



STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

Frequently Asked Questions on Internet and Broadband

The Connecticut Public Utilities Regulatory Authority (PURA) does not regulate internet or broadband. This information is provided as a courtesy by PURA's Consumer Affairs Unit.

1. What is PURA's role regarding internet and broadband services in Connecticut?

PURA does [not have regulatory authority over internet service providers \(ISPs\)](#) or the services they offer. This means that PURA does not oversee pricing, billing practices, or service quality for ISPs, internet service, or broadband service in Connecticut.

2. Which agency regulates internet service providers in Connecticut?

Internet service providers are primarily regulated by the **Federal Communications Commission (FCC)**. In Connecticut, the **Department of Energy and Environmental Protection (DEEP) Bureau of Energy and Technology Policy (BETP)** is involved in promoting broadband access in underserved areas and advocating for consumers' interests related to internet availability. PURA does not regulate ISPs in Connecticut.

3. How can I find out which internet/broadband service providers are available in my area?

Visit DEEP's [Connecticut Broadband Map](#) to check for available ISPs in your specific area. The map provides information on internet/broadband availability, speeds, and service types.

Additionally, you can check broadband availability with the FCC's map: [National Broadband Map](#).

4. What should I do if I am experiencing issues with my internet/broadband service?

If you encounter problems with your internet/broadband service in Connecticut, you should contact your ISP's customer service for assistance. Since PURA does not regulate billing or service quality, we recommend addressing your concerns directly with the provider.

5. Where can I file a complaint about my internet/broadband service or ISP?

Because the FCC regulates ISPs, you can file a formal complaint with the FCC's complaint center [here](#).

In addition, you can file an informal complaint with PURA's Customer Affairs Unit for tracking purposes. While PURA does not have the authority to regulate internet services or billing, we may be able to direct you to resources or organizations as a courtesy. However, PURA cannot guarantee any specific outcomes and cannot actively pursue your complaint.

6. Are there any state programs to assist communities with internet/broadband access?

Yes, various other Connecticut agencies offer programs aimed at improving internet/broadband access and affordability, including grants for expansion in underserved areas. While PURA has no regulatory role in these programs, we hope you find the following information helpful. For general information, visit Connecticut's [Get Connected](#) resource page, administered by DEEP. Additional general information related to Connecticut broadband deployment and access programs is available at DEEP's [website](#), where you can find updates on various programs aimed at improving broadband access across the state.

For specific Connecticut program information, [DEEP's summary PDF](#) provides information about programming, including information on the [Broadband Equity, Access, and Deployment \(BEAD\) Program](#), administered by DEEP. The BEAD Program is helping Connecticut receive significant funding to enhance broadband access statewide. The state will use this funding to support projects targeting unserved and underserved areas.

Other helpful information on broadband services and initiatives in Connecticut is available at the Connecticut [Office of Consumer Counsel's \(OCC\) broadband page](#).

7. What are the broadband speed requirements in Connecticut?

The **Federal Communications Commission (FCC)** defines broadband as having speeds of at least 25 Mbps for downloads and 3 Mbps for uploads. PURA encourages providers to offer higher speeds, particularly in underserved areas. For more information regarding the internet and broadband, please visit the [OCC's broadband page](#).

8. Is there financial assistance available for low-income households to obtain internet service?

Yes. Connecticut's [Get Connected](#) resource page, administered by DEEP, provides information for customers seeking financial assistance as well as those who need help getting connected.

In addition to state assistance, some households may qualify for federal programs, such as the FCC's [Lifeline Credit](#) program, which provides discounts on monthly internet and phone bills. Customers can learn more about eligibility and how to apply through the [United Way of Connecticut's 2-1-1 service](#).

PURA has no regulatory role in these financial assistance programs.

9. What can I do to improve my internet/broadband speed at home?

While PURA cannot provide technical support for internet/broadband speed, you may want to try the following to enhance your internet/broadband speed:

- Ensure your router is up to date and placed in a central location.
- Limit the number of devices connected to your network.
- Upgrade to a higher-speed internet plan if necessary.
- Contact your ISP for additional support or troubleshooting.

10. How can I contact PURA?

For further inquiries, please contact PURA via:

Web: [File a Complaint](#)

Email: pura.information@ct.gov

Toll Free Number (within CT): 1-800-382-4586

Outside Connecticut: 1-860-827-2622

TDD Telecommunications for the Deaf: (860) 827-2837 - to be used only if you have a TDD machine.