NEW YORK STATE | Public Service Commission

KATHY HOCHUL
Governor

RORY M. CHRISTIAN
Chair

June 16, 2026

Via Electronic Mail

The Hon. Andrea Stewart-Cousins
President Pro Tempore and Majority Leader
Legislative Office Building, Rm. 907
Albany, NY 12247
scousins@nysenate.gov

Re: Case 22-M-0313 – In the Matter of the Commission's Broadband Study and Mapping Pursuant to the Broadband Connectivity Act.

Dear President Pro Tempore and Majority Leader Stewart-Cousins,

Pursuant to the Comprehensive Broadband Connectivity Act of 2021, and the Public Service Commission's recent order in the above-referenced proceeding,[1] I am pleased to transmit to you the 2026 Report on the Availability, Reliability, and Cost of High-Speed Broadband Services in New York State (2026 Report), along with a copy of the June 2026 Order. The 2026 Report and the June 2026 Order are attached hereto.

By the direction of the Commission,



/njm
Michelle L. Phillips
Secretary

Attachments

[1] Case 22-M-0313, Order Authorizing the Release of the 2026 Report on the Availability and Cost of High-Speed Broadband Services in New York State (issued June 11, 2026) (June 2026 Order).

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STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service Commission held in the City of Albany on June 11, 2026

COMMISSIONERS PRESENT:

Rory M. Christian, Chair
James S. Alesi
David J. Valesky
John B. Maggiore
Uchenna S. Bright
Denise M. Sheehan
Radina R. Valova

CASE 22-M-0313 - In the Matter of the Commission's Broadband Study and Mapping Pursuant to the Broadband Connectivity Act.

ORDER AUTHORIZING THE RELEASE OF THE 2026 REPORT ON THE AVAILABILITY AND COST OF HIGH-SPEED BROADBAND SERVICES IN NEW YORK STATE

(Issued and Effective June 11, 2026)

BY THE COMMISSION:

INTRODUCTION AND BACKGROUND

On April 16, 2021, the Governor and the Legislature enacted the Comprehensive Broadband Connectivity Act of 2021 (the Act), which amended the Public Service Law (PSL) by adding PSL §224-c (effective May 16, 2021). The Act directs the Commission to study, on an annual basis, the availability, reliability, and cost of high-speed internet and broadband services in New York State.[1] The Act also requires the Commission to submit a report of its findings and recommendations to the Governor, the Temporary President of the

[1] PSL §224-c(2).

Senate, and the Speaker of the Assembly in accordance with PSL §224-c(3).

The first report and interactive map was submitted to the Governor and Legislature on June 16, 2022,[2] with the second, third, and fourth iterations submitted on June 29, 2023,[3] June 20, 2024,[4] and June 12, 2025,[5] respectively. Since that time, the Department of Public Service (Department) continues to engage with county and local government officials, the ConnectALL Office, the Department of Transportation, internet service providers, utility pole owners, and consumers to collect annual updates to data and assorted information. As a result of these efforts, the fifth annual study and review of high-speed internet and broadband services in New York State is available for submission to the Governor, the Temporary President of the Senate, and the Speaker of the Assembly.

DISCUSSION AND CONCLUSION

The fifth report and interactive map build upon the information provided in the preceding reports and interactive maps by improving techniques to identify serviceable areas in the State and refining data more precisely. By this Order, the

[2] Case 22-M-0313, In the Matter of the Commission's Broadband Study and Mapping Pursuant to the Broadband Connectivity Act, 2022 Report and Map on the Availability, Reliability and Cost of High-Speed Broadband Services in New York (submitted on June 16, 2022).

[3] Id., Order Authorizing the Release of the 2023 Report on the Availability and Cost of High-Speed Broadband Services in New York State (issued June 22, 2023).

[4] Id., Order Authorizing the Release of the 2024 Report on the Availability and Cost of High-Speed Broadband Services in New York State (issued June 20, 2024).

[5] Id., Order Authorizing the Release of the 2025 Report on the Availability and Cost of High-Speed Broadband Services in New York State (issued June 12, 2025).

Commission authorizes the Department to submit the 2026 Report on the Availability, Reliability and Cost of High-Speed Broadband Services in New York State, attached hereto as Appendix A, to the Governor, the Temporary President of the Senate, and the Speaker of the Assembly in accordance with PSL §224-c(3).

The Commission orders:

1. The 2026 Report on the Availability, Reliability and Cost of High-Speed Broadband Services in New York State is released and hereby submitted to the Governor, the Temporary President of the Senate, and the Speaker of the Assembly in accordance with Public Service Law §224-c(3).

2. The Commission directs the Secretary to the Commission to transmit a copy of this Order and the 2026 Report on the Availability, Reliability and Cost of High-Speed Broadband Services in New York State to the Governor, the Temporary President of the Senate, and the Speaker of the Assembly.

3. This proceeding is continued.

By the Commission,

(SIGNED) MICHELLE L. PHILLIPS
Secretary

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Filed Session of June 11, 2026

New York State Public Service Commission
Broadband Report

2026 Report on the Availability, Reliability, and Cost of High-Speed Broadband Services in New York State

June 2026



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Introduction

On April 16, 2021,[6] the Governor and the Legislature enacted the Comprehensive Broadband Connectivity Act of 2021 (herein referred to as the "Act"),[7] which directed the New York State Public Service Commission (Commission) to study, on an annual basis, the availability, reliability, and cost of high-speed broadband service in the State.

Each year, the Department of Public Service (Department) collaborates with a wide range of partners across the State including county and local government officials, the ConnectALL Office (ConnectALL), the New York State Department of Transportation (NYSDOT), internet service providers (ISPs), utility pole owners, and consumers. Through this ongoing collaboration, the Department is proud to submit this year's Report and Interactive Map. The Department remains committed to working with relevant stakeholders in the coming year to further refine the broadband mapping process, with the goal of achieving universal broadband deployment and ensuring affordable service for New Yorkers who need it most.

The first Report and Interactive Map were submitted to the Governor and Legislature on June 16, 2022.[8] This submission marks the fifth iteration of the Report and Interactive Map (Map), in accordance with the Act's requirements.

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6 The Act's effective date was May 16, 2021.

7 The Act amended the Public Service Law (PSL) by adding a new §224-c.

8 Case 22-M-0313, In the Matter of the Commission's Broadband Study and Mapping Pursuant to the Broadband Connectivity Act, 2022 Report and Map on the Availability, Reliability and Cost of High-Speed Broadband Services in New York (filed on June 16, 2022).

Summary of 2026 Statewide Findings

Based on the data discussed below, the total percentage of locations[9] in New York that are "served,"[10] "underserved,"[11] or "unserved"[12] are as follows:

- **Served: 97.2%**
- **Underserved: 0.3%**
- **Unserved: 2.5%**

The Comprehensive Broadband Connectivity Act of 2021

The Act directs the Commission, to the extent practicable, to:

- Identify areas at a census block[13] level that are served by a sole broadband provider and assess any regulatory and statutory barriers related to the delivery of comprehensive statewide access to high-speed internet;
- Review available technology to identify solutions that best support high-speed internet service in underserved and unserved areas as defined therein;
- Identify instances where local governments have notified the Commission of alleged non-compliance with franchise agreements, and instances of Commission or Department enforcement actions that have had a direct impact on internet access;
- Identify locations where insufficient access to high-speed broadband services or persistent digital divide, is causing negative social or economic impacts on the community; and

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9 A "location" is defined as "a geographic area smaller than a census tract." See, PSL §224-c(1)(f).

10 A location is "served" if it is a "location with at least two [ISPs] and at least one such [ISP] offers high-speed internet service." Id., §224-c(1)(a).

11 A location is "underserved" if it is a "location which has fewer than two internet service providers or has internet speeds of at least 25 [Mbps] download but less than 100 Mbps download available." Id., §224-c(1)(b).

12 A location is "unserved" if it is a "location which has no fixed wireless service or wired service with speeds of less than 25 Mbps download available." Id., §224-c(1)(c).

13 A census block is the smallest geographic census unit. Blocks can be bounded by visible features, such as streets, or by invisible boundaries, such as city limits. A block group is a subdivision of a census tract and contains a cluster of blocks. Block groups usually have between 250 and 550 housing units.

- Produce and publish a detailed internet access map of the State, indicating access to internet service by location.

