

Is Broadband Available?

Find Out with Connected Nation Michigan

A broadband connection allows you to take full advantage of the many benefits of high-speed Internet access. While the Michigan Public Service Commission does not regulate broadband service, it does support increased broadband availability and adoption.

What is Connected Nation Michigan?

Connected Nation Michigan is a partnership between the Michigan Public Service Commission (MPSC) and Connected Nation to map broadband availability and to promote the adoption and use of broadband, and related technologies, in Michigan. The project includes mapping and verification of broadband availability data, broadband research and planning. While the map is specific to broadband service, it does also provide some information regarding telephone and cable services available throughout Michigan.

How can I find out if broadband service is available at my home or business?

An interactive map of broadband availability is online at [Mapping & Analysis | Connect Michigan \(connectednation.org\)](https://www.connectednation.org). The map allows users to search broadband availability by street address. The map also shows the types of broadband available in Michigan in layers that can be turned on or off. Also located at [Mapping & Analysis | Connect Michigan \(connectednation.org\)](https://www.connectednation.org) are printable maps of broadband availability for the entire state, as well as by county.

Broadband service isn't available at my home or business but I want to have access. What should I do?

The MPSC does not regulate broadband providers and cannot require a provider to offer service. However, you can take an important step by submitting feedback using the link at the top of the interactive map on the Connected Nation Michigan website at [Mapping & Analysis | Connect Michigan \(connectednation.org\)](https://www.connectednation.org). Additionally, you may consider contacting the Michigan High-Speed Internet (MIHI) Office to share and discuss your concerns. You may contact the MIHI Office and find out more information regarding broadband activity in Michigan online at: www.michigan.gov/leo/bureaus-agencies/mihi. Encourage your neighbors to visit the website and provide their information as well. A provider may be willing to invest in your area if there is demonstrated demand for broadband service.

The map shows that broadband service is available at my address, but I called the provider(s) listed and service is not available to me.

The Connected Nation Michigan website includes opportunities for citizen feedback on the accuracy of the map and on broadband in general. Feedback from citizens like you is important to help ensure the accuracy of the map, and assists map validation staff in improving the data.

The map is still in beta form, which means it is constantly being updated and revised to present the most accurate picture of broadband availability possible.

I don't have internet access, so I can't access the Connected Nation Michigan website. How else can I find out whether broadband is available to me?

Your local library or other community institution may allow you to use the internet. The Connected Nation Michigan website also includes a Michigan Hotspot Map of institutions offering drive-up Wi-Fi access throughout the state. Additionally, you can contact the MPSC Telecommunications Division for assistance. The contact information for the MPSC is 1-800-292-9555 and then press #2.

I can't afford broadband service. Is help available?

You may consider contacting local broadband providers to determine whether they offer broadband service at special rates for those that may be of low-income or encountering financial hardship. Some broadband providers offer programs specifically for low-income households. You may also consider participating in the Lifeline program. Lifeline provides assistance towards both telephone and broadband service. For more information, go to www.lifelinesupport.org.

How do I receive information and updates regarding broadband expansion and deployment in Michigan?

The [Michigan High-Speed Internet \(MIHI\) Office](#) was established in June 2021 with two key statewide goals:

- Ensure that high-speed internet access is available to every home, business, institution, and community
- Ensure that 95% of Michigan households adopt a permanent home internet connection

You can [sign-up](#) to receive updates from the MIHI Office regarding information about broadband funding, expansion, and deployment throughout Michigan.

The Federal Communications Commission (FCC) website also provides a wealth of broadband information that can be found by going to www.fcc.gov/connected.