

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on June 12, 2025

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 2025 REPORT ON THE
AVAILABILITY AND COST OF HIGH-SPEED BROADBAND SERVICES IN
NEW YORK STATE

(Issued and Effective June 12, 2025)

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 The second report and interactive map was submitted on June 29, 2023.³ The third report and interactive map was submitted on June 20, 2024.⁴ 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, and consumers to collect annual updates to data and assorted information. As a result of these efforts, the fourth 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 fourth report and interactive map builds upon the information provided in the preceding three reports and interactive maps by improving techniques to identify serviceable areas in the State and refining data more precisely. By this Order, the Commission authorizes the Department to submit the 2025 Report on the Availability, Reliability and Cost of High-

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).

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 2025 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 transmit a copy of this Order and the 2025 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

Filed Session of June 12, 2025

New York State Public Service Commission
Broadband Report

**2025 Report on the Availability, Reliability, and Cost of High-Speed
Broadband Services in New York State**

June 2025



NYS Public Service Commission 2025 Broadband Report

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Introduction

On April 16, 2021,⁵ the Governor and the Legislature enacted the Comprehensive Broadband Connectivity Act of 2021 (herein referred to as the “Act”),⁶ which directed the New York 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 Department of Transportation (DOT), internet service providers (ISPs), 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, 2022.⁷ This submission represents the fourth iteration of the Report and interactive Map, in accordance with the Act’s requirements.

⁵ The Act’s effective date was May 16, 2021.

⁶ The Act amended the Public Service Law (PSL) by adding a new §224-c.

⁷ 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 2025 Statewide Findings

Based on the data discussed below, the total percentage of locations⁸ in New York that are “served,”⁹ “underserved,”¹⁰ or “unserved”¹¹ are as follows:

- **Served: 97.4%**
- **Underserved: 0.1%**
- **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 block¹² 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

⁸ A “location” is defined as “a geographic area smaller than a census tract.” PSL §224-c(1)(f).

⁹ 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).

¹⁰ 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).

¹¹ 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).

¹² 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.

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- 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;¹³
- 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 fourth 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.¹⁴ 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.

This fourth Report consists of four parts.

¹³ The location fabric database used by the Department is not capable of distinguishing single-family residences versus multi-dwelling units.

¹⁴ 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 on 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.

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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 a new table detailing affordable broadband service plans throughout the State; 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%.**

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Statewide Initiatives

The Public Service Commission

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 universal access as follows.

On August 15, 2024, the Commission adopted a Settlement Agreement between Charter Communications, Inc. (Charter) and Department Staff that resolved a dispute over the end of Charter's Spectrum Internet Assist (SIA) program, a program with origins dating back to 2016.¹⁵ By way of background, on January 8, 2016, the Commission approved the transfer of control of Time Warner Cable to Charter. In approving the transfer, the Commission required, among other things, a low-income broadband program with speeds of at least 30/4 Megabits per second (Mbps), at a cost of \$14.99 per month.¹⁶ There was no expiration date for this condition. In March 2017, Charter launched its SIA program consisting of broadband speeds of 30/4 Mbps, for \$14.00 per month. Thereafter, however, Charter unilaterally increased the price of its SIA product above \$14.99. After discovering the price increase, Department Staff investigated, which ultimately led to the Settlement Agreement approved by the Commission. As part of the Settlement Agreement, Charter, among other things, agreed to provide a \$15.00 per month, low-income broadband program at speeds of no less than 50/10 Mbps to eligible households for a period of four years. At the time, this Settlement Agreement was particularly noteworthy given the uncertainty surrounding the enforceability of New York's Affordable Broadband Act (ABA), discussed in more detail below.¹⁷

On June 15, 2026, the Commission approved the merger of Altice USA (Altice) and Cablevision Systems Corporation.¹⁸ Similar to the Charter, the Commission conditioned its approval on, among other things, a requirement that Altice establish a low-income service offering at \$14.99 per month with a download speed of at least 30 Mbps. Altice established its Optimum Advantage Internet (OAI) program in September 2017. And, although Altice never unilaterally increased the price of its OAI program, to ensure continuity and certainty of a low-income broadband product, on December 23, 2024, the Commission approved certain

¹¹ Case 15-M-0388, Joint Petition of Charter Communications, Inc. and Time Warner Cable Inc., Order Adopting 2024 Settlement Agreement (issued August 15, 2024).

¹⁶ Id., Order Granting Joint Petition Subject to Conditions (issued January 8, 2016).

¹⁷ Charter's compliance with the ABA was deemed to be compliance with the low-income broadband condition and any other requirements set forth in the Settlement Agreement.

¹⁸ Case 15-M-0647, Joint Petition of Altice N.V. and Cablevision Systems Corporation, Order Granting Joint Petition Subject to Conditions (issued June 15, 2016).