In accordance with the Act, the Map should include download and upload speeds advertised and experienced, the consistency and reliability of download and upload speeds including latency, the types of internet service and technologies, including but not limited to dial-up, broadband, fixed wireless, fiber, coax or satellite, and the number of ISPs and the price of their available internet service. In addition, the Act requires the Commission to provide, to the extent practicable:

- The overall number of residences with access to high-speed internet, identifying which areas are served, underserved, and unserved as defined therein;[14]
- A regional survey of internet service prices in comparison to county-level median income;
- Any relevant consumer statistics; and
- The detailed map discussed above.

Finally, the Act requires the Commission to hold at least two public hearings - one in an upstate location and one in a downstate location - to solicit input from the public and other interested stakeholders.

The Broadband Report

The information contained in this fifth Report and interactive Map (referred to herein as the "Map," or collectively, the "Report") has primarily been collected from ISPs operating in New York who were asked to provide reasonable representations of their respective service areas.[15] The Map is intended to depict the current status of the State's broadband infrastructure and, therefore, does not include projects currently under construction or future planned infrastructure buildouts. Consumers are encouraged to contact ISPs directly to verify service information.

[14] The location fabric database used by the Department is not capable of distinguishing single-family residences versus multi-dwelling units (MDUs).

[15] Determining each ISP's service area without a field inspection verification of every address could yield discrete inaccuracies, and while the Department conducts field inspections based upon stakeholder input, it is not feasible to verify 100% of the addresses in the field. In some cases, although an ISP may populate on the Map as available to provide service, issues such as building access and line of sight may prevent an ISP from being able to provide service to a particular address location.

This fifth Report consists of four parts.

Part One provides an overview of prior findings and various initiatives since the last Report, aimed at improving the availability and affordability of high-speed broadband in the State.

Part Two provides a summary of the research and data analysis conducted to outline the scope of high-speed broadband infrastructure, and the detailed mapping of high-speed broadband in New York.

Part Three provides this year's relevant statistics, such as served, unserved, and underserved address locations; available broadband speeds and pricing; a comparison of internet service pricing and median incomes; an assessment of the negative social and economic impacts on communities caused by insufficient availability of high-speed broadband service, which includes an updated table detailing affordable broadband service plans throughout the State in accordance with New York's Affordable Broadband Act; potential barriers to entry; and whether there were any cable franchise violations during the reporting period that impacted broadband expansion.

Part Four discusses potential future considerations.

Part One – Previous Findings and State Initiatives

2022 Statewide Findings

- **Served: 97.4%.**
- **Underserved: 0.1%.**
- **Unserved: 2.5%.**

2023 Statewide Findings

- **Served: 97.5%.**
- **Underserved: 0.1%.**
- **Unserved: 2.7%.**

2024 Statewide Findings

- **Served: 97.4%.**
- **Underserved: 0.1%.**
- **Unserved: 2.4%.**

2025 Statewide Findings

- **Served: 97.4%.**
- **Underserved: 0.1%.**
- **Unserved: 2.5%.**

Statewide Initiatives

The Public Service Commission

Over the previous year, the Commission continues to implement 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 continuing to promote and implement measures to improve broadband affordability. Since last year's Report, the Commission has required additional broadband expansion and universal access as follows.

On December 18, 2025, the Commission approved Verizon Communications Inc.'s (Verizon) acquisition of Frontier Communications' (Frontier) New York operations, subject to extensive public interest conditions designed to advance broadband availability, affordability, reliability, and digital equity across the State.[16] As part of the Commission's approval, Verizon committed to invest at least $130 million over five years to expand fiber-to-the-premises (FTTP) broadband infrastructure, including at least $40 million to extend high-speed broadband service to unserved and underserved locations and at least $90 million to deploy FTTP infrastructure to additional addresses in Verizon and Frontier service territories. The Commission also secured significant broadband affordability commitments, including a requirement that Verizon continue offering its Verizon Forward low-income broadband program for at least five years throughout the Frontier and Verizon service territories. Under the program, eligible households can access discounted broadband service, including fiber internet plans for $20 per month, and Verizon must spend at least $300,000 annually on consumer outreach and awareness efforts related to this offering. In addition, Verizon committed to participate in any successor to the federal Affordable Connectivity Program, should a substantially similar program be reinstated by Congress. The Commission's conditional approval also includes a $20 million commitment to support digital inclusion initiatives in New York, investments in small business and workforce development programs, and enhanced service quality, network reliability obligations, and nondiscrimination commitments. Together, these commitments are intended to ensure the transaction delivers measurable public interest benefits to New Yorkers, while supporting the

[16] Case 24-C-0618, Joint Petition of Verizon Communications Inc. and Frontier Communications Parent, Inc., et al., Order Granting Joint Petition Subject to Conditions (issued December 18, 2025).

State's ongoing efforts to close the digital divide and expand access to reliable, affordable high-speed internet service.

On March 19, 2026, the Commission also approved the Charter Communications (Charter) and Cox Enterprises (Cox) merger subject to extensive public interest review. As part of the Commission's conditional approval, Charter committed to invest at least $100 million over three years to upgrade its network Statewide to support symmetric broadband speeds of up to 1 Gigabit-per-second and to expand and modernize no less than 500 outdoor public Wi-Fi access points that will provide free public access to non-customers. The Commission also secured meaningful broadband affordability protections, including a requirement that Charter continue offering its Spectrum Internet Assist low-cost broadband program for at least five years to all eligible households throughout its New York service territory without reducing eligibility standards or diminishing current speeds of 50/10 Megabytes-per-second (Mbps). In addition, Charter committed to investing $3 million in capital expenditures and in-kind services to bring free high-speed broadband service to currently unserved homeless shelters and other vulnerable populations, with the goal of reaching at least 1,600 shelter units Statewide. The Commission's conditions further include customer service and consumer protection measures, workforce development investments, enhanced service quality, and nondiscrimination commitments intended to ensure the transaction delivers measurable public benefits for New Yorkers while advancing the State's broadband access and digital equity goals.[17]

More recently, the Commission approved the transfer of indirect ownership and control of Archtop Fiber LLC (Archtop) and its New York operating affiliates, Alteva of Warwick LLC; Germantown Telephone Company, Inc. d/b/a GTel Teleconnections; Hancock Telephone Company; Valstar, Inc. dba GTel Teleconnections; Hilltop Communications, Inc.; Hancock Long Distance, Inc.; and Han Cel, Inc. on April 16, 2026.[18] Therein, the Commission conditioned its approval on, among other things, a capital investment of $125 million to expand fiber network to 94,800 additional unserved, underserved, or overbuild addresses; upgrade switches, firewalls, and other electronics at local market offices and hubsites; upgrade data centers; and deploy new interconnection facilities within its New York service territories by 2030.

The Department anticipates there will be other cases coming before the Commission involving telephone and cable mergers, acquisitions, and restructurings, wherein additional opportunities for high-speed broadband expansion and affordability programs exist. The Department intends to pursue such opportunities and make additional recommendations for the Commission's consideration at the appropriate time.

The Commission also continues to grant petitions for Orders or Entry (OOEs) to cable service providers seeking access to MDUs. Pursuant to PSL §228(1), "[n]o landlord shall (a) interfere with the installation of cable television facilities upon his property or premises, except

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[17] Case 25-M-0466, Joint Petition of Charter Communications, Inc. and Cox Enterprises, Inc., Order Granting Joint Petition Subject to Conditions (issued March 20, 2026).

[18] Case 25-M-0326, Joint Petition of Alteva of Warwick LLC, et al., Order Approving Joint Petition Subject to Conditions (issued April 20, 2026).

that a landlord may require: (1) that the installation of cable television facilities conform to such reasonable conditions as are necessary to protect the safety, functioning and appearance of the premises, and the convenience and well-being of other tenants; (2) that the cable television company or the tenant or a combination thereof bear the entire cost of the installation, operation or removal of such facilities; and (3) that the cable television company agree to indemnify the landlord for any damage caused by the installation, operation or removal of such facilities." If a cable company is unsuccessful in gaining access to an MDU, under the Commission's rules, it may file a petition for an OOE and the Commission "may grant or deny the petition, schedule an administrative hearing on any factual issues presented thereby, or direct such other procedures as may be consistent with the installation of cable television service or facilities in accordance with Section 228 of the Public Service Law."[19]

In the last year, the Commission has either granted OOEs or otherwise resolved access issues, in compliance with statutory and regulatory requirements, that authorized the installation of cable facilities capable of delivering high-speed broadband to MDUs in New York City serving 143 residential rental units.[20] Moreover, it has granted limited OOEs, that authorized cable providers to conduct engineering surveys for the installation of cable facilities, in several more MDUs in New York City. These efforts serve to enhance competition in the most densely populated areas of the State which is expected to result in lower prices for consumers.

