Glenn Hegar Texas Comptroller of Public Accounts

Broadband Development Office

FCC National Broadband Map Challenge Toolkit for Texans

December 2022

TEXAS BROADBAND DEVELOPMENT OFFICE

Overview

Texans have the power to improve their internet service. The Federal Communications Commission (FCC) released its long-awaited initial version of the **FCC National Broadband Map** on Nov. 18 and has opened the map challenge process. The **publicly available map** displays location-by-location views of high-speed internet availability across the country, as reported by internet service providers (ISPs) to the FCC. The map will be updated continuously to improve its accuracy through a combination of FCC verification efforts, new data from ISPs updates to location data and—importantly—information from the public. State, local and tribal governments, third parties (such as other ISPs or public interest groups) and consumers may challenge the map's accuracy on a rolling basis; however, the National Telecommunications and Information Administration (NTIA) is encouraging entities and individuals to submit their challenges before **Jan. 13, 2023** to give the FCC time to process them and to make sure they are included in the final version of the map that will be used to set funding allocations for states. The allocations will be announced June 30.

BDO strongly encourages entities to challenge the map before Jan. 13, 2023. It is critical that Texans participate in this round of the challenge process in time for the FCC to include updated data in the final map. This information will determine how much funding Texas receives from the Broadband Equity, Access, and Deployment (BEAD) Program.

Context + Rationale

Texas' allocation of the BEAD funds will depend on this round of the FCC challenge process. Any underestimation could potentially reduce Texas' allocation by billions of dollars. With the help of and consolidated resources from the NTIA and the FCC, the Comptroller's Broadband Development Office (BDO) has created this *FCC National Broadband Map Challenge Toolkit for Texans.* This toolkit contains instructions on how to submit a location challenge, data specifications for bulk fixed availability challenges and crowdsourced data, outreach tools, sample social media posts, posters, infographics and more. These efforts will require rapid public engagement through **Jan. 13, 2023, when the challenge window closes.**

The BDO *FCC National Broadband Map Challenge Toolkit for Texans* was crafted with individuals, government entities and communities in mind. To help get the message out to residents, organizations and businesses in your community, this toolkit provides the following resources:

1. Map challenge process FAQs
2. Copy of stakeholder-specific messaging
3. Social media templates
4. Individual location challenge instructions
5. Individual fixed availability and mobile challenge instructions

6. One-pagers describing the FCC map challenge process (FCC)
7. Fixed availability data specifications for bulk challenges (FCC)
8. FCC outreach toolkit items (posters, postcards, etc.)

Please share this information widely in your community and encourage stakeholders to participate in improving broadband connectivity for Texas.

FAQs

When are challenges due?
Challenges are due to the FCC by Jan. 13, 2023. If challenges are not completed by that time, they may not be considered or included in time for the June 2023 BEAD funding allocation.

Why is the deadline so short?
It's not a Texas deadline. It's a deadline set by NTIA to ensure challenge data are reflected in the FCC map that NTIA will use to determine funding allocations for states. On Dec. 13, 2022, Comptroller Hegar sent a letter to NTIA and the FCC petitioning this deadline to be extended. The BDO encourages communities to be prepared to submit challenges by the original Jan. 13 deadline in the event the Comptroller's petition is denied.

What is BDO's role?
LightBox (LBX), BDO's vendor for broadband mapping in Texas, has been working with the FCC to develop a licensing arrangement to determine criteria for using LBX's data from the Texas map in challenging the FCC's map fabric. Until an agreement has been reached, BDO and LBX cannot submit bulk challenges to the FCC; however, BDO strongly encourages individuals, communities and local governments to submit their challenge data while discussions continue.

Where do I access the FCC map?
Access the map here: https://broadbandmap.fcc.gov/home

How do I use the FCC map site?
From the **home page,** you can:
- Enter an address into the **Search by Address** window to zoom to that address point on the map. When you enter an address, you can see information about that location, along with a list of ISPs that can serve it and the types of service and speeds offered.
- Pan, zoom and generally explore the map, or search for a location by clicking **Location.**
- Search for service availability or coverage by specific providers by clicking **Providers.**
- Review internet service availability and characteristics in your state, county, congressional district, census place (town), tribal area or CBSA (metro area) by clicking **Area.**

- Save the underlying data to your computer by clicking **Download**.

What do all these data terms mean?

