



NEW YORK ConnectALL PROGRAM

Mid-Hudson guide for public comments



Deadline for public comments is April 11

The State of New York has received more than \$664 million in federal funding to expand high-speed broadband infrastructure to homes and businesses. The ConnectALL program will provide grants to extend broadband infrastructure to unserved and underserved locations statewide with the goal of providing internet to all New Yorkers. Only locations that have been officially designated as unserved or underserved will be eligible for these grants.

From now through April 11, members of the public are invited to submit comments on the broadband service map. Comments should pay special attention to location on the map – including homes and businesses – that are incorrectly shown to have broadband service when no service, or only slow service, exists. Comments and supporting evidence provided by the public will be shared with local governments and nonprofits to help them submit formal challenges.

This is your last chance to identify homes and businesses that will be eligible for these federal broadband grants!

How to Submit a Public Comment

1. Visit <https://register.broadband.ny.gov/map-correction> and enter an address in the search bar on the map. The map will indicate the location's broadband service status (served, underserved, or unserved).
2. If you wish to submit a comment to challenge the service status of a location, select the location on the map and click the "Next" button on the bottom of the page.
3. Follow the instructions carefully and provide the requested details about your comment. Click the "Next" button at the end of each section.
4. Upload supporting evidence related to your comment. Appropriate supporting evidence will greatly improve the chances of your comment being submitted as an official challenge. For more information about supporting evidence, see the supporting evidence guide below.
5. In the final section, check the box agreeing to share your comment and contact information with local governments and nonprofits. Click the "submit comment" button.

For more information about ConnectAll and the challenge process visit:
<https://broadband.ny.gov/new-york-state-broadband-challenge-process>

More information at www.pattern-for-progress.org/portfolio/connectall

SUPPORTING EVIDENCE GUIDE FOR PUBLIC COMMENT	
Type of Comment	Acceptable Supporting Evidence
Availability The broadband services reported as available at your location on the map are not actually available.	<ul style="list-style-type: none"> • Screenshot of the provider's webpage. • Correspondence with the provider (Letter, email, text message, voicemail transcript). • Documentation of a phone call or in-person interaction with the provider. • Lack of suitable infrastructure (e.g., no fiber on pole).
Speed The actual speeds reported at your location on the map fall below the BEAD Program's eligibility thresholds. Less than 25Mbps is considered unserved. Between 25-100Mbps is considered underserved.	<ul style="list-style-type: none"> • A minimum of three speed tests conducted on three different days. • Each speed test must include the time and date of the speed test, IP address, name and address of the customer, certification of the speed tier the customer subscribes to, and agreement to share the above information with local governments and nonprofits participating in the challenge process. • Speed tests must be performed on a laptop or desktop computer within immediate proximity of the residential gateway, using the speed test tool embedded in ConnectALL's Challenge Portal or an NTIA-approved speed test application (i.e., Ookla, M-Lab, Cloudflare, or Netflix).
Latency The actual round-trip latency of services available at your location exceeds 100 milliseconds.	<ul style="list-style-type: none"> • A minimum of three speed tests conducted on three different days. • Each speed test must include the time and date of the speed test, IP address, name and address of the customer, certification of the speed tier the customer subscribes to, and agreement to share the above information with local governments and nonprofits participating in the challenge process. • Speed tests must be performed on a laptop or desktop computer within immediate proximity of the residential gateway, using the speed test tool embedded in ConnectALL's Challenge Portal or an NTIA-approved speed test application (i.e., Ookla, M-Lab, Cloudflare, or Netflix).
Data Cap The services available at your location have a data limit below 600 GB/month.	<ul style="list-style-type: none"> • Screenshot of the provider's webpage. • Correspondence with the provider (Letter, email, text message, or voicemail transcript). • Documentation of a phone call or in-person interaction with the provider • Terms of Service / Service Description. • End-user contract or offer.
Technology	<ul style="list-style-type: none"> • Screenshot of the provider's webpage.

<p>The type of technology (ex: Fiber Optic, Cable, Etc.) reported as available at your location on the map is incorrect.</p>	<ul style="list-style-type: none"> • Correspondence with the provider (Letter, email, text message, or voicemail transcript). • Lack of suitable infrastructure (e.g., no fiber on pole).
<p>Business Service Only The services reported on the map are available to Businesses only, not Residents.</p>	<ul style="list-style-type: none"> • Screenshot of the provider's webpage. • Correspondence with the provider (Letter, email, text message, or voicemail transcript). • Documentation of a phone call or in-person interaction with the provider • Terms of Service / Service Description. • End-user contract or offer.