



Spotlight On: Broadband Availability in NYS

The primary mission of the New York State Department of Public Service (DPS) is to ensure affordable, safe, secure, and reliable access to electric, gas, steam, telecommunications, and water services for New York State's residential and business consumers, while protecting the natural environment.

Assessing New York's Broadband Availability

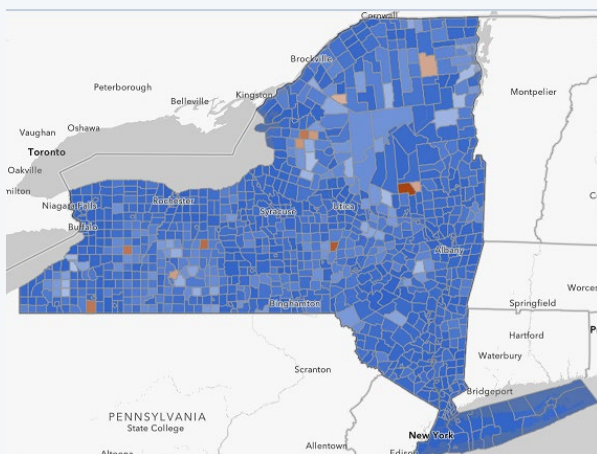
Access to affordable and reliable high-speed broadband service is critical to ensuring that New Yorkers can receive medical care, work remotely, continue their educations, and connect with family and friends. Conversely, New Yorkers without such capacity can be cut off from the economy, their schools, and other essential services. As a result, New York has taken the critical step to address the importance of broadband connectivity in every corner of the State.

➤ New York's Broadband Connectivity Act:

The Comprehensive Broadband Connectivity Act (CBCA) directs the Public Service Commission to annually study the availability, reliability, and cost of high-speed broadband service in the State. The DPS's Office of Telecommunications has a dedicated team that is responsible for conducting the baseline study and required annual updates.

➤ Interactive Broadband Map:

The CBCA included the development of an online, interactive map with detailed, address-level descriptions of New York's broadband infrastructure (<https://mapmybroadband.dps.ny.gov>). Website users can search an address to see available internet service providers and information on technology, maximum upload and download speeds, current offers, and pricing.



The information in this website is summarized around the concept of the broadband **level of service**, or **Service Level**, for a particular location. These summary terms were defined by the New York State Legislature.



Unserved - any location which has no fixed wireless service or wired service with speeds of less than 25 megabits per second (Mbps) download available.



Underserved - any location which has fewer than two internet service providers or has internet speeds of at least 25 Mbps download but less than 100 Mbps download available.



Served - any location with at least two internet service providers and at least one provider offers high-speed internet (at least 100 Mbps download and at least 10 Mbps upload).

➤ Map Development and Updates:

Mapping broadband infrastructure is an ever-changing process: everything from shifting demographics to new housing construction can impact how broadband is mapped. With this interactive map, DPS Staff compares, confirms, and contrasts broadband information. This process provides an accurate assessment of each community's connectivity needs by identifying whether a location is served, underserved, or unserved.

Users are urged to contact internet service providers directly to verify service information. The Map is intended to show the current scope of the State's broadband infrastructure and may not include projects currently under construction or planned infrastructure buildouts.

➤ Data Gathering and Consumer Input:

Staff will continue to work with internet service providers, county and local governments, consumers, and other interested stakeholders to further assess the state of high-speed internet in New York. In order to make the map the best it can be, we need to hear about **your internet experience**. In addition to typing in your address and learning more about service in your area, you can also submit feedback directly to DPS Staff.

We are interested in hearing from all New Yorkers, especially those dealing with the following:

- **Little to no internet service availability in your area.**
- **Cost of internet is difficult for you to afford.**
- **You don't feel like you're getting the speeds that you pay for.**

Consumers are encouraged to use the feedback function in the Map to notify the Department of inaccuracies and/or other general feedback for how the Department can improve the Map through future iterations. If you're unable to take the survey online due to lack of connectivity, you can call our toll-free broadband assessment line at **1-855-NYBBMAP (1-855-692-2627)**.

➤ Broadband Affordability:

There are programs, such as the NYS Affordable Broadband Act (ABA), that can help households struggling to afford broadband service. Under the ABA, internet providers serving over 20,000 customers are required to offer reduced-cost residential broadband plans to qualifying households. New Yorkers can qualify for these plans if they participate in any of the following programs:

- Free or reduced lunch through the National School Lunch Program
- Supplemental Nutrition Assistance Program
- Medicaid
- Senior citizen rent increase exemption
- Disability rent increase exemption
- Affordability benefit from a utility

The service provider may offer one of the following plans: \$15 per month for speeds of least 25 megabits per second or \$20 a month for high-speed service of at least 200 megabits per second. Contact your local service provider or visit www.dps.ny.gov/ask-psc to learn more.