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modifications to Altice’s low-income broadband program.¹⁹ Specifically, the Commission required Altice to offer its OAI program for an additional four years at a price of \$15.00 per month with a minimum download speed of 50 Mbps, and make certain other investments in promoting all of Altice’s low-cost broadband products.²⁰

The Commission approved the transfer of indirect ownership and control of Berkshire Telephone Corporation, Chautauqua & Erie Telephone Corporation, Taconic Telephone Corporation (together, NY ILECs), and their New York affiliates, to Condor Holdings LLC on September 24, 2024.²¹ One of the conditions for approval, required the investment of \$1.9 million within two years of the transaction close to expand high-speed broadband network (100/10 Mbps) to unserved addresses from a cohort of approximately 1,452 unserved addresses located in and around the service territories of the NY ILECs. In addition, the Petitioners were also required to continue to participate in the Affordable Connectivity Program (ACP) or its successor program(s) so long as the ACP or its successor program(s) retain materially similar terms and conditions as the ACP.²²

Similarly, in a December 23, 2024 Order,²³ the Commission approved the transfer of Crown Point Telephone Corporation (Crown Point) and Bridge Point Communication (Bridge Point) to Atlas Connectivity, LLC (Atlas). One of the conditions for Commission approval required the extension of high-speed broadband service (100/10 Mbps) to all unserved and underserved addresses within Crown Point’s service territories within six months of the transaction close. In addition, Atlas was required to offer a low-cost broadband program to all qualified residential subscribers of Crown Point and Bridge Point for a duration of at least five years from the transaction close. The Petitioners were also required to participate in the ACP or its successor program(s) so long as the ACP or its successor program(s) retain materially similar terms and conditions as the ACP.

More recently, the Commission approved the merger of Windstream companies, including Windstream New York Inc. (Windstream NY) and its New York operating affiliates,

¹⁹ Id., Ordering Granting Amendments to the Low-Income Program (issued December 23, 2024).

²⁰ Altice’s compliance with the ABA was also deemed to satisfy compliance with the modified low-income broadband program.

²¹ Case 23-C-0734, Joint Petition of Consolidated Communications Holdings, Inc., et al., Order Granting Joint Petition Subject to Conditions (issued September 24, 2024).

²² The ACP was designed in late 2021 to help bridge the digital divide by offering affordable broadband access to eligible low-income families. The program provided discounts of up to \$30 a month toward internet service and included a one-time \$100 subsidy toward buying a laptop or tablet. However, on June 1, 2024, Congressional funding for the ACP expired and has not yet been reauthorized.

²³ Case 24-C-0218, Joint Petition of Atlas Connectivity, LLC, et al., Order Granting Joint Petition Subject to Conditions (issued December 23, 2024).

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with Uniti Group Inc.²⁴ Among the conditions for approval is a commitment by the Petitioners to expand high-speed broadband service (100/20 Mbps) in Windstream NY's service territory to at least 440 unserved, underserved, or overbuild²⁵ addresses within one year of the transaction close, and at least 440 additional unserved, underserved, or overbuild addresses within two years of the transaction close, for an aggregate of at least 880 addresses. In addition, the petitioners are required to offer a low-income broadband service in Windstream NY's service territory that meets all the requirements of the ABA (New York General Business Law (GBL) §399-zzzzz) for a period of at least five years.

There continue to be other pending cases 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.²⁶

The Commission also continues to grant petitions for Orders or Entry (OOEs) to cable service providers seeking access to multi-dwelling units (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 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.”²⁷

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 over 22 MDUs in New York City.²⁸ Moreover, it has granted limited OOEs, that authorized cable providers to conduct

²⁴ Case 24-C-0368, Joint Petition of Windstream Holdings II, LLC, et al., Order Granting Joint Petition Subject to Conditions (issued May 15, 2025)

²⁵ An overbuild address is one that is passed by at least one ISP capable of delivering high-speed broadband service that is subsequently passed by the incumbent local exchange telephone company's network capable of delivering high-speed broadband service.

²⁶ See, e.g., Case 24-C-0618, Joint Petition of Verizon Communications Inc. and Frontier, et al. (filed October 31, 2024).

²⁷ 16 NYCRR §898.4.

²⁸ Since 2013, the Commission has approved thousands of OOEs and limited OOEs for cable providers seeking access to MDUs in New York City.

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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 ABA was signed into law. 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 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. 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. The Commission has authorized temporary exemptions for certain ISPs with fewer than 20,000 subscribers and is undertaking the process of reviewing the financial information submitted by those ISPs to determine if those exemptions should be made permanent and for how long.²⁹

Today, according to implementation and enforcement efforts being led with the Department and the New York State Attorney General's Office, respectively, 11 ISPs offer one or more ABA-compliant broadband products. Specifically, as of this Report, Altice, RCN Corporation (Astound), Charter, Comcast Corporation (Comcast), Edge FiberNet, Inc. (Edge FiberNet), Frontier Communications (Frontier), GreenLight Networks, Point Broadband Fiber Holding, LLC. (Point Broadband), Verizon Communications Inc. (Verizon), T-Mobile USA, Inc. (T-Mobile), and Starry, Inc. (Starry) all have stated they have ABA compliant service offerings. A table detailing the ABA-compliant service offerings by these ISPs is provided in Part Three of this Report.

The ABA also requires the Department to, within two years of the effective date of the ABA (i.e., April 16, 2023) and at least every five years thereafter, 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. 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.³⁰ Comments are being sought from the public and interested stakeholders through July 2025.