The FCC broadband map is built on two distinct data sets: 1) what is known as the "broadband serviceable location (BSL) fabric" (often referred to as "the fabric") and 2) broadband provider-submitted service availability data (often referred to as "provider" or "service-availability data).

- The fabric (location data) shows individual structures such as homes and small businesses that might subscribe to mass market broadband service, while
- The provider (availability) data show where ISPs currently offer broadband service.

How can I help improve the map?

Map users can help with the ongoing process of improving the data in the following ways:

- If you think the information about the location point of your home, business or another location is wrong, or if the location point you are searching for is missing, you can submit a **Location Challenge** from the map. You can also submit a **Location Challenge** if the address, building type or unit count is listed incorrectly for your home or business.
- If you think the information on the map about which ISPs offer broadband service to your home, business or another location, is wrong, you can dispute it by submitting an **Availability Challenge** from the map. You can challenge mobile broadband availability data (3G, 4G or 5G) and/or fixed broadband availability data.
- If you think the information on mobile coverage is wrong, you can dispute that as well by taking speed tests on your mobile phone with the FCC Speed Test App. The results of these tests will be aggregated to create crowdsourced **Mobile Challenges** that mobile providers must respond to improve their coverage maps. A challenge speed test can be performed to contribute to challenges of a mobile provider's 3G, 4G or 5G coverage areas as shown on the FCC's map. Challenge speed tests must be taken outdoors or in a moving motor vehicle and may not be taken indoors.

What are the types of challenges?

For each type of challenge, the FCC will accept both challenges to **individual locations** and **bulk challenges** to multiple locations.

- **Individual Challenge** (individual consumer challenges to location and/or availability data for a single location): Individual challenges will be accepted directly through the map interface. Individual challengers must submit date; method; content of the request; details of the response from the provider, if any; and evidence showing no availability at the disputed location (e.g., screen shot, emails).
- **Bulk Challenge** (challenges to internet availability data for multiple locations): Bulk challengers must use the Broadband Data Collection (BDC) platform to submit information to the FCC. Municipalities, local governments and regions are encouraged to complete bulk challenges on behalf of the communities they serve given the tight deadline for submitting challenges. See an overview of the bulk challenge process from San Antonio advocates.

I am a consumer wishing to submit an individual challenge. How do I submit a location challenge?

If the address, building type, unit count or physical location point on the map is displayed incorrectly for your location or the location missing entirely, you should submit a **location challenge**.

1. Click the blue location challenge icon.
2. Enter your contact information.
3. Select the most accurate reason for your challenge from the dropdown menu.

Challenge Type
_____

Category

Select...	⌄

Select...
Incorrect Location Address
Incorrect Location Unit Count
Location is Not Within Correct Building Footprint
Location is Not Broadband Serviceable
Add additional address for the location
Incorrect Location Building Type

4. Provide a description (optional if supporting documentation is provided).
    a. Example: "This is my home address, and it is a two-unit residence. The unit count should be two instead of one."
5. Provide supporting documentation (optional).
    a. Picture of the front of the residence with Unit A and B listed on the door (documentation may include mail, Zillow, lease agreements, Google Maps, etc.).
6. Electronically certify. Submit.

For more detailed instructions, refer to Individual Location Challenge Guidance.

I am a consumer wishing to submit an individual challenge. How do I submit an availability challenge?

If the ISPs listed and/or are their service offerings at a location is displayed incorrectly or if one of the services listed is not actually offered to the selected location, you should submit an **availability challenge.**

1. Click the Availability Challenge icon.
2. Select the provider related to the inaccurate report that you wish to challenge.
3. Check one of the following:
    o Send my challenge to the selected provider.
    o I'm giving feedback about the information above but not submitting a challenge.
4. Enter your contact information.
5. Select a reason from the dropdown menu.
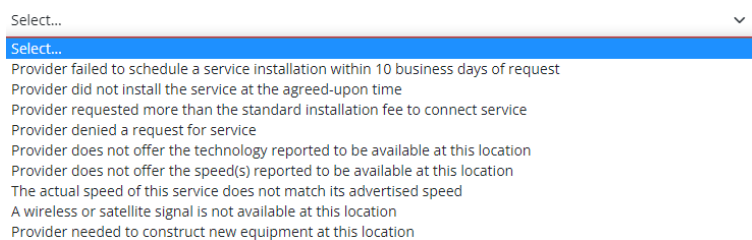
6. Describe your experience.
   - Examples: "I reside at this location, and this provider does not service my home." "Their website says they are unable to service my home/business."
7. Upload evidence for your challenge.
   a. Examples of evidence include correspondence with the provider (phone, email, online chat) screenshots of the provider's website, cost estimates for connecting to service, or images of the provider's marketing material.
8. Electronically certify. Submit.

