

**Broadband Florida Q3 2013 PPR Report Details
Project Attachment – Broadband Mapping****Question 2: Describe any additional project milestones that have been accomplished over this reporting period (Ex. Updates to state broadband maps and websites, map outreach activities)**

During the third quarter of 2013 the mapping project manager focused on contacting the list of providers that was assembled in the previous quarter, collecting data, and preparing it for the October 1, 2013 submission package. The list of providers was updated utilizing the FCC listing of broadband providers, identified Florida Wireless Internet service providers and verification of whether these companies provided broadband service in Florida. The Department continued to work on obtaining Community Anchor Institutions coverage and speeds, identifying additional broadband service providers, outreach, updating provider contact information, and data verification. The design of the Broadband Florida map viewer was further refined.

Provider Outreach

Provider outreach efforts continued throughout the third quarter of 2013. The Department made every effort to contact the providers regarding data submittals and data verification by emailing static maps and providing access to the Provider Portal to allow detailed review by the provider to confirm or correct the coverage maps. Follow-up correspondence, NDA execution, and further outreach added to the quality of the October 2013 data submission with an addition of two providers submitting data for the first time.

- **Non-Participating Providers:** Florida identified three providers that will not participate in the mapping program.
 - Birch Communications maintains their position that participation in the project would violate Homeland Security guidelines and once again declined to participate. The Department sent communication via email and spoke with a liaison via phone in an effort to discuss the program.
 - CyberStreet, Inc. responded in the April 2013 submission stating that the company does not participate on a nationwide basis. The accuracy, use, frequency of collection, and time to prepare the information are viewed as deterrents to the company. In the October 2013 submission, CyberStreet was non-responsive.
 - Omnispring, LLC spoke to the Mapping Project Manager and stated that the company is not interested in participating. The accuracy, use, frequency of collection, and time to prepare the information are viewed as deterrents to the company.
- **Non-Responsive Providers:** In addition to the companies listed above, there were 33 providers that were unresponsive to multiple contact attempts in the third quarter of 2013. Several providers are newly identified for this submission and non-responsiveness may be due to incorrect contact information. The Department will continue to reach out and identify the correct contacts for these providers to aid in the April 2014 data collection process. The

following table depicts a list of the non-responsive providers with the corresponding contact attempts made by the Department.

Table 1: Non-Responsive Provider Contact Log

Provider Name	Date	Type and Subject of Contact
airPowered	07/05/2013	Email: Initial Outreach Data Collection
	07/08/2013	Call: Coverage Area (J. Buyer)
	08/09/2013	Email: Containing coverage image for verification or update (J. Buyer)
	08/09/2013	Call: Follow up to the email verification or update (J. Buyer)
	08/22/2013	Email: Containing coverage image for verification or update (G. Karr)
	08/27/2013	Call: Follow up to the email verification or update (G. Karr)
Altitude	07/05/2013	Email: Initial Outreach Data Collection (Jury and Mills)
	08/09/2013	Call: Follow up to the email verification or update (M. Jury)
	08/09/2013	Call: Follow up to the email verification or update (J. Mills)
	08/09/2013	Email: Detailing the program and participation further (Jury and Mills)
Areyouonline.net	07/05/2013	Email: Initial Outreach Data Collection
	08/09/2013	Email: Containing coverage image for verification or update
	8/27/2013	Email: Containing coverage image for verification or update
Bluemont Networks, LLC.		Researching contact information
Cablevision of Marion County, LLC.	07/05/2013	Email: Initial Outreach Data Collection (K. King)
	08/09/2013	Call: Detailing the program and participation further (D. Cummings)
	08/09/2013	Email: Detailing the program and participation further (King and Cummings)
ClearSurf International, Inc.	07/05/2013	Email: Initial Outreach Data Collection
	08/12/2013	Call: Detailing the program and participation further
	08/12/2013	Email: Detailing the program and participation further
CyberStreet, Inc.	07/05/2013	Email: Initial Outreach Data Collection
	08/12/2013	Call: Detailing the program and participation
	08/12/2013	Email: Detailing the program and participation (W. Peterson and M. Brandon)
Desoto.Net		Researching contact information

Provider Name	Date	Type and Subject of Contact
Earthlink	07/05/2013	Email: Initial Outreach Data Collection
	08/12/2013	Email: Data Collection (J. Watts)
	08/14/2013	Call: Received new contact (J. Watts)
	08/14/2013	Call: Detailing the program and participation (M. Whiting)
	08/14/2013	Email: Detailing the program and participation
FiberLight, LLC	07/05/2013	Email: Initial Outreach Data Collection
	07/09/2013	Call: Detailing the program and participation further
	08/13/2013	Call: Detailing the program and participation further
Florida High Speed Internet (FLHSI)	07/05/2013	Email: Initial Outreach Data Collection
	07/09/2013	Call: Detailing the program and participation further
	08/16/2013	Email: Detailing the program and participation
	08/16/2013	Call: Detailing the program and participation further
GBS Online	07/05/2013	Email: Initial Outreach Data Collection
	07/10/2013	Call: Detailing the program and participation further
	08/14/2013	Email: Detailing the program and participation
Georgia Public Web, Inc.		Researching contact information
Greenlight Dunnellon Communications		Researching contact information
GRU.com	07/05/2013	Email: Initial Outreach Data Collection
	07/11/2013	Email: Detailing the program and participation further
	07/11/2013	Call: Detailing the program and participation further
	08/14/2013	Email: Detailing the program and participation
	08/14/2013	Call: Detailing the program and participation further
Harbor Communications, LLC.		Researching contact information
Litestream Holdings, LLC.	07/10/2013	Email: Initial Outreach Data Collection (H. Parrish)
	07/10/2013	Call: Initial Outreach Data Collection (H. Parrish)
	08/14/2013	Email: Detailing the program and participation (L. Kelley)
	08/14/2013	Call: Detailing the program and participation further (L. Kelley)