²⁹ Case 24-M-0255, In the Matter of the Affordable Broadband Act, Order Reopening Proceeding and Reinstating Temporary Exemptions Subject to Conditions (issued January 9, 2025).

³⁰ 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

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Finally, after the discontinuance of the federal ACP in 2024, during active litigation over the ABA, Department Staff engaged with ISPs to compile a comprehensive report on then-current opportunities available to access low-income broadband service within the State. The report, which was released on September 24, 2024 in Case 22-M-0303, was intended to be a resource for low-income New Yorkers and organizations working to assist them. In addition to listing the ISPs in the State that offer low-income eligible service products, the report also detailed the important steps Governor Hochul, and the Commission, have taken to ensure that high speed broadband continues to be available and accessible throughout New York.³¹

ConnectALL

ConnectALL is Governor Hochul’s initiative to transform New York's digital infrastructure with investments of more than \$1.3 Billion in State and federal funds.³² In April 2022, the Governor signed the New York State WIRED Broadband Act (WIRED), establishing the Division of Broadband Access, referred to as ConnectALL, within Empire State Development to carry out the initiative. As described, the goals of ConnectALL are “ending the digital divide, supporting a more robust and competitive internet marketplace, and carrying out other actions to ensure universal access to high-speed, reliable, and affordable broadband.”³³

ConnectALL has launched these signature programs to achieve the Governor’s mandate:

- The **ConnectALL Deployment Program** will make grants to ISPs to serve the remaining locations in the State that do not have broadband service.
- The **Municipal Infrastructure Program** will fund public infrastructure to serve underserved communities with affordable service.
- The **Affordable Housing Connectivity Program**, a partnership with New York Homes and Community Renewal, will retrofit affordable and public housing with broadband installations.
- The **Digital Equity Program** to address non-infrastructure barriers to broadband adoption so all residents can use the internet for economic opportunity, education, health, civic engagement, and government services.
- The **Connectivity Innovation Program** to develop creative broadband solutions and ensure New York is a global leader in pioneering future breakthroughs.

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).

³¹ [2024-NYS-Broadband-Affordability-Report.pdf](#).

³² [Governor Hochul Announces New \\$1 Billion 'ConnectALL' Initiative to Bring Affordable Broadband to Millions of New Yorkers | Governor Kathy Hochul \(ny.gov\)](#)

³³ [NY State Senate Bill S8008C \(nysenate.gov\)](#)

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ConnectALL has made awards totaling over \$250 million and the first projects have begun offering service in the past year. Recent highlights include:

- Awarded 14 grants through the **Municipal Infrastructure Program** totaling over \$240 million to serve nearly 100,000 locations through more than 2,500 miles of new, public infrastructure across the State and opened a new Request for Applications for approximately \$50 million in further federal funding. The first of these projects began connecting residents in multiple towns.
- Awarded over \$13 million under the **Affordable Housing Connectivity Program** to secure low-cost broadband service for more than 14,000 households in affordable and public housing across Buffalo, Rochester, upper Manhattan, and the Bronx. These households will be offered broadband service for \$10 per month and ultra-fast Gigabit service for \$30 per month with prices locked in through 2034.
- Completed a mapping and public engagement process with participation from over 200 local governments, nonprofits, and ISPs, to refine federal data and pinpoint the fewer than 70,000 unserved locations that are eligible for federal funding through the **ConnectALL Deployment Program**, and secured approval from the federal government to begin soliciting proposals to serve these locations.
- Identified and solicited proposals to deliver broadband service to the remaining locations in the State that lack reliable service and on track to identify grant recipients for approximately \$644 million in federal funding under the **ConnectALL Deployment Program**. ConnectALL will disburse awards in this program following federal review and approval.
- Secured federal approval of New York's **Digital Equity Plan** and an initial federal allocation of nearly \$37 million to implement the plan and opened the Request for Applications to identify subgrantees for this funding to promote digital literacy, expand device access, and provide technical support to New York's underserved communities.
- In the 2025 State of the State, the Governor committed ConnectALL to launch the **Excelsior Broadband Network and the Mobile Service Connectivity Initiative**. This initiative will build and connect a network of public broadband assets across the State, and the first component will be a new fiber line that runs the full length of the New York Thruway. The state-of-the-art fiber network along the New York Thruway will improve high speed internet and reliable cell phone service across rural and urban portions of the state.

ConnectALL's program plans, approved guidelines, existing projects, open applications, and materials from public events are available on the ConnectALL website at

<https://broadband.ny.gov>.

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New York State Department of Transportation

The New York State Department of Transportation (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 a director and 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 NYDOT'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. 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).

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 with this system and applicants now have visibility within the system about where their application is in the review process. Individual and/or small group sessions were conducted with applicants to create user accounts and provide instruction on using and navigating the system.

In March 2023, 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, NYSDOT has provided additional outreach to industry and in conjunction with the ConnectALL program team at Empire State Development.

According to NYSDOT, these steps have continued to improve process time on applications. Approximately 3,995 fiber permits have been issued between January 2021 and early April 2025. Since moving to PermiTrack in February 2023 (and fully implemented for Fiber as of May 1, 2023) NYSDOT has received 2,331 applications with 1,604 issued, 573 applications in process, and 154 withdrawn as of early April 2025. Of the 573 in process, 74 are in the final steps before issuance.