Turning to legislative enactments, on April 16, 2021, the Affordable Broadband Act (ABA) was signed into law.[21] Almost immediately following the passage of the ABA, litigation ensued which temporarily enjoined the ABA for several years. But, following a favorable decision by the United States Court of the Appeals for the Second Circuit, and subsequent denial of any further review by the United States Supreme Court, the ABA became effective on January 15, 2025. The Department is charged with implementation of the law, while the New York Attorney General's Office is charged with ensuring compliance. The ABA 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.[22] If an ISP has fewer than twenty thousand customers, that provider may petition the Commission for an exemption, but it must provide a basis for the Commission to conclude that compliance would be financially unsustainable.[23]

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19 16 NYCRR §898.4.

20 Since 2013, the Commission has approved thousands of OOEs and limited OOEs for cable providers seeking access to MDUs in New York City.

21 General Business Law (GBL) §399-zzzzz(3) and (4), enacted as part of L.2021, c.56, pt. NN, §1.

22 Id., §399-zzzzz(3).

23 Id., §399-zzzzz(5).

On November 14, 2025, the Commission issued an Order implementing provisions of the ABA related to exemptions for small ISPs.[24] The Commission approved conditional exemptions for 67 broadband providers serving 20,000 or fewer subscribing households after determining that compliance with the ABA's low-cost broadband requirements would result in unreasonable or unsustainable financial hardship for those providers. Therein, the Commission established a standardized financial review framework that evaluated provider revenues, subscriber counts, net income, and common equity to assess financial hardship claims, while reaffirming that all non-exempt providers operating in New York must comply with the ABA's affordable broadband service requirements. The Commission also created a presumption of financial hardship for very small providers serving fewer than 200 subscribers, recognizing that even limited revenue impacts could create disproportionate financial strain on those entities. Nevertheless, the Commission required exempted providers to reapply for continued exemptions on a biennial basis beginning November 1, 2027, by submitting updated subscriber and financial information demonstrating that they continue to serve no more than 20,000 subscribing households and still meet the statutory financial hardship standard.

While the larger ABA exemption review process will continue on a biennial basis, the Commission recognized that new broadband providers may enter the New York market or that an existing provider's financial circumstances may materially change over time. Accordingly, the Commission allows eligible providers serving 20,000 or fewer subscribing households to request an exemption and financial hardship review outside of the biennial filing cycle. Consistent with this framework, on May 14, 2026, the Commission granted an ABA exemption to North Shore Networks, LLC, a new market entrant with no customers in New York, after determining that the company satisfied the statutory eligibility and financial hardship requirements established under the ABA exemption process.[25]

Under the ABA, ISPs serving more than 20,000 subscribing households in New York State are required to comply with the law's affordable broadband service obligations and annually report compliance-related information to the Department.[26] In October 2025, the Department issued a reminder to applicable providers regarding the ABA's annual compliance filing requirement, with reports due by November 15 of each year. The required filings should include detailed information regarding the affordable broadband services offered by each provider, the number of enrolled consumers, eligibility verification procedures, and advertising and outreach efforts undertaken to promote the service. Providers must also submit information regarding all broadband products and retail pricing offered in New York State, as well as data related to customer arrears, service terminations for nonpayment, broadband restoration activity, and the percentage of customers in arrears who qualify for low-income broadband service. These annual reporting requirements are intended to ensure compliance with the ABA as well as to provide the Department pertinent additional information about the program. Section 3 of this Report contains a table detailing the ABA-compliant service offerings by these ISPs.

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[24] Cases 24-M-0255 and 21-M-0290, In the Matter of the Affordable Broadband Act, Order Approving Requests for Further Exemptions Subject to Conditions (issued November 14, 2025).

[25] Id., Order Approving Request for Exemption Subject to Conditions (issued May 18, 2026).

[26] GBL§399-zzzzz(8).

The ABA also requires the Department, within two years of the effective date and at least every five years thereafter, to undertake a proceeding to determine if the minimum broadband download speed should be increased to the Federal Communications Commission's (FCC) benchmark for broadband download speed or to another minimum broadband download speed if the FCC has not increased its benchmark by such date.[27] Accordingly, on April 24, 2025, the Commission initiated a proceeding to determine if the appropriate minimum download speed should be increased to the FCC's benchmark, or to an alternative minimum broadband download speed and to determine if the ABA should apply to Digital Subscriber Line (DSL) technology.[28] Comments were sought from the public and interested stakeholders. After reviewing public comments from ISPs, industry associations, and consumer advocates, the Commission determined that the ABA's existing minimum broadband download speed requirement of 25 Mbps would remain in effect, rather than increasing to the FCC's updated 100 Mbps broadband benchmark. The Commission concluded that additional time was needed to more thoroughly evaluate the ABA's implementation. While the ABA requires review of broadband speed standards at least every five years, the Commission determined therein that the rapidly evolving broadband marketplace warranted an accelerated review schedule and directed that the Department revisit the ABA's minimum broadband speed requirements within three years to reassess broadband technologies, market conditions, consumer usage patterns, and provider compliance. The Commission also determined that DSL-based broadband service should be exempt from the ABA's minimum speed requirements where providing 25 Mbps service is not reasonably practicable due to the technological limitations of copper-based DSL infrastructure. However, the Commission clarified that providers offering fiber or other high-speed broadband technologies remain obligated to comply with the ABA in those service areas.[29]

Finally, on February 13, 2026, the Governor signed into law a new PSL §119-e.[30] This new law requires utility pole owners and attachers to file annual reports on pole attachments that must include the number of pole attachment requests received, the processing time and whether any make-ready work is required, and for completed requests the number of poles sought, new attachments, details on the contractor or subcontractor, and the number of poles replaced, differentiated by payment source (e.g., the number of poles funded by the pole owner, those funded by the third-party attacher, or a combination of the two). In addition, this new law allows the Department to develop a means for interested persons to report on (i) telecommunications equipment moved in alleged violation of applicable laws and regulations including but not limited to regulations established by the commission related to pole attachments and the use of

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[27] GBL §399-zzzzz(9).

[28] Case 25-M-0200, In the Matter of Broadband Download Speeds Under the Affordable Broadband Act, Order Initiative a Proceeding to Determine the Appropriate Minimum Download Speed Pursuant to the Affordable Broadband Act, Order Initiating a Proceeding to Determine the Appropriate Minimum Download Speed Pursuant to the Affordable Broadband Act (issued May 15, 2025).

[29] Id., Order Maintaining the Affordable Broadband Act's Minimum Download Speed and Granting an Exception for Digital Subscriber Line Technology (issued March 20, 2026).

[30] See, A9435 and S8820.

one touch make ready, (ii) an attachment that does not meet industry standards including but not limited to the National Electrical Safety Code and Telcordia Standards, (iii) an unsafe attachment, telecommunications or electrical equipment, or a pole that presents a safety hazard, and (iv) anything else the department deems necessary to protect workers and the public and ensure safe pole attachment work. To promote this effort, the Department is considering a complaint form and accompanying webpage to facilitate the submission and review of these complaints.

ConnectALL

ConnectALL is delivering on its mandate to end the digital divide, support a more robust and competitive internet marketplace, and ensure universal access to high-speed, reliable, and affordable broadband. ConnectALL, has reached more than 650,000 New Yorkers with information about their consumer rights to a $15 internet service option under the ABA, discussed above, with over 72,000 residents taking action to learn more.

ConnectALL projects funded through the Municipal Infrastructure Program[31] and Affordable Housing Connectivity Program (AHCP)[32] have built over 530 miles of fiber optic infrastructure and established 8 wireless hubs. AHCP projects have completed in-building construction for 1,489 units of affordable and public housing across four counties.