More information about next steps after filing an availability challenge can be found here.

What comes next with an availability challenge?
Once you have submitted a challenge, you will receive an email from the FCC notifying you that the challenge has been received and is being reviewed. Additional emails will notify of you of each status change to your challenge as it goes through the FCC process. Once a challenge is filed, providers are required to review the challenge and either concede or dispute it within 60 days. More information about next steps after filing an availability challenge can be found here.

I represent a government entity, non-profit or community. How do I submit a bulk availability challenge?
To submit a bulk challenge, follow these steps:
1. Identify the Reason for the Challenge. The FCC identifies nine codes for a bulk fixed availability challenge on page 8 of the BDC Bulk Fixed Challenge Data Specifications.
   Code identifying the category or reason for fixed availability challenge of the provider at the location. Value must be one of the following codes:
   - 1 – Provider failed to schedule a service installation within 10 business days of a request.
   - 2 – Provider did not install the service at the agreed-upon time.
   - 3 – Provider requested more than the standard installation fee to connect the location.
   - 4 – Provider denied the request for service.
   - 5 – Provider does not offer the technology entered above at this location.
   - 6 – Provider does not offer the speed(s) shown on the broadband map for purchase at this location.
   - 8 – No wireless or satellite signal is available at this location.
   - 9 – New, non-standard equipment is required to connect this location.
     - Value may not be 8 or 9 *unless* technology value is

- o 60 – Geostationary Satellite
- o 61 – Non-geostationary Satellite
- o 70 – Unlicensed Terrestrial Fixed Wireless

Code for the technology of the service being challenged, as shown on the broadband map.
Value must be one of the following codes:
- 10 – Copper Wire
- 40 – Coaxial Cable/HFC
- 50 – Optical Carrier/Fiber to the Premises
- 60 – Geostationary Satellite
- 61 – Non-geostationary Satellite
- 70 – Unlicensed Terrestrial Fixed Wireless
- 71 – Licensed Terrestrial Fixed Wireless
- 0 – Other

2. Gather all Materials. Bulk challengers must submit:
- Evidence and details about the disagreement
- The challenger's methodology
- The basis for determinations underlying the challenge
- Communications with provider if any
- Outcome of communications with provider

3. Enter Information into the Broadband Data Collection (BDC) System. All entities submitting bulk fixed availability challenges must first enter the following information in the BDC system:
- Knowledge of infrastructure (where network facilities and plant exist);
- Information collected from individual consumers regarding broadband services available, and not available, to them; and
- Other (all other methodologies used).

Stakeholder-Specific Messaging

Community Leaders: Legislators, Local, Municipal, Township Governments, Non-profits
Input from state, local and tribal governments is essential to the success of the data collection effort. The BDO invites entities to actively engage with this effort.

Community leaders can:
- Challenge the data in the FCC's Broadband Serviceable Location Fabric (Fabric).
- Challenge the data on the FCC's Broadband Map showing broadband availability.
- Submit crowdsourced data.
- Submit verified availability data.

Community leaders and government entities can also educate consumers about the FCC's Broadband Maps and encourage them to submit challenges or crowdsourced information where they think improvements can be made.

FCC Help Center Resources for Governments and Tribes
- How to complete the BDC Entity Information page: government entities
- How governmental entities may access the fabric
- How governmental entities may file verified availability data
- How governmental entities may file bulk mobile challenges

To learn more about how to use the map and its features, download the BDO *FCC National Broadband Map Challenge Toolkit for Texans* at **BroadbandForTexas.com**, or visit the FCC **online help center.**

Direct-to-Consumer Messaging
The FCC published the first draft of the new National Broadband Map that shows where internet service is (and is not) available across the country. It includes data from ISPs and requires input from consumers like you. Your input will improve the accuracy of the map and result in federal funding for broadband that is targeted to the areas of Texas that need it most. State, local and tribal governments; third parties (such as other ISPs or public interest groups); and individual consumers may challenge the map's accuracy on a rolling basis; however, BDO strongly encourages entities challenge the map before **Jan. 13, 2022.** Texas's allocation of the BEAD funds will depend on this round of the FCC challenge process. To participate, please follow these steps:

