



Frequently Asked Questions
and
Map Use Tips for Public Map Layers



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General Information

Q: How do I use this site?

To begin using the site, start by entering your address in the search box on the main page and then select your address from the results that are presented. If your address is not pre-populated, use the search button to search for your address. You will be taken to a map view that is centered on your address. In the left panel, you will see a list of broadband providers that may be available at your location. You can change the data that is shown on the map in the layer list. You can search for another address using the search bar at the top of the page.

Alternatively, you can click the “Take me to the map” text below the search box on the main page and begin exploring the map by panning and zooming around without entering an address.

Clicking on the map will show the value of the current data layer at the location of your click.

Q: Why can't an address be located?

This site only supports searching for addresses within South Carolina. Though the site uses redundant address searching tools, in some cases, none of the available tools can find a good match. You can search for a nearby address or go straight to the map view and zoom in to the area that you are interested in viewing. You will still be able to interact with the data on the map in your area of interest.

Q: Why isn't my address showing up as a location on the map?

There is a lag time between what we see in real-time on the street, and what is updated in various data sources used to create the map. If your neighborhood is newer than 2 years, the county may still show your location as vacant land or still under construction. Therefore, it will not be identified as broadband serviceable at this time.

Q: Where does the list of broadband service providers come from?

This list of providers are the known broadband providers in the State of South Carolina based on the South Carolina Office of Regulatory Staff records.

Q. I see the message ‘No provider data...’ when I know I have broadband service in my area?

You will get this message if no broadband data was submitted to the South Carolina Office of Regulatory Staff (ORS) or there is only a single provider in your region and there are regulatory protections that prevent a single provider from being listed.

Q: How current is the data shown on this map?

The data is based on submissions from South Carolina Internet Service Providers to the South Carolina Office of Regulatory Staff in the fall of 2020 and US Census 2019.

Q: How is broadband being defined?

For the purposes of this map, Broadband is being defined as consumer grade, minimum 25 Mbps download speed and 3Mbps upload speed. Service must also be available within 7-10 days of request. As



a result, some high-capacity services that require more time for provisioning may not be included on the map.