Part Two - Overview of the 2025 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,”³⁴ and demonstrate through mapping, ISP serviceability areas, along with speeds and prices.³⁵ 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.³⁶ 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 5,354,621 address points were geocoded into the interactive 2025 Map. These points include “Primary Points”³⁷ which reflect rooftop-level, or individual structures/buildings, or may reflect driveway entrances. The Department also maintained address points called “Parcel Centroids.”³⁸ Parcel Centroids are primarily address points placed

³⁴ PSL §224-c(1)(d).

³⁵ Id.

³⁶ 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.

³⁷ <https://gis.ny.gov/gisdata/supportfiles/Address-Points-Data-Dictionary.pdf>.

³⁸ Id.

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for vacant but validly addressed parcels. These points represent 227,548 address points in 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.³⁹ These address points are known as "Miscellaneous Points."⁴⁰

2. Internet Service Provider Data

This year the Department received data from 78 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-standard⁴¹ 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 10,196 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 via the feedback loop built into the interactive Map, a consumer survey, and two public statement hearings held on March 26, 2025.

This year, the Department received a total of 68 responses across approximately 33 counties via the Map's feedback loop. Of those responses, 4 (5.8%) denoted an incorrect ISP

³⁹ 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.

⁴⁰ <https://gis.ny.gov/gisdata/supportfiles/Address-Points-Data-Dictionary.pdf>.

⁴¹ 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).

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populating at an address. Other respondents commented on lack of competition, lack of affordability, and unreliable service and speeds. In addition, in total, over the span of four years, the Department received 3,525 survey responses from consumers across all 62 New York counties.

The Commission also held two virtual public hearings. In total, 24 stakeholders attended the public hearings and five 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 27 residential customers who responded to the survey.

	Average Speed Test Results (Mbps)				Speed Test Comparison		Monthly Charges for Service						
	Respondents	Slowest	Average	Median	Fastest	Number of Respondents Receiving Less than Subscribed Plan	Percent Respondents Receiving Less than Subscribed Plan	G.T. \$100 / month	\$76 - 100 / month	\$51 - 75 / month	\$25 - 50 / month	L.T. \$25 / month	Don't Know
Residential Customers													
Paying for 100 Mbps or more	11	65.42	329.30	199.17	892.71	1	9%	3	3	4	1	0	0
Paying for 51 - 99 Mbps	4	1.02	55.74	59.29	103.34	1	25%	0	1	2	1	0	0
Paying for 25 - 49 Mbps	2	3.49	31.02	31.02	58.54	1	50%	0	1	0	1	0	0
Paying for 10 - 24 Mbps	3	11.46	215.17	24.85	609.20	0	0%	0	2	0	1	0	0
Paying for less than 10 Mbps	4	4.27	6.55	6.44	9.04	0	0%	0	2	1	0	0	1
Respondent did not indicate speed	1	63.78	63.78	63.78	63.78	0	0%	0	0	0	1	0	0
Business Customers													
Paying for 100 Mbps or more	2	476.45	477.73	477.73	479.01	0	0%	2.00	0.00	0.00	0.00	0.00	0.00
Paying for 51 - 99 Mbps	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paying for 25 - 49 Mbps	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paying for 10 - 24 Mbps	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paying for less than 10 Mbps	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Respondent did not indicate speed	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

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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 97.4%, 0.1%, 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 percent served, underserved, and unserved in each of New York's 62 counties, as well as the change in percent 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 just over 29,000 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 34,000 locations. Of these addresses, roughly 5,200 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 decreased – The updated Map shows a decrease of over 1,800 underserved addresses. This change is due to Map refinements and new broadband buildout.
- Competition across the State is increasing – Over 3,600,000 or roughly 68% of locations across New York now have access to more than one high-speed ISP. A 7% increase as 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.

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	2024 Analysis	2025 Analysis	Change	% Change
Address Points	5,320,504	5,354,621	34,117	0.64%
Served Address Points	5,184,380	5,214,143	29,763	0.57%
• <u>By only one high-speed provider</u>	1,777,322	1,565,227	(212,095)	-11.93%
• <u>By more than one high-speed provider</u>	3,407,058	3,648,916	241,858	7.10%
Underserved Address Points	7,154	5,283	(1,871)	-26.15%
Unserviced Address Points	128,970	135,195	6,225	4.83%

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 percent served, underserved, and unserved in each of New York's 62 counties, as well as the change in percent served from last year's Report.