ConnectALL has also begun implementation of $287 million in provisional awards under the federal Broadband Equity, Access, and Deployment Program (BEAD)[33] that have been approved by the Department of Commerce and matched with $248 million in private funding from grantees and an additional $7 million from the State. The provisional awards are expected to reach more than 58,000 homes and businesses, including all the unserved locations in the State that were eligible for federal funding.

Additional information on ConnectALL programs can be found on the ConnectALL website[34] and details of grant awards are available in the reports ConnectALL submits to the Legislature twice per year.

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[31] GBL §99-y.

[32] Empire State Development's ConnectALL Office, in consultation with NYS Homes and Community Renewal, has launched the AHCP, a first-ever infrastructure initiative to upgrade in-unit broadband infrastructure for low-income, affordable housing residents that currently have unreliable, unaffordable, or nonexistent internet service options in their homes, at no cost to property owners.

[33] Infrastructure Investment and Jobs Act of 2021, P.L. 117-58.

[34] ConnectALL; https://broadband.ny.gov

New York State Department of Transportation

The NYSDOT continues to make improvements to the review and issuance of broadband/fiber permits requesting use of State rights-of-way. In May 2022, the Utility and Energy Management Bureau (Bureau) was established with a dedicated staff to assist regions and focus on the permit processes and improvements. The Bureau currently consists of two Engineering staff to oversee the Highway Work Permit portion of the required PERM75 permits, and two Real Estate staff with right-of-way expertise to assist with the Use and Occupancy portion of the permits. This group is now integrated with the Highway Safety Bureau in NYSDOT's Office of Traffic Safety and Mobility where other Highway Work Permits are administered.

The February 2023 pilot program allowing for the use of an approximate highway boundary prepared by engineers and designers, relieving the requirement for a Licensed Land Surveyor stamp on applications for overhead installations on existing poles, has become part of the agency's permanent practice. For new poles and underground conduits, the requirement for the higher standard of a true highway boundary established by a surveyor is still required (in most instances) to ensure needed accuracy. The NYSDOT has extended the survey waiver to underground projects using existing conduit and where no excavation or ground disturbance is necessary (i.e., from a manhole). A new pilot project is underway assessing the efficiency of the overall workflow of these applications, with initially promising results.

The NYSDOT continues to use the Permitrack Highway Work Permit system, implemented in February 2023 for use with Fiber/Broadband PERM75 applications, with success and improvements to permit issuance. PermiTrack establishes a business account with user profiles prepopulating applications with static information (e.g., name, address, insurance documentation, etc.) and allows applicants to pay the highway work permit fees online. The forms and review processes have been streamlined, and applicants now have visibility within the system about where their applications are in the review process.

In March 2023, the NYSDOT conducted a Best Practices webinar training for all Fiber/Broadband PERM75 applicants providing an overview of application requirements, the importance of the requirements, common issues in applications that lead to delay, the transition to the PermiTrack system for processing applications, and discussion about the Stamped Land Survey pilot. The Webex was recorded and is posted on the Fiber Optics website. Since that time, the NYSDOT has provided additional outreach to industry, and in conjunction with ConnectALL, has included an additional intermediary reviewer to facilitate communication between the NYSDOT and Empire State Development.

These steps have continued to improve process times on applications. Since moving to PermiTrack in February 2023 (and fully implemented for Fiber as of May 1, 2023) the NYSDOT has received 4,003 applications with 2,780 total permit issuances. 1,046 were issued in calendar year 2025 alone.

Part Two - Overview of the 2026 Broadband Report

Among other things, the Act requires the Commission to develop a current roster of ISPs that are capable of meeting New York's standard for high-speed broadband service defined as "a minimum throughput or speed of 100 [Megabits per second] Mbps downstream and 10 Mbps upstream,"[35] and demonstrate through mapping, ISP serviceability areas, along with speeds and prices.[36] Like last year's Report, the Department gathered data from four primary sources, described in detail below. By applying appropriate analysis to this data, the Department compared, confirmed, and contrasted information from these various sources. The ability to overlay the data aided in corroborating information or, alternatively, leading the Department to further assess certain discrepancies.

Broadband Availability Data Resources

The Department utilized the following four data sets to complete its mapping and analyses:

- The New York State Street and Address Maintenance (SAM) Program as a location fabric;
- New York ISP-provided data;
- Department field inspections; and
- Stakeholder input.

1. The State and Address Maintenance Program

The New York State GIS Program Office's SAM Program maintains a regularly updated statewide street and address point database. Its database is publicly available, was built to support Next Generation 9-1-1 (NG9-1-1), and is compliant with National Emergency Number Association (NENA) address standards.[37] The Department utilized the SAM Program address point database to populate address locations on the interactive Map. The SAM Program address points applied to the Map reflect valid, primary addresses throughout New York State.

This year, a total of 5,380,320 address points were geocoded into the interactive 2026 Map. These points include "Primary Points"[38] which reflect rooftop-level, or individual structures/buildings, or may reflect driveway entrances. The Department also maintained address points called "Parcel Centroids."[39] Parcel Centroids are primarily address points placed

[35] PSL §224-c(1)(d).

[36] Id.

[37] The NENA address standard is used nationwide for accurate and up-to-date geocoded street centerlines and address points required in NG9-1-1 systems.

[38] https://gis.ny.gov/gisdata/supportfiles/Address-Points-Data-Dictionary.pdf.

[39] Id.

for vacant but validly addressed parcels. These points represent 224,923 address points on the Map. The Department found that due to the frequency of new construction, Parcel Centroids may be homes and, therefore, the decision was made to maintain the use of Parcel Centroids in the Report's analysis. The Department did not include most address points representing parks, cemeteries, boat launches, bridges, and fuel sources.[40] These address points are known as "Miscellaneous Points."[41]

2. Internet Service Provider Data

This year the Department received data from 80 ISPs in one of three formats:

- **Polygons,** representing reasonable depictions of serviceable areas, by broadband technologies and speeds;
- **Line data,** representing where network infrastructure is located, along with standard and non-standard[42] installation distances, which were then applied to the line data to create polygons representing reasonable depictions of serviceable areas by broadband technologies and speeds; and
- **Serviceable and/or customer addresses** with standard and non-standard installation distances, which were then applied to each address to create polygons representing reasonable depictions of serviceable areas by broadband technologies and speeds.

3. Department Field Inspections

The Department worked with stakeholders and ISPs to refine each ISPs' serviceability polygon. Since last year's Report, and using both desktop and field audits, the Department examined over 13,735 addresses to determine if the addresses were passed by high-speed broadband infrastructure, and thus properly depicted in the Map.

4. Stakeholder Input

The Department received input from individual consumers, municipalities, counties, and ISPs through the feedback loop built into the interactive Map, a consumer survey, and two public statement hearings held on March 25, 2026.

This year, the Department received a total of 62 responses across approximately 24 counties through the Map's feedback loop. Of those responses, 18 (29%) denoted an incorrect

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[40] To the extent counties did not categorize these types of location as Miscellaneous Points they were not eliminated due to how counties reported them to the GIS Program Office.

[41] https://gis.ny.gov/gisdata/supportfiles/Address-Points-Data-Dictionary.pdf.

[42] The Department interprets a standard installation to mean one where there is no or a nominal installation charges, and non-standard installation to mean one where the customer is required to pay an additional installation charges due to the distance from the network to the customer's premises (e.g., a long driveway).

ISP populating at an address. Other respondents commented on lack of competition, lack of affordability, and unreliable service and speed. In addition, over the span of four years, the Department received 3,578 survey responses from consumers across all 62 New York counties.

The Commission held two virtual public hearings. In total, 18 stakeholders attended the public hearings, and one provided comments. One written comment was also received in the Commission's Document and Matter Management system under Case 22-M-0313.

The Department also provided an opportunity for individuals to conduct a speed test as a part of the survey. Many factors can lead to speed degradation such as how far away a person is from their router, the age of one's device or computer, how many applications are running at the same time, and how many devices are connected or operating at the time of the speed test. Although the survey results do not reflect those of a statistically valid random sample, and thus the Department cannot make any inferences to the entire population of broadband customers, the results in the chart below do reflect the actual speeds perceived by the 50 residential and two business customers who responded to the survey.

