

# 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/](http://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](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. 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: \_\_\_\_\_

If you have any questions, comments, or concerns, please write them here and use additional paper if needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Mail completed and signed form to:  
Broadband Feedback  
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