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NAME	2025 Map Served Address Points	%	2024 Map Served Address Points	%	% Change 2024 to 2025	2025 Underserved Address Points	%	2025 Unservd Address Points	%
Albany	116,092	97.83	115,125	97.63	0.20	111	0.09	2,470	2.08
Allegany	25,648	90.01	24,872	90.39	(0.38)	95	0.33	2,753	9.66
Bronx	105,412	99.86	105,408	99.81	0.05	2	0.00	147	0.14
Broome	84,697	95.64	84,478	95.45	0.20	86	0.10	3,772	4.26
Cattaraugus	38,968	95.57	38,617	95.18	0.39	73	0.18	1,733	4.25
Cayuga	39,001	95.16	38,949	95.32	(0.15)	37	0.09	1,945	4.75
Chautauqua	60,951	95.06	59,123	92.78	2.28	1,563	2.44	1,607	2.51
Chemung	37,941	97.75	37,908	97.70	0.05	17	0.04	856	2.21
Chenango	23,337	87.05	23,339	87.57	(0.53)	99	0.37	3,374	12.58
Clinton	35,317	95.12	35,381	95.71	(0.59)	72	0.19	1,740	4.69
Columbia	30,903	97.96	30,399	97.36	0.59	229	0.73	416	1.32
Cortland	18,409	96.59	18,377	96.92	(0.33)	10	0.05	640	3.36
Delaware	29,657	94.30	27,498	94.76	(0.45)	30	0.10	1,761	5.60
Dutchess	106,434	95.38	107,387	96.42	(1.04)	129	0.12	5,022	4.50
Erie	360,168	99.07	352,764	98.87	0.21	41	0.01	3,324	0.91
Essex	23,773	88.38	23,532	88.05	0.33	47	0.17	3,079	11.45
Franklin	21,529	84.42	21,343	85.93	(1.50)	25	0.10	3,947	15.48
Fulton	24,295	94.41	24,117	94.60	(0.19)	6	0.02	1,433	5.57
Genesee	22,756	94.56	22,872	95.36	(0.80)	33	0.14	1,275	5.30
Greene	29,095	96.36	28,523	94.99	1.37	11	0.04	1,089	3.61
Hamilton	6,506	79.89	6,436	79.79	0.10	6	0.07	1,632	20.04
Herkimer	31,279	88.28	30,239	89.66	(1.38)	100	0.28	4,052	11.44
Jefferson	50,898	95.00	51,050	95.25	(0.25)	51	0.10	2,627	4.90
Kings	308,390	99.96	308,575	99.96	0.01	1	0.00	111	0.04
Lewis	14,520	81.00	14,200	79.73	1.27	78	0.44	3,329	18.57
Livingston	23,883	89.19	23,773	89.24	(0.06)	32	0.12	2,864	10.69
Madison	29,753	95.12	29,759	95.16	(0.04)	197	0.63	1,331	4.25
Monroe	302,309	99.22	301,041	98.98	0.23	35	0.01	2,351	0.77
Montgomery	18,757	91.04	18,778	91.18	(0.13)	5	0.02	1,840	8.93
Nassau	419,705	99.86	419,536	99.87	(0.01)	1	0.00	589	0.14
New York	62,527	99.31	62,378	99.23	0.07	3	0.00	433	0.69
Niagara	93,978	98.90	93,289	98.47	0.42	14	0.01	1,036	1.09
Oneida	84,862	94.91	84,613	95.15	(0.24)	102	0.11	4,450	4.98
Onondaga	187,559	98.74	186,494	98.65	0.09	89	0.05	2,302	1.21
Ontario	48,670	96.21	47,432	95.16	1.05	89	0.18	1,830	3.62
Orange	131,500	97.83	130,160	97.05	0.78	34	0.03	2,884	2.15
Orleans	17,488	94.91	17,119	93.46	1.45	29	0.16	908	4.93
Oswego	52,316	96.56	52,451	97.00	(0.44)	235	0.43	1,626	3.00
Otsego	28,803	87.14	28,752	87.34	(0.21)	137	0.41	4,114	12.45
Putnam	35,485	86.90	40,356	98.80	(11.90)	191	0.47	5,158	12.63
Queens	360,271	99.95	360,391	99.92	0.03	3	0.00	195	0.05
Rensselaer	63,364	98.60	63,211	98.68	(0.07)	42	0.07	855	1.33
Richmond	129,695	99.95	129,748	99.96	(0.02)	1	0.00	69	0.05

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NAME	2025 Map Served Address Points	%	2024 Map Served Address Points	%	% Change 2024 to 2025	2025 Underserved Address Points	%	2025 Unserved Address Points	%
Rockland	94,666	98.44	93,997	98.03	0.40	13	0.01	1,491	1.55
Saratoga	98,922	97.46	98,265	97.48	(0.02)	93	0.09	2,484	2.45
Schenectady	56,669	99.42	54,916	99.45	(0.03)	9	0.02	321	0.56
Schoharie	17,237	93.74	16,690	94.14	(0.40)	20	0.11	1,131	6.15
Schuyler	9,802	91.86	9,577	90.32	1.53	19	0.18	850	7.97
Seneca	14,388	97.18	14,132	96.11	1.07	1	0.01	416	2.81
St Lawrence	48,350	89.06	48,055	88.89	0.18	175	0.32	5,763	10.62
Steuben	47,486	89.45	47,005	88.55	0.90	73	0.14	5,525	10.41
Suffolk	535,629	98.66	533,195	99.19	(0.53)	57	0.01	7,233	1.33
Sullivan	50,733	94.72	50,221	94.93	(0.21)	63	0.12	2,766	5.16
Tioga	20,357	94.50	20,364	94.76	(0.26)	58	0.27	1,126	5.23
Tompkins	34,025	95.90	33,607	95.45	0.45	38	0.11	1,416	3.99
Ulster	85,427	96.87	85,051	96.76	0.10	25	0.03	2,738	3.10
Warren	36,197	94.07	36,130	94.34	(0.27)	10	0.03	2,273	5.91
Washington	26,649	91.16	26,525	91.32	(0.16)	67	0.23	2,516	8.61
Wayne	36,603	93.93	35,722	91.68	2.24	47	0.12	2,320	5.95
Westchester	235,487	99.15	233,621	99.34	(0.19)	193	0.08	1,835	0.77
Wyoming	15,899	87.20	15,554	87.90	(0.70)	107	0.59	2,226	12.21
Yates	12,716	87.48	11,960	87.06	0.42	24	0.17	1,796	12.36
Total	5,214,143	97.4	5,184,380	97.47	0.1	5,283	0.1	135,195	2.5