Average Speed Test Results (Mbps)						Speed Test Comparison		Monthly Charges for Service					
Residential Customers	Respondents	Slowest	Average	Median	Fastest	Number of Respondents Receivin Less that Subcribed Plan	Percent Respondents Receiving Less that Subcribed Plan	G.T. $100 / month	$76 - 100 / month	$51 - 75 / month	$25 - 50 / month	L.T. $25 / month	Don't Know
Paying for 100 Mbps or more	25	19.59	260.02	258.85	537.98	4	16%	0	9	0	0	0	16
Paying for 51 - 99 Mbps	1	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	1
Paying for 25 - 49 Mbps	4	34.27	45.68	45.68	57.09	0	0%	0	1	0	0	0	3
Paying for 10 - 24 Mbps	4	424.12	424.12	424.12	424.12	0	0%	0	1	0	0	0	3
Paying for less than 10 Mbps	5	6.6	6.6	6.6	6.6	0	0%	0	1	0	0	0	4
Respondent did not indicate speed	11	28.57	113.97	126.1	187.25	0	0%	0	2	0	0	0	9
Business Customers													
Paying for 100 Mbps or more	0	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	0
Paying for 51 - 99 Mbps	0	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	0
Paying for 25 - 49 Mbps	0	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	0
Paying for 10 - 24 Mbps	0	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	0
Paying for less than 10 Mbps	0	N/A	N/A	N/A	N/A	0	0%	0	0	0	0	0	0
Respondent did not indicate speed	2	370.47	370.47	370.47	370.47	0	0%	0	0	0	0	0	2

Applying the Act and Mapping Broadband

As per previous years, the following definitions apply:

- A location to be an address point in the SAM Program database;
- A served location to be an address point with at least one wired or fixed-wireless high-speed ISP;
- An underserved location to be an address point with at least one wired or fixed-wireless ISP offering download speeds of at least 25 Mbps but less than 100 Mbps; and
- An unserved location to be one with no wired or fixed-wireless providers offering speeds of at least 25 Mbps download available.

The Department used ISP-provided data to create polygons depicting representations of each providers' serviceable areas by technology type(s) and speed(s). The Department reviewed these polygons against other data and then met with virtually all the ISPs operating in New York

to confirm that the polygons were reasonable representations of their respective serviceability areas.

The Department engaged VHB, a civil engineering consulting and design firm to assist in comparing each address point in the SAM Program database to the providers' polygons to generate a list of ISPs by technology type(s) and speed(s) available at each address location, use this list to determine if the address location should be categorized as served, underserved, or unserved, and create the interactive Map.

The Map can be found at https://mapmybroadband.dps.ny.gov.

Part Three - Study Findings

Served, Underserved, and Unserved

Based on the foregoing analyses, the Department determines that 97.2%, 0.3%, and 2.5% of locations in the State are served, underserved, and unserved, respectively. While the statewide percentages remained approximately the same as last year, the statistics on a county basis show some differences. The Department believes those differences are driven by several factors such as additional SAM address points, refinement of ISP data since last year, and new high-speed broadband deployment. The table below shows the percents served, underserved, and unserved in each of New York's 62 counties, as well as the change in the percents served from last year's Report. Notable highlights of this year's analysis compared to last year's include the following:

- The number of served addresses across the State has increased – The updated Map shows 16,722 additional served addresses as compared to last year.

- Refinements are continually improving the Map's accuracy – This year, the Department found that the Map's address points were refined by an increase of over 25,000 locations. Of these addresses, roughly 700 of them were identified as unserved. These updates to the New York State SAM database from counties play a valuable role in improving existing data on the Map and assisting the State in identifying new or previously unknown unserved addresses.

- The number of underserved addresses across the State has increased – The updated Map shows an increase of over 8,300 underserved addresses. This change is due to Map refinements and new broadband buildout.

- Competition across the State is increasing – Over 4,000,000 or roughly 75% of locations across New York now have access to more than one high-speed ISP. A 7% increase compared to last year.

- Broadband buildouts are underway – Through State, federal, and privately funded programs and projects, ISPs in New York are deploying necessary infrastructure to connect previously unserved New Yorkers and, in some cases, creating additional competition throughout the State.

	2025 Analysis	2026 Analysis	Change	% Change
Address Points	5,354,621	5,380,320	25,699	0.48%
Served Address Points	5,214,143	5,230,865	16,722	0.32%
• By only one high-speed provider	1,565,227	1,206,815	(358,412)	-22.90%
• By more than one high-speed provider	3,648,916	4,024,050	375,134	10.28%
Underserved Address Points	5,283	13,626	8,343	157.92%
Unserved Address Points	135,195	135,829	634	0.47%

With each update of the Map, the Department is able to make data-driven analyses that improve mapping overall. However, as with any mapping endeavor, there are numerous moving parts affecting the statistics above and conclusions that may be drawn from them. For example, ISPs continually refine their data to correct for over and under representations of their serviceability from year-to-year. And, among other things, the SAM database is updated daily based on input from counties, both adding and subtracting locations, as well as refining the latitudes/longitudes of addresses in their counties.

While the Statewide percentages remained approximately the same as last year, the statistics on a county basis show some differences. The Department believes those differences are driven by several factors such as additional SAM address points, refinement of ISP data since last year, and new broadband deployment. The table below shows the percents served, underserved, and unserved in each of New York's 62 counties, as well as the change in percents served from last year's Report.

NAME	2026 Map Served Address Points	%	2025 Map Served Address Points	%	% Change 2025 to 2026	2026 Underserved Address Points	%	2026 Unserved Address Points	%
Albany	116,404	97.93	116,092	97.83	0.10	191	0.16	2,275	1.91
Allegany	26,416	90.21	25,648	90.01	0.20	775	2.65	2,096	7.16
Bronx	105,425	99.91	105,412	99.86	0.05	8	0.01	90	0.09
Broome	84,365	95.13	84,697	95.64	(0.51)	97	0.11	4,221	4.76
Cattaraugus	39,176	95.77	38,968	95.57	0.20	520	1.27	1,209	2.96
Cayuga	39,034	95.04	39,001	95.16	(0.12)	195	0.47	1,843	4.49
Chautauqua	61,395	95.40	60,951	95.06	0.34	1,623	2.52	1,336	2.08
Chemung	38,102	97.57	37,941	97.75	(0.18)	38	0.10	915	2.35
Chenango	23,351	87.87	23,337	87.05	0.82	202	0.76	3,017	11.3