1. Access the map here: **https://broadbandmap.fcc.gov/home**.
2. Type in your home or business address.
3. Is the location information wrong? Click **Location Challenge**. Location challenges can:
   - Add a missing location.
   - Correct the address or other details of your location.
   - Correct the geographic placement of your location.
4. Are the internet services listed not available? Click **Availability Challenge.** Internet availability challenges can:
   - Correct services or reported speeds that are unavailable for purchase.
   - Report a provider denial of a request for service or demand for connection charges that exceed its standard installation charge.
   - Report provider failure to schedule an installation within 10 business days of a request for service or failure to perform the installation.
5. Mobile coverage challenges will be facilitated using the FCC Speed Test App. To participate, download app. The data you share will be combined with other speed tests conducted in your area and may be used to create a challenge.

To learn more about how to use the map and its features, download the BDO *FCC National Broadband Map Challenge Toolkit for Texans* at **BroadbandForTexas.com**, or visit the FCC **online help center.**
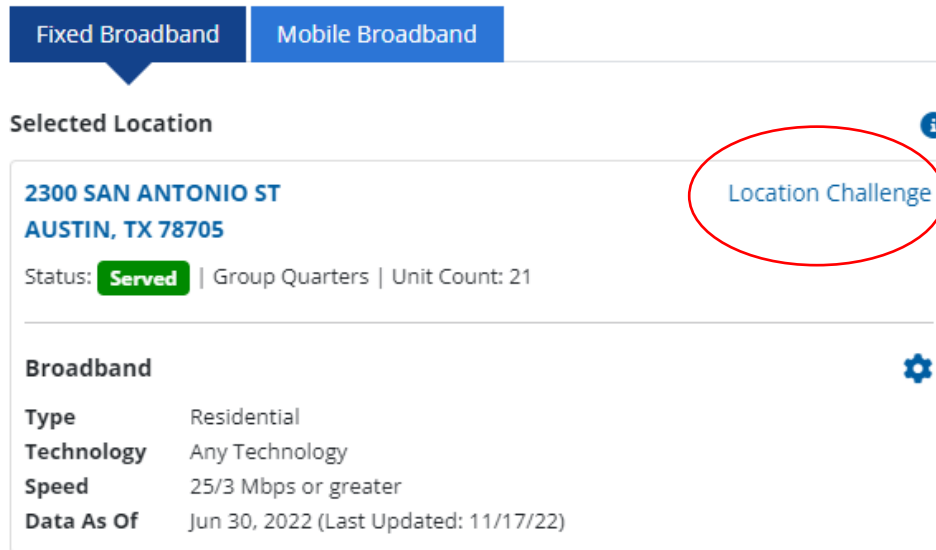
Message to Local ISPs

The FCC published the first draft of the new National Broadband Map that shows where internet service is (and is not) available across the country based on the data ISPs like you submitted to the FCC over the summer. As you know from working with the underlying data, there is much room for improvement in the accuracy of the map. To this end and to secure more broadband funding for Texas, the BDO is encouraging residents and communities to visit the FCC National Broadband Map to participate in the consumer challenge portion of the national broadband data collection effort.

If you receive questions from consumers, you can help the campaign by sending them to **BroadbandForTexas.com** where they can find the BDO *FCC National Broadband Map Challenge Toolkit for Texans*. If they have additional questions, you can point them to the FCC **online help center.**

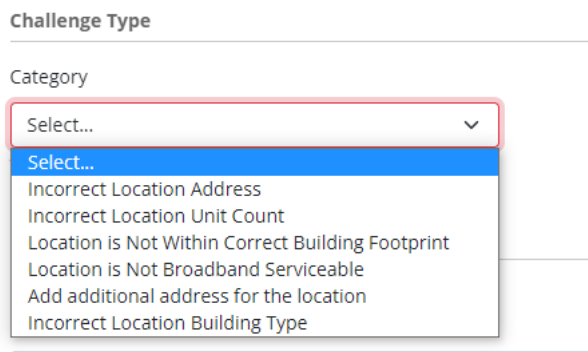Thank you for your support as we improve the accuracy of the map.