[Regional Survey of Internet Service Pricing vs. County Median Income](#)

As part of the Act’s requirements,⁴² 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 \$49,036 to \$65,719 (the lowest 25th percentile), those with incomes between \$65,720 and \$79,496 (the 25th to 75th percentile), and those counties with incomes between \$79,497 to \$143,408 (the highest 25 percent). In general, the 16 counties in the lowest 25th income percentile, on average, pay prices in between that 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 greatest speeds, while the 16 counties with the highest incomes, those in the top 25th percentile, experience the lowest average speeds at the highest pricing.

⁴² PSL §224-c(3)(b).

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2025 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
\$49,036 - \$65,719	\$67.40	244.27	53%	8.00	16
\$65,720 - \$79,496	\$66.33	274.25	63%	8.00	30
\$79,497 - \$143,408	\$70.01	234.31	76%	8.06	16

Census Blocks Served by a Sole Provider

The Act requires a determination of what census blocks are served by a sole provider.⁴³ The Department performed an analysis to determine that 20,268 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.

As in previous years, 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 29% of address points are served by only one wired or fixed wireless high-speed provider while approximately 68% 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	118,673	116,092	97.83	10	85,115	71.72	30,977	26.10
Allegany	28,496	25,648	90.01	8	7,286	25.57	18,362	64.44
Bronx	105,561	105,412	99.86	11	101,861	96.49	3,551	3.36
Broome	88,555	84,697	95.64	11	52,534	59.32	32,163	36.32
Cattaraugus	40,774	38,968	95.57	10	24,272	59.53	14,696	36.04
Cayuga	40,983	39,001	95.16	10	24,062	58.71	14,939	36.45
Chautauqua	64,121	60,951	95.06	8	42,929	66.95	18,022	28.11
Chemung	38,814	37,941	97.75	7	27,287	70.30	10,654	27.45
Chenango	26,810	23,337	87.05	10	10,159	37.89	13,178	49.15
Clinton	37,129	35,317	95.12	7	23,471	63.21	11,846	31.90
Columbia	31,548	30,903	97.96	10	14,951	47.39	15,952	50.56

⁴³ PSL §224-c(2)(a).

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NAME	Total Address Points	Total Served Address Points	%	Providers Per County	Served Address Points - More than One Provider	%	Served Address Points - One Provider	%
Cortland	19,059	18,409	96.59	9	10,187	53.45	8,222	43.14
Delaware	31,448	29,657	94.30	10	8,151	25.92	21,506	68.39
Dutchess	111,585	106,434	95.38	10	58,322	52.27	48,112	43.12
Erie	363,533	360,168	99.07	11	273,778	75.31	86,390	23.76
Essex	26,899	23,773	88.38	10	7,917	29.43	15,856	58.95
Franklin	25,501	21,529	84.42	7	3,436	13.47	18,093	70.95
Fulton	25,734	24,295	94.41	4	9,411	36.57	14,884	57.84
Genesee	24,064	22,756	94.56	6	10,864	45.15	11,892	49.42
Greene	30,195	29,095	96.36	7	6,746	22.34	22,349	74.02
Hamilton	8,144	6,506	79.89	7	1,409	17.30	5,097	62.59
Herkimer	35,431	31,279	88.28	8	11,013	31.08	20,266	57.20
Jefferson	53,576	50,898	95.00	7	18,825	35.14	32,073	59.86
Kings	308,502	308,390	99.96	12	295,846	95.90	12,544	4.07
Lewis	17,927	14,520	81.00	6	3,912	21.82	10,608	59.17
Livingston	26,779	23,883	89.19	7	10,037	37.48	13,846	51.70
Madison	31,281	29,753	95.12	9	8,892	28.43	20,861	66.69
Monroe	304,695	302,309	99.22	8	234,919	77.10	67,390	22.12
Montgomery	20,602	18,757	91.04	5	7,110	34.51	11,647	56.53
Nassau	420,295	419,705	99.86	7	407,773	97.02	11,932	2.84
New York	62,963	62,527	99.31	11	58,875	93.51	3,652	5.80
Niagara	95,028	93,978	98.90	6	49,523	52.11	44,455	46.78
Oneida	89,414	84,862	94.91	10	38,697	43.28	46,165	51.63
Onondaga	189,950	187,559	98.74	8	151,946	79.99	35,613	18.75
Ontario	50,589	48,670	96.21	10	34,283	67.77	14,387	28.44
Orange	134,418	131,500	97.83	8	73,639	54.78	57,861	43.05
Orleans	18,425	17,488	94.91	4	2,694	14.62	14,794	80.29
Oswego	54,177	52,316	96.56	7	21,791	40.22	30,525	56.34
Otsego	33,054	28,803	87.14	7	5,576	16.87	23,227	70.27
Putnam	40,834	35,485	86.90	6	23,364	57.22	12,121	29.68
Queens	360,469	360,271	99.95	11	349,997	97.09	10,274	2.85
Rensselaer	64,261	63,364	98.60	7	26,956	41.95	36,408	56.66
Richmond	129,765	129,695	99.95	4	128,046	98.68	1,649	1.27
Rockland	96,170	94,666	98.44	4	85,936	89.36	8,730	9.08
Saratoga	101,499	98,922	97.46	7	29,372	28.94	69,550	68.52
Schenectady	56,999	56,669	99.42	7	41,342	72.53	15,327	26.89
Schoharie	18,388	17,237	93.74	8	6,521	35.46	10,716	58.28
Schuyler	10,671	9,802	91.86	8	5,954	55.80	3,848	36.06
Seneca	14,805	14,388	97.18	8	9,460	63.90	4,928	33.29
St Lawrence	54,288	48,350	89.06	10	19,294	35.54	29,056	53.52
Steuben	53,084	47,486	89.45	8	24,586	46.32	22,900	43.14
Suffolk	542,919	535,629	98.66	6	348,858	64.26	186,771	34.40
Sullivan	53,562	50,733	94.72	5	8,499	15.87	42,234	78.85
Tioga	21,541	20,357	94.50	9	8,925	41.43	11,432	53.07
Tompkins	35,479	34,025	95.90	12	17,048	48.05	16,977	47.85
Ulster	88,190	85,427	96.87	9	26,008	29.49	59,419	67.38