NAME	2026 Map Served Address Points	%	2025 Map Served Address Points	%	% Change 2025 to 2026	2026 Underserved Address Points	%	2026 Unserved Address Points	%
Clinton	35,599	95.33	35,317	95.12	0.21	180	0.48	1,563	4.19
Columbia	30,782	96.91	30,903	97.96	(1.05)	131	0.41	856	2.69
Cortland	18,643	97.71	18,409	96.59	1.12	28	0.15	410	2.15
Delaware	29,883	95.03	29,657	94.30	0.73	51	0.16	1,513	4.81
Dutchess	107,982	96.42	106,434	95.38	1.04	432	0.39	3,576	3.19
Erie	361,642	99.01	360,168	99.07	(0.06)	757	0.21	2,871	0.79
Essex	24,527	89.74	23,773	88.38	1.36	126	0.46	2,674	9.79
Franklin	21,885	84.99	21,529	84.42	0.57	252	0.98	3,628	14.0
Fulton	25,207	97.19	24,295	94.41	2.78	12	0.05	713	2.75
Genesee	23,225	96.20	22,756	94.56	1.64	192	0.80	740	3.07
Greene	29,827	98.34	29,095	96.36	1.98	18	0.06	486	1.60
Hamilton	7,270	86.82	6,506	79.89	6.93	0	0.00	1,105	13.2
Herkimer	32,047	89.76	31,279	88.28	1.48	192	0.54	3,465	9.70
Jefferson	50,888	94.93	50,898	95.00	(0.07)	152	0.28	2,563	4.78
Kings	308,441	99.97	308,390	99.96	0.01	4	0.00	54	0.02
Lewis	15,079	82.77	14,520	81.00	1.77	128	0.70	3,014	16.5
Livingston	25,719	95.85	23,883	89.19	6.66	129	0.48	982	3.66
Madison	30,197	94.94	29,753	95.12	(0.18)	224	0.71	1,384	4.38
Monroe	304,982	99.48	302,309	99.22	0.26	188	0.06	1,404	0.46
Montgomer	19,404	93.84	18,757	91.04	2.80	60	0.29	1,214	5.89
Nassau	419,944	99.86	419,705	99.86	0.00	53	0.01	484	0.12
New York	63,088	99.76	62,527	99.31	0.45	57	0.09	94	0.15
Niagara	93,808	98.58	93,978	98.90	(0.32)	81	0.09	1,267	1.33
Oneida	85,892	95.82	84,862	94.91	0.91	216	0.24	3,530	3.94
Onondaga	188,205	98.64	187,559	98.74	(0.10)	223	0.12	2,370	1.24
Ontario	49,382	97.32	48,670	96.21	1.11	107	0.21	1,260	2.48
Orange	133,305	98.25	131,500	97.83	0.42	191	0.14	2,183	1.61
Orleans	17,655	93.48	17,488	94.91	(1.43)	76	0.40	1,155	6.12
Oswego	52,425	96.37	52,316	96.56	(0.19)	302	0.56	1,671	3.07
Otsego	29,253	88.74	28,803	87.14	1.60	181	0.55	3,537	10.7
Putnam	36,570	88.73	35,485	86.90	1.83	405	0.98	4,241	10.2
Queens	360,245	99.99	360,271	99.95	0.04	3	0.00	106	0.03
Rensselaer	63,371	98.38	63,364	98.60	(0.22)	87	0.14	956	1.48
Richmond	129,684	99.94	129,695	99.95	(0.01)	20	0.02	63	0.05
Rockland	94,772	98.50	94,666	98.44	0.06	61	0.06	1,386	1.44
Saratoga	99,551	97.83	98,922	97.46	0.37	100	0.10	2,112	2.08
Schenectad	56,667	99.40	56,669	99.42	(0.02)	25	0.04	309	0.54
Schoharie	17,278	93.42	17,237	93.74	(0.32)	44	0.24	1,168	6.32
Schuyler	9,959	92.50	9,802	91.86	0.64	31	0.29	777	7.22
Seneca	14,477	96.66	14,388	97.18	(0.52)	56	0.37	443	2.96
St Lawrence	49,311	90.31	48,350	89.06	1.25	257	0.47	5,033	9.22
Steuben	48,465	90.49	47,486	89.45	1.04	365	0.68	4,730	8.83
Suffolk	519,222	94.71	535,629	98.66	(3.95)	2,101	0.38	26,928	4.91

NAME	2026 Map Served Address Points	%	2025 Map Served Address Points	%	% Change 2025 to 2026	2026 Underserved Address Points	%	2026 Unserved Address Points	%
Sullivan	51,423	94.53	50,733	94.72	(0.19)	251	0.46	2,725	5.01
Tioga	20,486	94.66	20,357	94.50	0.16	108	0.50	1,048	4.84
Tompkins	34,310	95.77	34,025	95.90	(0.13)	89	0.25	1,426	3.98
Ulster	85,711	96.63	85,427	96.87	(0.24)	144	0.16	2,854	3.22
Warren	37,276	96.23	36,197	94.07	2.16	55	0.14	1,406	3.63
Washington	27,032	92.11	26,649	91.16	0.95	105	0.36	2,210	7.53
Wayne	37,169	95.38	36,603	93.93	1.45	95	0.24	1,706	4.38
Westcheste	238,737	98.90	235,487	99.15	(0.25)	139	0.06	2,497	1.03
Wyoming	16,233	88.48	15,899	87.20	1.28	585	3.19	1,529	8.33
Yates	13,062	89.59	12,716	87.48	2.11	108	0.74	1,408	9.66
Total	5,230,865	97.2	5,214,143	97.38	0.2	13,626	0.3	135,829	2.5

Regional Survey of Internet Service Pricing vs. County Median Income

As part of the Act's requirements,[43] the Department collected pricing and service level data for the 62 New York counties, as shown in detail in the attached Appendix. Non-promotional pricing and service level results can be grouped by county median income, as shown in the table below, which separates them into three categories, those with median income levels from $48,676 to $67,723 (the lowest 25th percentile), those with incomes between $67,724 and $81,211 (the 25th to 75th percentile), and those counties with incomes between $81,212 to $146,202 (the highest 25 percent). In general, the 16 counties in the lowest 25th income percentile, on average, pay prices in between those of the middle and highest percentiles, have available speeds that are also between them, but higher than that of the counties with the highest median incomes. The 30 counties with incomes in the middle percentiles pay the lowest prices and have the slowest speeds, while the 16 counties with the highest incomes, those in the top 25th percentile, experience the lowest average speeds at the highest pricing.

2026 Median Income	Weighted Average Price in Counties	Weighted Average Speed in Counties (Mbps)	Weighted Average Percent Addresses w/More Than One Provider	Average Number of ISPs in Counties	Number of Counties in Category
$48,676 - $67,723	$66.58	285.22	62.5%	8.31	16

[43] PSL §224-c(3)(b).

2026 Median Income	Weighted Average Price in Counties	Weighted Average Speed in Counties (Mbps)	Weighted Average Percent Addresses w/More Than One Provider	Average Number of ISPs in Counties	Number of Counties in Category
$67,724 - $81,211	$64.07	285.04	74.1%	8.10	30
$81,212 - $146,202	$67.52	254.73	82.9%	8.19	16

Census Blocks Served by a Sole Provider

The Act requires an analysis of what census blocks are served by a sole provider.[44] The Department performed an analysis to determine that 11,531 census blocks out of a total 288,819 census blocks are currently served by only one ISP. Including a list of those census blocks here would be voluminous. Accordingly, per last year's report, the Department conducted an analysis to determine, on a county-level basis, the number of address points served by a sole high-speed broadband provider. The following chart provides, by county, the total number of address points, the number of address points served, the number of address points served by one high-speed wired or fixed wireless provider, and the number of address points served by more than one high-speed wired or fixed wireless provider. Statewide, approximately 22% of address points are served by only one wired or fixed wireless high-speed provider while approximately 75% of address points are served by more than one provider.

NAME	Total Address Points	Total Served Address Points	%	Providers Per County	Served Address Points - More than One Provider	%	Served Address Points - One Provider	%
Albany	118,870	116,404	97.93%	9	94,411	79.42%	21,993	18.50%
Allegany	29,287	26,416	90.20%	9	8,960	30.59%	17,456	59.60%
Bronx	105,523	105,425	99.91%	11	104,152	98.70%	1,273	1.21%
Broome	88,683	84,365	95.13%	11	54,773	61.76%	29,592	33.37%
Cattaraugus	40,905	39,176	95.77%	10	20,944	51.20%	18,232	44.57%
Cayuga	41,072	39,034	95.04%	10	25,865	62.97%	13,169	32.06%
Chautauqua	64,354	61,395	95.40%	9	45,375	70.51%	16,020	24.89%
Chemung	39,055	38,102	97.56%	7	29,407	75.30%	8,695	22.26%
Chenango	26,570	23,351	87.88%	10	13,343	50.22%	10,008	37.67%
Clinton	37,342	35,599	95.33%	7	24,177	64.74%	11,422	30.59%
Columbia	31,769	30,782	96.89%	11	18,072	56.89%	12,710	40.01%

[44] PSL §224-c(2)(a).