Provider Name	Date	Type and Subject of Contact
Nature Coast Networks, LLC.	07/05/2013	Email: Initial Outreach Data Collection
	07/10/2013	Email: Detailing the program and participation further
	08/16/2013	Email: Detailing the program and participation
	08/16/2013	Call: Detailing the program and participation further
Palm Coast Flagler Internet	07/05/2013	Email: Initial Outreach Data Collection
	08/16/2013	Email: Detailing the program and participation
	08/16/2013	Call: Detailing the program and participation further
QxC Communications		Researching contact information
Rapid Systems Corporation	07/05/2013	Email: Initial Outreach Data Collection
	07/11/2013	Call: Detailing the program and participation further
	08/16/2013	Email: Detailing the program and participation
	08/16/2013	Call: Detailing the program and participation further
Sago Networks, Inc.	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Call: Detailing the program and participation further
	08/21/2013	Email: Detailing the program and participation
	08/21/2013	Call: Detailing the program and participation further
SKYNAP		Researching contact information
SkyNet 360	07/05/2013	Email: Initial Outreach Data Collection
	08/07/2013	Call: Detailing the program and participation further
	08/21/2013	Email: Detailing the program and participation
Sling Broadband		Researching contact information
TerraNova.Net	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Call: Detailing the program and participation further
Tier 3 Communications	07/05/2013	Email: Initial Outreach Data Collection
UNSi	08/08/2013	Email: Initial Outreach Data Collection
	08/08/2013	Call: Detailing the program and participation further
US Metropolitan Telecom, LLC	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Call: Detailing the program and participation further
Valparaiso Broadband Communications Systems	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Email: Initial Outreach Data Collection

Provider Name	Date	Type and Subject of Contact
Velocity Online	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Email: Initial Outreach Data Collection
Wow! Internet, Cable and Phone	07/05/2013	Email: Initial Outreach Data Collection
	07/10/2013	Call: Detailing the program and participation further
	8/28/2013	Email: Containing coverage image for verification or update
XO Communications Services, Inc.	07/05/2013	Email: Initial Outreach Data Collection
	07/20/2013	Call: Detailing the program and participation further

Data Verification

A number of checks and balances must be performed to ensure a reasonable snapshot of the last six months of broadband availability in the state of Florida. These methods include (but are not limited to): provider validation, topological validation, third party data verification, public verification, speed test metrics, and confidence values which occur during the data validation and verification process.

- Broadband Provider Validation – PDF Images and Provider Portal**
 All participating providers are supplied with pdf images of their coverage areas with speed information to analyze and provide feedback. When further details are needed by the providers they are able to login to the Provider Portal for coverage review and also to make any necessary edits.
- Topological Validation**
 To further ensure topological validation, Florida conducted peer review on the data for each provider. The team searched for inconsistencies and missing data and performed a thorough review of attributes and geometry. If any issues arose the provider was contacted and the data was verified and/or edited.
- Third-Party Data Verification and Web Surveys**
 Florida reviewed provider websites and third party data for comparison to what was submitted to Florida by the providers. For this submission, the third party data reviewed was Media Prints to assess cable boundaries, GeoTel to analyze wireless and wireline coverage areas and fiber locations, and Mobile Pulse was utilized to compare upload and download speeds with coverage areas. Web surveying was completed to ensure the data submitted by the providers agreed with publicly available coverage areas.
- Public Verification, Crowd Sourcing and Speed Test Verification**
 The broadband interactive map containing feedback and speed test functionality was available to the public. Feedback and speed results were collected from the interactive map and reviewed with the providers.
- Submission Comparison**
 Florida compared past submission coverages to the current submission coverage by provider and technology of transmission to review changes or updates to these areas. This provided a visual cue to identify geometry changes or possible errors in the data and allowed Florida to contact providers for corrections. Further, the Florida data packages

were compared by census block and street segment quantities to identify any major changes in coverages between submissions.

- Confidence Values

All verification, validation and manual quality review results were tracked by provider/technology type and stored and maintained within a validation table. A confidence value was assigned, based on internal assessments of the collected information, to highlight the provider coverage areas and/or attributions that would benefit from further investigation and/or enhancements.

Other Activities

- In the spring the Department provided data and maps to the Department of Education and the state legislature regarding broadband service coverage and speed availability for all the public schools in Florida. Further, the Department was working on additional layers for the state mapping tool to include USAC information on funding by school districts, schools and libraries.
- The Florida team purchased Mobile Pulse data which provided a method to validate mobile wireless coverage and speeds for broadband mapping.
- The Department obtained data using a screen scraper utility which directly pulled information from the FCC Forms 471 Block 4 data.

Upcoming Mapping Activities

The Department is currently exploring ways in which to improve the accuracy and usability of the data collected through the program. Possible ideas include:

- Purchase of Wi-Fi hotspots to display on the Florida map.
- A state technology innovation challenge that would identify ways to utilize the data for different purposes and produce an application for mobile devices.
- Coordinate with Florida Virtual Schools to survey students that participate in distance learning programs.
- Coordinate with the Florida Local Government Information Systems Association to collect connectivity data from community anchor institutions.