Individual Location Challenge Guidance

Location challenges are individual consumer challenges to location data for a single location. These will be accepted directly through the map interface. If the address, building type, unit count or physical location point on the map is displayed incorrectly for your home or business, or if the location is missing entirely, you can submit a location challenge.

8. Click the blue location challenge icon.
9. Enter your contact information.
10. Select the most accurate reason for your challenge from the dropdown menu.

11. Provide a description (optional if supporting documentation is provided).
12. Provide supporting documentation (optional).
13. Electronically certify. Submit.

Reason Categories:

Incorrect Address

If your address is incorrect (number missing, zip code incorrect, etc.), continue and submit a location challenge by clicking the blue "location challenge" icon. Select "Incorrect Location

Address" from the dropdown list. On the challenge form, you can check a box stating "This location lacks an address" if there is an address missing from your location search or provide the correct address if the address is listed incorrectly.

- Describe why the information is incorrect (e.g., number missing in my address, the ZIP code is off a number, the name of my street spelled wrong).
- Supporting documentation (e.g., Google Maps screenshots, photos, mail)

Incorrect Unit Count

If the number of units displayed for your location are incorrect, continue and submit a location challenge by clicking the blue "location challenge" icon.

- Provide a description. For example, "This residence has a basement apartment, carriage or backhouse, duplex."
- Provide supporting documentation: lease agreements, floor plans, photos.

Incorrect Building Type

- Provide a description: For example, "This is my home, and it is listed as a business," or vice versa.
- Provide supporting documentation: Photos of business card, mail, Zillow screenshots, Google Maps.

Incorrect Pinpoint Location on the Map

If incorrect, continue and submit a location challenge by clicking the blue "location challenge" icon and select "Location is Not Within Correct Building Footprint" from the dropdown menu. Drag the blue pin to the correct spot on the map.
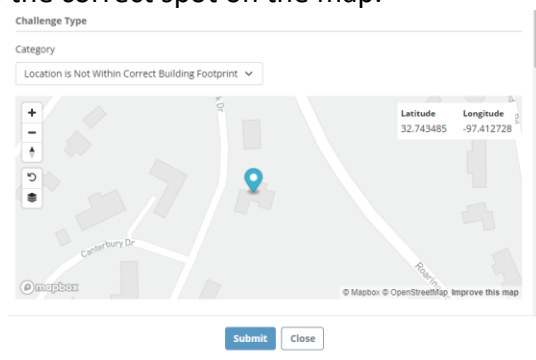
- Provide a description: The pin is on my pool house, garage, neighbor's house.
- Provide supporting documentation: photos, Google Maps, etc.

Location is Not Broadband Serviceable

If the searched location is not a BSL, click the "location challenge" icon. The FCC does not consider the following locations BSLs:

- Location is a K-12 school, junior college, university (a Community Anchor Institution) that does/would not subscribe to a mass market service.
- Location is a library (a Community Anchor Institution) that does/would not subscribe to a mass market service.

- Location is a government building (a Community Anchor Institution) that does/would not subscribe to a mass market service.
- Location is a health care building (a Community Anchor Institution) that does/would not subscribe to a mass market service.
- Location is a public safety location (a Community Anchor Institution like fire department or EMS location) that does/would not subscribe to a mass market service.
- This is an enterprise location that does/would not subscribe to a mass market service.
- Location lacks any source for electric power and should be removed from the Fabric entirely.
- Location no longer exists and should be removed from the Fabric.
- This is a location that does not require a network connection for another reason and should be removed from the Fabric.
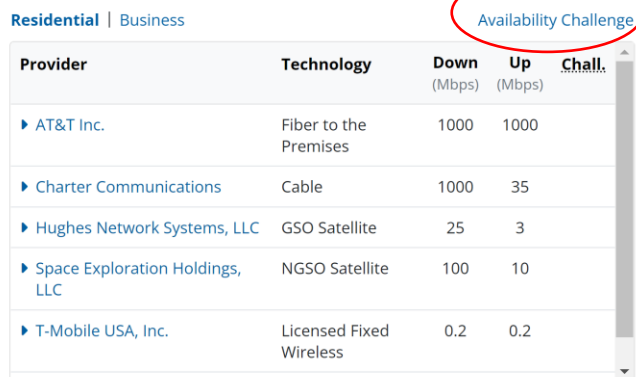
Individual Availability Challenge Guidance

Availability challenges can correct the information on the map about the services ISPs report as being available. Challenges can be based on several reasons, including that the provider denied a request for service, demanded excessive connection fees or failed to schedule an installation within 10 business days of a request. Once a challenge is filed, providers are required to review the challenge and either concede or dispute it within 60 days.