NAME	Total Address Points	Total Served Address Points	%	Providers Per County	Served Address Points - More than One Provider	%	Served Address Points - One Provider	%
Cortland	19,081	18,643	97.70%	9	13,041	68.35%	5,602	29.36%
Delaware	31,447	29,883	95.03%	10	10,471	33.30%	19,412	61.73%
Dutchess	111,990	107,982	96.42%	9	76,154	68.00%	31,828	28.42%
Erie	365,270	361,642	99.01%	11	280,939	76.91%	80,703	22.09%
Essex	27,327	24,527	89.75%	10	10,513	38.47%	14,014	51.28%
Franklin	25,765	21,885	84.94%	8	5,333	20.70%	16,552	64.24%
Fulton	25,932	25,207	97.20%	4	20,840	80.36%	4,367	16.84%
Genesee	24,157	23,225	96.14%	6	14,979	62.01%	8,246	34.14%
Greene	30,331	29,827	98.34%	7	8,783	28.96%	21,044	69.38%
Hamilton	8,375	7,270	86.81%	8	1,558	18.60%	5,712	68.20%
Herkimer	35,704	32,047	89.76%	10	11,826	33.12%	20,221	56.64%
Jefferson	53,603	50,888	94.93%	8	21,466	40.05%	29,422	54.89%
Kings	308,499	308,441	99.98%	12	307,684	99.74%	757	0.25%
Lewis	18,221	15,079	82.76%	8	6,205	34.05%	8,874	48.70%
Livingston	26,830	25,719	95.86%	7	22,004	82.01%	3,715	13.85%
Madison	31,805	30,197	94.94%	8	13,628	42.85%	16,569	52.10%
Monroe	306,574	304,982	99.48%	7	296,637	96.76%	8,345	2.72%
Montgomery	20,678	19,404	93.84%	5	9,389	45.41%	10,015	48.43%
Nassau	420,481	419,944	99.87%	8	412,437	98.09%	7,507	1.79%
New York	63,239	63,088	99.76%	13	62,740	99.21%	348	0.55%
Niagara	95,156	93,808	98.58%	6	55,166	57.97%	38,642	40.61%
Oneida	89,638	85,892	95.82%	12	50,884	56.77%	35,008	39.05%
Onondaga	190,798	188,205	98.64%	8	154,386	80.92%	33,819	17.73%
Ontario	50,749	49,382	97.31%	9	41,358	81.50%	8,024	15.81%
Orange	135,679	133,305	98.25%	10	108,620	80.06%	24,685	18.19%
Orleans	18,886	17,655	93.48%	4	5,232	27.70%	12,423	65.78%
Oswego	54,398	52,425	96.37%	6	24,652	45.32%	27,773	51.06%
Otsego	32,971	29,253	88.72%	7	8,798	26.68%	20,455	62.04%
Putnam	41,216	36,570	88.73%	6	26,532	64.37%	10,038	24.35%
Queens	360,354	360,245	99.97%	10	355,108	98.54%	5,137	1.43%
Rensselaer	64,414	63,371	98.38%	7	39,273	60.97%	24,098	37.41%
Richmond	129,767	129,684	99.94%	5	128,501	99.02%	1,183	0.91%
Rockland	96,219	94,772	98.50%	5	87,187	90.61%	7,585	7.88%
Saratoga	101,763	99,551	97.83%	7	52,054	51.15%	47,497	46.67%
Schenectady	57,001	56,667	99.41%	8	46,290	81.21%	10,377	18.20%
Schoharie	18,490	17,278	93.45%	8	6,330	34.23%	10,948	59.21%
Schuyler	10,767	9,959	92.50%	7	6,339	58.87%	3,620	33.62%
Seneca	14,976	14,477	96.67%	7	9,783	65.32%	4,694	31.34%
St Lawrence	54,601	49,311	90.31%	11	23,293	42.66%	26,018	47.65%
Steuben	53,560	48,465	90.49%	9	27,551	51.44%	20,914	39.05%
Suffolk	548,251	519,222	94.71%	5	355,631	64.87%	163,591	29.84%
Sullivan	54,399	51,423	94.53%	5	13,907	25.56%	37,516	68.96%
Tioga	21,642	20,486	94.66%	9	10,261	47.41%	10,225	47.25%
Tompkins	35,825	34,310	95.77%	13	18,030	50.33%	16,280	45.44%

NAME	Total Address Points	Total Served Address Points	%	Providers Per County	Served Address Points - More than One Provider	%	Served Address Points - One Provider	%
Ulster	88,709	85,711	96.62%	9	39,781	44.84%	45,930	51.78%
Warren	38,737	37,276	96.23%	6	22,230	57.39%	15,046	38.84%
Washington	29,347	27,032	92.11%	5	16,061	54.73%	10,971	37.38%
Wayne	38,970	37,169	95.38%	9	16,268	41.74%	20,901	53.63%
Westchester	241,373	238,737	98.91%	8	214,274	88.77%	24,463	10.13%
Wyoming	18,347	16,233	88.48%	7	7,104	38.72%	9,129	49.76%
Yates	14,578	13,062	89.60%	7	7,060	48.43%	6,002	41.17%
Total	5,380,320	5,230,865	97.22%		4,024,050	74.79%	1,206,815	22.43%

Assessment of Negative Social or Economic Impact on Communities Caused by Insufficient Access to Broadband Service

As indicated in previous years, areas identified as unserved, or underserved, are presumptively considered to be at an economic and social disadvantage. Availability of high-speed broadband is a critical component of economic development and a community's ability to attract and retain industry. Rural areas without broadband infrastructure and households and businesses that cannot afford broadband simply cannot thrive in the modern economy.

The ABA, however, is expected to play an essential role in advancing broadband equity in New York. By lowering the financial barrier to high-speed internet access, the ABA has enabled more economically vulnerable households to connect to essential online resources such as education, healthcare, job opportunities, and government services. This inclusive approach not only helps bridge the digital divide but also fosters greater social and economic participation across demographics that have historically faced connectivity challenges. The discounted rates required by the ABA are permanent, though providers may adjust prices once every five years. Any price increase must be announced 30 days in advance and are limited to the lesser of either the most recent consumer price index change or a maximum of two percent per year.[45]

New Yorkers can qualify for these low-income broadband plans if they participate in any of the following programs:

- Free or reduced-priced lunch through the National School Lunch Program;
- Supplemental Nutrition Assistance Program;
- Medicaid;
- Senior citizen rent increase exemption;

[45] GBL §399-zzzzz (3).

- Disability rent increase exemption; and
- An affordability benefit from a utility.[46]

As described in Part Two, the following chart details the 17 ISPs across New York State that have ABA compliant service offerings. This information has also been integrated into the 2026 Interactive Map to ensure consumers can easily access it while browsing the website and, additionally, the Map's "Internet Affordability" tab details this information as well. Moreover, a new feature has been integrated into the Interactive Map through the addition of a redesigned "chips" selection tool located on the right-hand side of the Map following an address search. Users can now filter available broadband offerings by selecting "Standard Service," "Reduced-Cost Service," or "Enterprise Service." This enhancement was implemented to more prominently highlight ABA offerings and improve accessibility to reduced-cost broadband options for eligible consumers.

ISP Name	Offering(s)	About Product
Andrena	50 Mbps/$12	https://andrena.com/
Astound by RCN	54 Mbps/$9.95	https://www.internetfirst.com/
AT&T[47]	25 Mbps/$15	att.com/AccessNY
Breezeline	50 Mbps/$15	https://support.breezeline.com/internet/internet-assist-program/p16
Charter - Spectrum	50 Mbps/$15	https://www.spectrum.net/support/account-and-billing/spectrum-internet-assist-and-internet-advantage-ny
Comcast	75 Mbps/$14.95	https://www.xfinity.com/support/articles/new-york-affordable-broadband-act
Fishers Island	25 Mbps/$15	https://fiuc.net/telephone/internet-rates-charges-policies/
Frontier	200 Mbps/$19.99 ($14.99 per month offering where fiber does not exist)	https://frontier.com/discount-programs/new-york-low-income

[46] Id., §399-zzzzz (2).

[47] AT&T recently notified the Department that it resumed offering fixed wireless access residential broadband service in New York on May 19, 2026. AT&T states that it is currently offering a qualifying $15/month broadband product with speeds of 25 Mbps in compliance with the ABA. Due to timing constraints, incorporation of AT&T's updated service footprint into the June 2026 Map was not possible. However, Department staff is evaluating AT&T's ABA offering and will consider an off cycle update to the Map this Fall.

ISP Name	Offering(s)	About Product
Greenlight Networks	25 Mbps/$15	https://www.greenlightnetworks.com/affordable-broadband-act/
New Visions	500 Mbps/$20	New Visions – Affordable Connect
Optimum	100 Mbps/$15	https://www.optimum.com/internet/advantage-internet
Point Broadband	25 Mbps/$15	https://www.point-broadband.com/
Starlink NY	25 Mbps/$15	New York Affordable Broadband Act - Starlink
Starry	30 Mbps/$15	https://support.starry.com/hc/en-us/articles/29449771988119-New-York-State-Broadband-Service-For-Low-Income-Consumers
T-Mobile	25 Mbps/$15	https://www.t-mobile.com/home-internet/eligibility/new-york-broadband
Verizon	<200 Mbps/$15 ≥200 Mbps/$20	https://www.verizon.com/discounts/verizon-forward/
Windstream	200 Mbps/$19.99	https://www.gokinetic.com/income-assist

Overcoming Potential Barriers to Broadband Deployment

The Act further directs the Commission to "assess any state regulatory and statutory barriers related to the delivery of comprehensive statewide access to high-speed internet."[48] While there were no State regulatory or statutory barriers identified this year, the Commission continued implementation of reforms adopted in its July 18, 2024 Order modifying the Commission's long-standing 2004 Policy Statement on Pole Attachments.[49] The Order was designed to facilitate the deployment of high-speed broadband and wireless infrastructure throughout New York by, among other things, establishing more concrete timeframes for resolving pole attachment disputes, requiring annual reporting by pole owners, encouraging consideration of alternative attachment methods, adopting a One Touch Make Ready process for qualifying simple attachments where not precluded by collective bargaining agreements, and establishing a Statewide pole attachment working group.

