

How to Find Out What the State Says About Your Broadband Coverage

High speed internet (broadband) is lacking in the Mother Lode region (West Alpine, Amador, Calaveras, Tuolumne and Mariposa Counties). However, our area's coverage is not accurately reflected on the CPUC's California Broadband Map. This is primarily due to over reporting by the large providers. Decisions are made for our area based on information the state map provides - whether it's right or wrong. The way to correct the errors is to accurately report the available coverage for your location (home or place of work) via the CPUC site.

Mapping your Internet Speed and sending feedback to the CPUC

1. From your computer, at your home or office, go to: www.broadbandmap.ca.gov/map and fill in your address, city and zip code, then click on the "Locate" button.
2. Your residence or place of work will then show up on a map. Click on each of the tabs marked "Fixed", "Mobile" and "Satellite" and scroll down on each to see the list of what Internet providers the CPUC has recorded for your location. Notice if there are any misrepresentations of coverage or omissions of coverage. (For example: the CPUC says that AT&T or Comcast provides service, but you know for a fact -because you have called- that they don't; or they don't list your current provider at all).
3. Then click on the Send Feedback link that is located just underneath your address, and above those tabs.
4. You will be asked a series of questions about your Internet service. Answer each one and click on the "next" button to go to the next question.
5. When you get to the speedtest question, click on www.speedtest.net to find out what your Internet download and upload speeds are.
6. At the speediest site, click on the green "Begin Test" button. It will take only a few moments to run this test. When it is finished, record your download and upload speeds on a piece of paper.
7. Then return to the broadband map survey and record your download and upload speeds in the boxes provided.
8. Continue answering questions until you get to the "Notes" section. Let the CPUC know of any errors in Internet provider information, or other problems with service. Or, if there are providers you weren't aware of that serve your area, that is great! Remember to click on the "Submit" button to send your survey to the CPUC...otherwise they won't get it.
9. Definition of Broadband: the current CPUC definition of broadband or "high speed" internet is at least 6 megabits per second (mbps) for download speed and 1.5 mbps for upload speed. If you have these speeds or higher, you are considered "served" by broadband.