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NAME	Total Address Points	Total Served Address Points	%	Providers Per County	Served Address Points - More than One Provider	%	Served Address Points - One Provider	%
Warren	38,480	36,197	94.07	7	8,029	20.87	28,168	73.20
Washington	29,232	26,649	91.16	6	8,935	30.57	17,714	60.60
Wayne	38,970	36,603	93.93	10	11,060	28.38	25,543	65.55
Westchester	237,515	235,487	99.15	9	210,882	88.79	24,605	10.36
Wyoming	18,232	15,899	87.20	6	5,344	29.31	10,555	57.89
Yates	14,536	12,716	87.48	7	5,001	34.40	7,715	53.08
Total	5,354,621	5,214,143	97.38		3,648,916	68.15	1,565,227	29.23

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 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 to customers and regulators and are limited to the lesser of either the most recent consumer price index change or a maximum of two percent per year.⁴⁴

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

⁴⁴ GBL §399-zzzzz (3).

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- Disability rent increase exemption
- An affordability benefit from a utility⁴⁵

As described in Part Two, the following chart details the 11 ISPs across New York State that have confirmed ABA compliant service offerings. Going forward, the Department will include this table in this annual Report. This information has also been integrated into the 2025 Interactive Map to ensure consumers can easily access it while browsing the website.

ISP Name	Offering(s)	About Product
Altice	50 Mbps/\$14.99	https://www.optimum.com/internet/advantage-internet
Astound by RCN	50 Mbps/\$9.95	https://www.internetfirst.com/
Charter	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
EDGE Fibernet	500 Mbps/\$20	Contact info@edgefibernet.com or 646-257-1500 for more information
Frontier	200 Mbps/\$19.99 (\$14.99 per month offering where fiber does not exist)	https://frontier.com/discount-programs/new-york-low-income
GreenLight Networks	25 Mbps/\$15	https://www.greenlightnetworks.com/affordable-broadband-act/
Point Broadband	25 Mbps/\$15	Contact 844-407-6468 for more information.
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	300 Mbps/\$20	https://www.verizon.com/discounts/verizon-forward/

⁴⁵ GBL §399-zzzzz (2).

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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.”⁴⁶ While there were no State regulatory or statutory barriers identified this year, on July 18, 2024, the Commission issued an Order that made modifications to its long-standing 2004 Policy Statement on Pole Attachments.⁴⁷

These changes are expected to help facilitate the deployment of high-speed broadband and wireless cellular services throughout New York. Among other things, the Order establishes more concrete timeframes to facilitate resolution of pole attachment disputes; creates a statewide working group, consisting of over 100 relevant and interested participants that meet regularly and facilitate the discussion and resolution of issues relating to pole attachments; requires pole owners to file annual reports detailing third-party attachments; requires consideration of alternative pole attachment methods; and adopts a new pole attachment process that includes “One Touch Make Ready” for simple attachments in the communications space, provided it is not precluded by collective bargaining; and requires post-construction inspections. In particular, the working group launched in the Fall of 2024 is comprised of more than 100 participants, primarily industry stakeholders working on a range of issues related to pole attachments. The group’s primary focus has been to work with Department Staff to facilitate delays in the pole attachment licensing process which can delay broadband deployment. In order to assist industry stakeholders (pole owners and attachers) with licensing delays, Department Staff utilizes a tracking system to help identify where delays are occurring and together with pole owners and attachers work to navigate obstacles and identify areas that require additional assistance.

