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PSC Releases 4th Broadband Report and Interactive Map

DPS Analyzed Availability, Reliability, Cost of High-Speed Broadband Service in New York

241,858 Addresses Gained Access to More than One Internet Service Provider

ALBANY —The New York State Public Service Commission (Commission) today authorized the release of the Commission’s fourth report and interactive broadband map to further identify where high-speed broadband is available in New York State.

“The report and interactive Broadband map support the essential work for identifying underserved communities and ensuring equitable access to high-speed internet,” **said Commission Chair Rory M. Christian**. “It ensures policymakers, providers, and residents can make informed decisions that bridge the digital divide and support economic and educational growth. Broadband is no longer a luxury, but instead a necessity for daily life activities from education to health care.”

On April 16, 2021, the Comprehensive Broadband Connectivity Act of 2021 was enacted, which directed the Commission to study, on an annual basis, the availability, reliability, and cost of high-speed broadband service in the state, with the goal of ensuring that all New Yorkers have access to affordable and reliable internet moving forward.

Over the previous year, the Commission has implemented several targeted initiatives to improve the availability and affordability of high-speed broadband service in the state. These actions include statewide cable and telecommunication reviews, oversight of mergers and acquisitions, enforcing service quality standards, and promoting and implementing measures to improve broadband affordability. Since last year’s report, the Commission has required additional broadband expansion and worked towards achieving universal access.

The updated map continues to build on the efforts to refine data, add new information, and incorporate lessons learned, all of which helps to improve the map’s overall accuracy. The Commission found 97.4 percent of New York State address locations are served by high-speed broadband service providers.

Compared to last year, the number of served address locations in the state increased by 29,763 and the number of underserved address locations across the state has decreased by 1,871. Importantly, competition amongst broadband providers continues to increase across the state. Since last year, an additional 241,858 addresses across New York gained access to more than one high-speed internet service provider. Currently, more than 3.6 million addresses in New York have access to more than one provider, or 68 percent of total address points.

To assist in the collection of accurate data, the Commission collaborated with 78 internet service providers, solicited stakeholder input from a consumer survey and the map's built-in feedback loop and conducted field inspections of more than 10,000 addresses. In accordance with the act, staff refined and analyzed the availability, reliability, and cost of high-speed broadband service throughout the state. The culmination of this year-long effort is the fourth report and interactive map in accordance with the requirements of the act.

Since last year's report, the state has made significant progress in advancing broadband affordability and access due to the implementation of the Affordable Broadband Act, or ABA. The law requires, among other things, that ISPs with greater than twenty thousand household subscribers offer 25 Mbps service for \$15 per month to eligible low-income households. Alternatively, any ISP offering service at 200 Mbps for \$20 per month is considered to be in compliance with the ABA. As a result of this legislation, more eligible households now have access to discounted service plans. New to this year's Report is the addition of the affordable broadband service plans as well as integrating the plans into the 2025 interactive map to assist consumers in accessing this new information while browsing for service in their area.

New York State remains committed to expanding access to broadband to communities all across New York state, especially our more rural, underserved communities. The ConnectALL Deployment Program helps secure affordable, reliable, high-speed internet service to the final remaining unserved and underserved locations across state, and the ABA, which makes the state the first to require internet service providers to offer qualifying low-income households broadband service as low as \$15 per month.

The Commission held two virtual public statement hearings on Wednesday, March 26, 2025, to receive public comments concerning the availability, reliability, and affordability of residential and commercial broadband internet access services in the State of New York.

In addition to the two virtual public hearings held in March covering every segment of the state, the Commission also maintains an interactive process for interested persons and stakeholders to provide information related to broadband infrastructure in New York. Comments were received from the public and interested stakeholders, including state and local representatives, large and small internet service providers, businesses and economic development organizations, community and public interest groups, internet service providers; labor organizations; public safety organizations; and healthcare, educational, agricultural, and other businesses and organizations and individuals.

Today's report may be obtained by going to the Commission Documents section of the Commission's Web site at www.dps.ny.gov and entering Case Number 22-M-0313 in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.