[48] PSL §244-c(2)(a).

[49] Case 22-M-010, Proceeding to Review Certain Pole Attachment Rules, Order Adopting Modifications to the 2004 Policy Statement on Pole Attachments and Related Proceedings (issued July 22, 2024).

The Statewide pole attachment working group, launched in the Fall 2024, has become an important collaborative forum focused on identifying and addressing delays in the pole attachment licensing processes that can impede high-speed broadband deployment. The working group is comprised of more than 100 participants across New York State representing pole owners, attachers, contractors, utilities, broadband providers, and other stakeholders. Over the past year, the working group has convened five times to discuss issues affecting pole attachment processes and deployment timelines. In addition, the Department facilitated 22 smaller "satellite" meetings involving 16 different pole owners, attachers, and contractors to address project-specific disputes and licensing delays in substantial detail. Through these collaborative efforts, stakeholders and the Department worked through thousands of individual pole attachment applications, helping to identify bottlenecks, improve communication among parties, and expedite broadband deployment projects throughout the State.

Allegations of Franchise Violations

The Department did not receive any allegations of noncompliance with cable franchise agreements that have impacted internet access, and thus neither the Commission nor the Department have taken any related enforcement action during the study year.

Part Four – Policy Considerations

Despite New York's continued progress toward universal broadband availability, the findings in this year's Report demonstrate that challenges remain with respect to affordability, competition, and deployment in certain hard-to-serve areas of the State. While approximately 97.2% of address locations are now categorized as served, a meaningful number of locations continue to lack access to high-speed broadband service or remain dependent on a sole provider. As a result, future broadband efforts should continue to focus not only on infrastructure deployment, but also on improving affordability, competition, and long-term sustainability of broadband service throughout the State.

The Department expects that continued investment through federal, State, and private initiatives will further reduce the number of unserved and underserved locations in New York. Programs administered through ConnectALL, together with broadband deployment commitments secured through Commission proceedings and private investment, are expected to continue expanding broadband infrastructure and increasing access to high-speed service in rural and economically disadvantaged communities. At the same time, the Department recognizes that the remaining unserved areas are often among the most geographically challenging and costly locations to serve, which may require continued coordination among State agencies, local governments, utilities, and broadband providers.

This year's analysis also demonstrates that broadband competition continues to increase across much of the State, with approximately 75% of address locations now having access to more than one high-speed broadband provider. Nevertheless, a substantial number of locations remain served by only a single provider, particularly in rural areas. The Department anticipates that future broadband policy discussions should continue to focus on encouraging competition and consumer choice, in addition to expanding network availability.

The Department further recognizes that broadband affordability remains a critical component of digital equity. The implementation of the ABA, together with continued outreach efforts by providers, State agencies, and community organizations, is intended to improve awareness of reduced-cost broadband offerings and increase broadband adoption among eligible households. Future reviews of broadband affordability may include continued monitoring of pricing trends, adoption levels, speed reviews as required by law, and participation in low-income broadband programs throughout the State.

In addition, the Department expects that continued refinement of broadband mapping and address-level data will remain important to identifying service gaps and directing resources efficiently. Annual updates to ISP serviceability information, stakeholder feedback, field validation efforts, and improvements to the Statewide Address Maintenance database continue to improve the overall accuracy of the interactive Map and related analyses. The Department intends to continue collaborating with stakeholders to further enhance the precision and usefulness of broadband mapping in future years.

Finally, the Department recognizes the importance of continued interagency coordination and efficient infrastructure permitting processes in supporting broadband deployment. Ongoing collaboration among the Commission, ConnectALL, the NYSDOT, local governments, utilities, and broadband providers has contributed to improvements in deployment coordination and infrastructure access Statewide. The Department expects these collaborative efforts will continue to play an important role in supporting broadband expansion and maintaining progress toward universal access to reliable and affordable high-speed broadband service in New York State.

Appendix A – Regional Survey of Internet Service Pricing vs. County Median Income

The table below shows the average price and average speed offered by the ISPs in each county for the stand-alone internet service with download speed closest to 100 Mbps. These county averages are shown in comparison to the median income level for each county as reported in the Census Bureau's 2020 American Community Survey.

NAME	Weighted Average Price Per County	Weighted Average Speed (Mbps)	Providers Per County	Median Household Income (2024 dollars)
Albany	$66.31	236.89	9	85,333
Allegany	$65.71	171.54	9	62,869
Bronx	$75.70	215.55	11	48,676
Broome	$62.53	361.29	11	62,616
Cattaraugus	$65.96	175.22	10	59,540
Cayuga	$64.72	311.41	10	67,904
Chautauqua	$63.10	234.74	9	58,351
Chemung	$57.30	212.16	7	63,716
Chenango	$60.29	358.89	10	62,948
Clinton	$67.86	321.53	7	71,224
Columbia	$76.23	614.43	11	81,528
Cortland	$55.45	265.12	9	70,418
Delaware	$69.26	308.21	10	63,337

NAME	Weighted Average Price Per County	Weighted Average Speed (Mbps)	Providers Per County	Median Household Income (2024 dollars)
Dutchess	$65.86	269.52	9	99,478
Erie	$65.99	274.64	11	72,839
Essex	$66.84	436.43	10	71,661
Franklin	$70.59	397.94	8	65,151
Fulton	$59.84	350.51	4	66,533
Genesee	$61.02	264.62	6	73,314
Greene	$73.02	332.25	7	77,945
Hamilton	$50.21	551.76	8	68,835
Herkimer	$66.82	306.77	10	68,515
Jefferson	$70.37	276.65	8	66,301
Kings	$64.96	177.72	12	80,263
Lewis	$61.28	325.28	8	68,182
Livingston	$56.75	377.75	7	74,001
Madison	$66.34	277.87	8	75,499
Monroe	$57.90	363.61	7	76,382
Montgomery	$63.09	308.74	5	64,943
Nassau	$71.36	199.86	8	146,202
New York	$54.15	231.37	13	103,931
Niagara	$67.29	289.04	6	69,633
Oneida	$66.85	274.06	12	70,154
Onondaga	$66.69	272.12	8	76,945
Ontario	$58.67	377.09	9	82,324
Orange	$63.87	318.64	10	97,178
Orleans	$70.81	268.82	4	65,969
Oswego	$66.55	266.61	6	69,183
Otsego	$65.56	255.85	7	68,885
Putnam	$52.81	205.34	6	126,257
Queens	$60.20	235.76	10	86,136
Rensselaer	$68.60	263.61	7	87,915
Richmond	$67.90	279.49	5	98,333
Rockland	$72.52	233.15	5	109,959
Saratoga	$67.53	282.16	7	100,787
Schenectady	$66.70	303.75	8	79,623
Schoharie	$70.15	341.48	8	70,133
Schuyler	$51.92	588.61	7	67,663
Seneca	$66.34	278.87	7	68,089
St Lawrence	$68.98	438.87	11	62,850
Steuben	$59.99	394.35	9	65,887
Suffolk	$73.82	230.82	5	130,686
Sullivan	$69.25	301.80	5	72,382
Tioga	$58.18	459.18	9	72,739
Tompkins	$64.18	336.28	13	74,024
Ulster	$66.73	541.16	9	86,271
Warren	$65.66	321.45	6	78,442
Washington	$66.90	288.61	5	73,495
Wayne	$69.17	278.25	9	74,506

NAME	Weighted Average Price Per County	Weighted Average Speed (Mbps)	Providers Per County	Median Household Income (2024 dollars)
Westchester	$73.04	237.94	8	118,976
Wyoming	$61.51	349.96	7	69,110
Yates	$59.21	428.91	7	69,701