the technology is available at a sub-Census Block level. Such locations are shown as "Eligible" or "Priority Eligible" in the CASF Infrastructure Account Eligibility layer.