Reasons you can submit an availability challenge include:
- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service at the agreed-upon time.
- Provider requested more than the standard installation fee to connect this location.
- Provider denied the request for service.
- Provider does not offer the technology or service type at this location.
- Reported speed is not available for purchase.
- Subscribed speed is not achievable. (Individuals only can select this option (on the map), but it won't create a challenge.)
- No wireless or satellite signal is available at this location.
- New, non-standard equipment is required to connect this location.

If one of the services listed is not actually offered to the selected location, or if the providers listed do not actually serve your location, you can submit an availability challenge.

1. Click Availability Challenge Icon.

2. Select the provider you wish to challenge.
3. Check one of the following:
    - Send my challenge to the selected provider.
    - I'm giving feedback about the information above but not submitting a challenge.
4. Provide your contact information.
5. Select a reason from the dropdown menu.

Select...   ⌄

Select...
Provider failed to schedule a service installation within 10 business days of request
Provider did not install the service at the agreed-upon time
Provider requested more than the standard installation fee to connect service
Provider denied a request for service
Provider does not offer the technology reported to be available at this location
Provider does not offer the speed(s) reported to be available at this location
The actual speed of this service does not match its advertised speed
A wireless or satellite signal is not available at this location
Provider needed to construct new equipment at this location

6. Describe your experience. For example: "I searched my address on this provider's website, and the pop-up screen showed that the provider does not offer this technology in my area and is unable to service my home."

7. Upload evidence for your challenge (optional): Examples of evidence include correspondence with the provider, screenshots of the provider's website or images of the provider's marketing material.

8. Certify and submit.

After submitting an availability challenge, the following actions and procedures will take place:

- FCC will conduct an initial review to ensure that the challenge is not a complaint about service quality, the correct reason for the challenge was selected and that sufficient evidence has been submitted to support the challenge.

- You, as the challenger, will receive an email notification from the FCC letting you know that the provider has been notified about the challenge. The FCC will provide you with a unique ID for the challenge and additional information regarding next steps.

- The provider has 60 days to either concede or rebut your challenge.
    - o Provider concedes or fails to respond to your challenge: The challenged services will no longer show as available at that location on the map.
    - o Provider rebuts the challenge If a provider rebuts your challenge, you should expect them to contact you directly over the next 60 days to try and resolve the challenge.
        - ▪ If, after 60 days, you and the provider are unable to come to an agreement, the FCC will have 90 days to review and decide the outcome of the challenge.
            - • If decided in your favor, the service provider must update its information within 30 days so that the location is not shown as served by the provider on the FCC's maps.
            - • If decided in the provider's favor, the provider location will no longer be considered "challenged."
    - o Check the status of your challenge by searching the challenged location directly on the National Broadband Map and clicking on the number next to the availability challenge icon on the right.
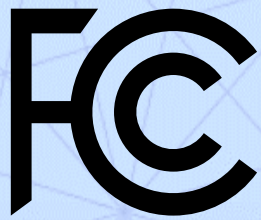
National Broadband Map
Fact Sheet

FACT SHEET: National Broadband Map

On November 18, 2022, the FCC released the pre-production draft of the National Broadband Map. The National Broadband Map displays where internet services are and are not available across the country. The map is the first release in an ongoing, iterative process that will depend on data submitted by providers, challenges from third parties and the public, and verifications and audits by the FCC, which together will continually improve and refine the broadband availability data relied upon by the FCC, other government agencies, and the public, as required by the Broadband DATA Act. An accurate map will help identify the unserved and underserved communities most in need of funding for high-speed internet projects.

What is the FCC National Broadband Map?

The new National Broadband Map will be the most detailed data on broadband availability the FCC has ever collected or released. The map displays location level information about the mass-market internet services available across the United States, as reported by Internet Service Providers (ISPs) to the FCC. The broadband availability data displayed on the map reflects services available as of June 30, 2022.

To view the map, visit BroadbandMap.FCC.gov.

