

Frequently Asked Questions (FAQs)
California Interactive Broadband Map
July 2025

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 that are receiving no service or are receiving service below 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.

Please be sure to [clear your browser cache](#) to ensure you are seeing the most up-to-date version of the CASF eligibility layer.

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:

- a) 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.
- b) Wireless carriers who are registered with the California Public Utilities Commission (*i.e.*, hold a Wireless Identification Registration (WIR).
- c) 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.
- d) 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.
- e) Satellite service providers that meet the minimum performance criteria in terms of average round-trip ping time.

4. Q: Why is it that when I view the CASF Infrastructure Account Eligibility information on the map that the data is at the Census Block level? Where can I download the location-specific data?

A: Address-level CASF Infrastructure Account Eligibility data can be downloaded here: [Project](#)

[Development Resources - Data and Maps](#). We cannot provide FCC location_id information due to licensing limitations on the use of the Broadband Serviceable Location Fabric.

5. **Q: On the CASF Infrastructure Account Eligibility layer, what locations are considered “residential”?**

A: The CASF Infrastructure Eligible Locations layer on the California Interactive Broadband Map has been filtered to only show locations that are residential, group living quarters, or mixed use (business and residential combined), such as mobile home parks. To accomplish this, a filter was applied to the building_type_code column using the values R (residential), G (group quarters) and X (mixed use), thus removing business only and non-mass market locations.

II. California Interactive Broadband Map

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

A: To leave public feedback about broadband service at your location:

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

If you are unable to complete our survey, please send us feedback about broadband service at your location by sending us an email at: broadbandfeedback@cpuc.ca.gov. To leave feedback with comments on or suggestions to improve the map interface, please send us an email at: broadbandmapping@cpuc.ca.gov.

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 collects broadband deployment (availability) and subscription data annually. This Broadband Data Collection is independent of the FCC’s semi-annual (June and December)

collection of broadband data.

- b) The CPUC utilizes broadband subscription data at the location-level for validating deployment to determine both availability and the CASF Infrastructure Account Eligibility layer, whereas the FCC aggregates subscriber data to the Census Tract level and uses a challenge process to validate location-level deployment.
- c) The CPUC map shows broadband adoption at the Census Block level, which is not a feature of the FCC's Broadband Map.
- d) 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."
- e) 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.
- f) The CPUC map includes layers showing CASF Infrastructure Account approved projects.
- g) 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 four layers in the "Broadband Availability" category?**

A: The CA Interactive Broadband Map includes one broadband availability layer "Fixed Broadband Availability – FCC Data" that is an unmodified copy of the FCC's broadband availability data, which can also be viewed on the FCC's Broadband map.

The remaining three broadband availability layers on the CA Interactive Broadband Map are determined using Census Block level broadband deployment data collected by the CPUC that has been further validated by broadband subscriber data, also collected by the CPUC.

- 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.
 - i. Served Census Blocks show availability of speeds that are equal to or greater than 25 Mbps download and 3 Mbps upload.
 - ii. 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.
 - iii. Priority Unserved Census Blocks show areas where broadband service is not available above 10 Mbps download and 1 Mbps upload.
 - iv. 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 (DOCSIS 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.

7. **Q: How can I make sure that I am looking at the most up-to-date version of the CA Interactive Broadband Map?**

A: The CA Interactive Broadband Map undergoes periodic updates to reflect new data and new user tools. To ensure that you are seeing the most up-to-date version of the map, please use one of the supported browsers (Chrome, Firefox, Edge), and clear the browser cache for the map website by following the steps below:

1. **Right-click** anywhere on the **blue bar** at the top of the Interactive Broadband Map page.
2. Select **"Inspect"** from the menu that appears. This will open the browser's developer tools panel.
3. With the developer tools open, **right-click the refresh icon** (🔄) located on the left side of the browser's address bar.
4. From the dropdown menu that appears, select **"Empty Cache and Hard Reload"**.

This will clear the browser cache for the page and reload it with fresh data.