

AB 286 Public Feedback Survey

This survey result may be used for determining grant program eligibility and will aid in broadband infrastructure development. The results will be displayed on the California Interactive Broadband Map. Read more about the CPUC Privacy Policy at www.cpuc.ca.gov/about-cpuc/privacy-policy. For more information on the types of data that may be displayed on the CA Interactive Broadband Map, please read the Notice of Information Collection and Publication at www.cpuc.ca.gov.

<p>SUBMISSION INSTRUCTIONS Please complete this form and mail it to: California Public Utilities Commission Communications Division 505 Van Ness Avenue San Francisco, CA 94102</p>	<p>If you need assistance completing this survey, please contact: Phone: 415-703-2782 Email: broadbandmap@cpuc.ca.gov</p>
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Questions marked with an asterisk(*) are required.

Section 1: Consent*

Would you like to continue with the survey, and do you consent to have your information shared with CPUC and publicly displayed?

- Yes - Proceed with survey
- No - Do not proceed with survey

Section 2: Survey

Your Current Location*

Street Address																			
Apt./Unit																			
City																			
State																			
ZIP Code																			

What type of location is this?*

- Residential (single-family, apartment/condo, mobile home park)
- Community Anchor Institution (library, school, hospital, etc.)
- Business Farm/Agriculture Other

Section 3: Quality of Service

Is Internet service available at this location?*

Yes No If **No**, skip to Section 5.

Who is your Internet Service Provider at this location?*

If you are unsure, please check your monthly bill.

What is your subscribed plan download speed (Mbps)?

Enter a number, e.g., 100. This information can typically be found on your bill or account information.

What is your subscribed plan upload speed (Mbps)?

Enter a number, e.g., 20. This information can typically be found on your bill or account information.

What is the maximum download speed plan offered at this location (Mbps)?

Enter a number, e.g., 1000. This information can typically be found on your bill or account information.

What is the maximum upload speed plan offered at this location (Mbps)?

Enter a number, e.g., 100. This information can typically be found on your bill or account information.

Is your broadband speed slower than what was advertised?*

Yes No I Don't Know

Section 4: Broadband Availability & Barriers to Access

Are technologies other than satellite or mobile available at your location?*

Yes No

At your location, do you have access to broadband service of at least 100 Mbps download and 20 Mbps upload (including satellite or mobile)?*

Yes No

Have providers refused to deliver service (e.g., refusal to connect local premises to node or due to capacity constraints)?*

Yes No

If **Yes**, please list the provider(s):

At your location, do you have access to fiber-optic broadband service specifically?*

Fiber-optic internet uses glass cables to deliver the fastest and most reliable broadband connections.

Yes No I Don't Know

Section 5: Pricing

In your area, do you find the cost of broadband service affordable for the delivered download/upload speeds?*

Yes No Not Applicable

Has your provider discontinued service of your lower-cost plan (e.g., DSL/ADSL)?*

Yes No I Don't Know

Has your provider discontinued a program such as the Affordable Connectivity Program (ACP) or California LifeLine?*

These programs help reduce the cost of your monthly bill.

Yes No I Don't Know

Is your primary internet service bundled with other services such as telephone or TV on the monthly bill?*