- The **Fixed Broadband Map** shows the fiber, cable, DSL, satellite, or fixed wireless internet services available at each home or small business on the map. When you select a location, you can see which providers report making broadband service available at that location and the types of service or technologies and the maximum advertised download and upload speeds they each offer.
- The **Mobile Broadband Map** shows 3G, 4G, and 5G coverage of each mobile provider in the area displayed. The coverage areas reflect where consumers should be able to connect to the mobile network when outdoors or in a moving vehicle; the map does not show indoor coverage. The map also allows users to compare mobile wireless coverage reported by different mobile service providers.

What are the points on the map?

Individual location points on the map identify buildings or structures – such as a home, apartment building, or small business – where internet access services are, or could be, available. These location points are part of a dataset called the Broadband Serviceable Location Fabric (Fabric). Gray location points represent buildings or structures that are likely to subscribe to enterprise or commercial-grade service rather than mass-market broadband services.

Who can help improve the map?

Consumers, state, local, and Tribal governmental entities, and other stakeholders may submit challenges to help verify the information submitted by ISPs.

When do challenges start?

- With the release of the draft map, challenges to fixed and mobile broadband availability data, as well as individual consumer Fabric location challenges, will be accepted. These challenge processes will run on a rolling, on-going basis.
- On September 12, 2022, the FCC began accepting bulk challenges to the Fabric from providers and state, local, and Tribal governments.

What can be challenged?

Fabric location data, fixed availability data, and/or mobile availability data can all be challenged.

Availability Challenges

Individuals can easily submit fixed availability challenges using the map interface. Entities, such as state, local and Tribal governments, service providers, and other stakeholders, can also submit "bulk" challenges to the fixed broadband availability data using the BDC system. Additionally, entities may submit bulk crowdsource data, which the Commission may use to verify and supplement the fixed broadband availability data published on the National Broadband Map.

For both individual and bulk availability challenges, providers must review and either concede or rebut a challenge. The provider is expected to communicate and work directly with the challenger to resolve any challenges that it does not initially concede. If a provider either concedes a challenge or fails to rebut it, the challenged services will no longer show as available at that location on the National Broadband Map.

Location Fabric Challenges

The Broadband Serviceable Location Fabric is a common dataset of all locations in the United States where mass-market fixed broadband internet access service is or can be installed. This location data serves as the foundation for the fixed availability data displayed on the National Broadband Map. The public can now submit challenges to the information associated with locations on the map, such as updating an address or changing the building on the property that is the serviceable location. The map also allows users to request to add a missing location.

Mobile Coverage Challenges

Consumers need to submit on-the-ground network performance data (i.e., speed test data) collected using the FCC Speed Test App as evidence to support mobile challenges. Governments, mobile broadband service providers, and other third parties can also submit bulk mobile availability challenge data collected using their own hardware and software, so long as the data includes a defined set of metrics and they submit a complete description of the methodology used to collect their data and substantiate it through the certification of a qualified engineer or official. For more information on the speed test process, see https://www.fcc.gov/document/broadband-data-collection-bulk-mobile-speed-test-submissions-process.

Mobile challenge speed test results submitted to the FCC will be aggregated and analyzed to determine if there are a sufficient number of failed tests (those below the minimum speed parameters for 3G, 4G, and 5G) taken at different times of day and dispersed geographically, to create a "cognizable" challenge for a certain area. Such challenges will be sent to providers, and, to rebut a challenge, providers must submit on the-ground speed test data (or, in certain limited circumstances, data on the their cell towers and other infrastructure), so that the Commission can determine the outcome of the challenge.

Important Links:

BroadbandMap.FCC.gov

FCC.gov/BroadbandData

Help.bdc.fcc.gov

FCC Map Fixed Availability Challenge Process

Broadband availability data is granular, location-by-location information submitted by Internet service providers. Accurate data will help determine states' BEAD Program funding allocations. As part of the Federal Communication Commission's (FCC) Broadband Data Collection (BDC), states and other entities can submit challenges to the FCC's Broadband Map.

TOP 5 WAYS STATES CAN PREPARE

Review the **FCC BDC Bulk Fixed Challenge Data Specifications**.

Engage all **relevant stakeholders** and collaborate on plans.

Develop a strategy for **reviewing and validating the availability data** for the relevant geographic area.

Align your data with the requirements laid out in the bulk challenge data specification.

Watch the **relevant webinars** and read all relevant **FAQs** available on the FCC's BDC Help Center.

WHAT ARE THE WAYS TO CHALLENGE?

Bulk
Challenges to availability data for multiple locations. These will be filed directly into the BDC system. Bulk availability challenges will begin after map's release on **November 18, 2022**.