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

Since last year’s Report, the State has made significant strides in advancing broadband affordability and access, particularly with the implementation of the ABA. This legislation has provided a strong framework for expanding access to low-cost broadband options for eligible households across the State. As a result, more eligible households now have access to discounted service plans. The State is far better positioned today to support low-income residents in securing affordable internet service than it was just a year ago.

⁴⁶ PSL §244-c(2)(a).

⁴⁷ 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).

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To help navigate this changing environment, new in this year's Report is the addition of the affordable broadband service plans table in Part Three. This information has also been integrated into the 2025 Interactive Map to assist consumers in accessing this information while browsing. Department Staff will continue to update the Map with revised ABA information as it becomes available; however, consumers are encouraged to contact ISPs directly to learn more about available offerings and how to apply.

As in previous years, the Department will continue to seek opportunities to facilitate broadband deployment in remote areas of the State as demonstrated by the work of the Commission, ConnectALL, and NYSDOT and described herein. Active coordination among the State agencies will help ensure broadband deployment efforts throughout the State are as effective and efficient.

Finally, through the ongoing field inspection program for new broadband deployment, discussed above, the Department will continue its efforts to correct inaccuracies on the Map throughout the coming year. In addition, the Department continues to consult with VHB on adding a fourth statistical category entitled, "Competitively Served" to illustrate the existence of more than one high-speed broadband ISP at an address level.

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 (2023 dollars)
Albany	\$71.02	247.26	10	83,149
Allegany	\$74.89	206.69	8	61,233
Bronx	\$69.79	197.11	11	49,036
Broome	\$64.11	295.12	11	61,059
Cattaraugus	\$68.28	179.57	10	58,248
Cayuga	\$64.91	272.43	10	66,583
Chautauqua	\$62.53	217.80	8	56,507
Chemung	\$59.65	230.13	7	63,469
Chenango	\$62.57	330.11	10	62,093
Clinton	\$68.56	268.34	7	69,208
Columbia	\$71.53	354.80	10	83,619
Cortland	\$59.87	277.40	9	67,527
Delaware	\$73.39	313.53	10	60,226
Dutchess	\$68.81	209.07	10	97,273
Erie	\$67.04	261.69	11	71,175
Essex	\$81.94	271.03	10	70,215
Franklin	\$80.21	234.43	7	63,747
Fulton	\$63.92	335.26	4	62,615
Genesee	\$63.19	256.72	6	72,055
Greene	\$77.25	356.38	7	74,011
Hamilton	\$55.64	380.59	7	68,950
Herkimer	\$69.03	303.26	8	68,858
Jefferson	\$73.07	272.83	7	64,978
Kings	\$69.03	173.96	12	78,548
Lewis	\$63.16	345.01	6	68,329
Livingston	\$60.72	320.31	7	72,464
Madison	\$69.82	278.48	9	73,141
Monroe	\$59.31	362.56	8	74,409
Montgomery	\$66.64	306.24	5	62,923
Nassau	\$72.47	155.14	7	143,408
New York	\$55.59	265.28	11	104,553
Niagara	\$69.32	287.41	6	67,809
Oneida	\$69.90	267.75	10	68,819
Onondaga	\$66.54	250.27	8	74,740
Ontario	\$59.80	297.13	10	79,814
Orange	\$68.37	485.77	8	96,497
Orleans	\$76.44	275.62	4	63,838
Oswego	\$70.16	333.56	7	68,461

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NAME	Weighted Average Price Per County	Weighted Average Speed (Mbps)	Providers Per County	Median Household Income (2023 dollars)
Otsego	\$68.89	255.35	7	67,086
Putnam	\$50.35	167.38	6	127,405
Queens	\$62.71	246.92	11	84,961
Rensselaer	\$70.79	251.27	7	86,663
Richmond	\$66.24	245.39	4	98,290
Rockland	\$73.35	199.92	4	110,631
Saratoga	\$72.67	275.27	7	99,653
Schenectady	\$67.60	249.01	7	76,989
Schoharie	\$71.94	363.18	8	71,188
Schuyler	\$51.54	348.03	8	65,625
Seneca	\$68.67	252.28	8	66,007
St Lawrence	\$78.80	215.20	10	61,233
Steuben	\$62.01	221.99	8	64,740
Suffolk	\$77.35	199.67	6	128,329
Sullivan	\$72.43	305.03	5	69,826
Tioga	\$59.95	258.51	9	71,791
Tompkins	\$66.84	297.16	12	73,012
Ulster	\$75.12	377.38	9	81,804
Warren	\$70.39	270.77	7	78,239
Washington	\$73.23	216.45	6	72,342
Wayne	\$73.57	274.71	10	73,914
Westchester	\$73.61	202.09	9	118,411
Wyoming	\$65.40	279.50	6	68,913
Yates	\$61.98	292.39	7	67,521