Individual
Challenges to availability data for a single location. These will be accepted directly through the map interface after the map's release on **November 18, 2022**.

WHAT STEPS DO I TAKE TO SUBMIT A CHALLENGE?

After the first map is released, the FCC will open the availability challenge process, in which **state**, **local** and **Tribal governments**; **third parties** (such as other internet service providers or public interest groups); and **consumers** may challenge the availability data submitted by providers.

1. Identify the Reason for the Challenge
The FCC identifies 9 codes for a bulk fixed availability challenge, such as a provider denying a service request, on page 8 of the BDC Bulk Fixed Challenge Data Specifications.

2. Gather All Materials

Bulk challengers must submit:
- Evidence and details about the disagreement
- The challenger's methodology
- The basis for determinations underlying the challenge
- Communications with provider, if any
- Outcome of communications with provider

Individual consumer challengers must submit:
- Date, method, content of the request
- Details of the response from the provider, if any
- Evidence showing no availability at the disputed location (e.g., screen shot, emails)

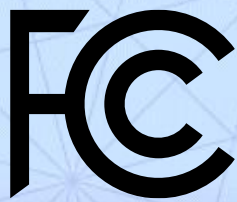### 3. Enter Information into the Broadband Data Collection (BDC) System

All entities submitting bulk fixed availability challenges must first **enter the following information in the BDC system**:
  (1) **Knowledge of Infrastructure** (where network facilities and plant exist),
  (2) **Information Collected from Individual Consumers** regarding broadband services available, and not available, to them, and
  (3) **Other** (all other methodologies used).

Questions? Visit the FCC's BDC Help Center.

*Note: Challenges should be filed as **early as possible**. Those filed **prior to Jan. 13 have the best opportunity to be processed and included in the map used for BEAD allocations**.*

FCC Broadband Data Collection
Availability Challenges

High-speed, high-quality broadband is essential for participation in modern American life. The first step to connecting everyone, everywhere is to develop accurate information about where broadband service is and is not available across the country. The maps created through the FCC's Broadband Data Collection (BDC) will provide a comprehensive, standardized, highly granular location-by-location map of broadband availability nationwide.

Once the maps are released, individuals can challenge the accuracy of service availability data directly through the map interface. State, local and Tribal governments, and third parties, such as public interest groups, may also submit bulk challenges using the BDC system.

Fixed Availability Challenges

Challengers of fixed (e.g. fiber, cable, satellite) broadband availability data will select from the following categories of challenges:

1. Provider failed to schedule a service installation within 10 business days of a request.
2. Provider did not install the service at the agreed-upon time.
3. Provider requested more than the standard installation fee to connect this location.
4. Provider denied the request for service
5. Provider does not offer the technology, or service type, at this location.
6. Reported speed not available for purchase.
7. Subscribed speed not achievable. [Individuals only can select this option (on the map), but it won't create a challenge.]
8. No wireless or satellite signal is available at this location.
9. New, non-standard equipment is required to connect this location (satellite/fixed wireless only).

What to Include With a Fixed Availability Challenge?

Evidence and details of a request or attempted request for service, including the date, method, and content of the request and details of the response from the provider, or evidence – such as a screen shot or emails – showing no availability at the disputed location.

Bulk challenges must include evidence and details about the dispute, including the challenger's methodology, the basis for determinations underlying the challenge, and any communications with the provider.

Note: Challenges to map data based on requests or information collected prior to the June 30, 2022 "as of date" cannot be considered.

Mobile Availability Challenges

Challengers may dispute the availability of mobile broadband service using on-the-ground speed test data. An updated version of the FCC's Speed Test app will collect mobile availability challenge data submitted by users.

How Will Challenge Outcomes Be Determined?

Providers can review and either concede or rebut a challenge. Where possible, providers are expected to communicate and work with the challengers directly to resolve the challenges. Mobile providers must rebut a challenge using on-the-ground speed test data evidencing coverage in the disputed area.

If a provider concedes the challenge or fails to rebut it, the challenged services will no longer show as available for that location or area on the FCC's broadband maps.

Note: Fixed speed tests cannot be used for availability challenges because many customers do not purchase the highest speed tier service available. Also, multiple in-home factors can skew test results.

FCC Broadband Data Collection:
fcc.gov/BroadbandData

CHECK THE NATIONAL BROADBAND MAP!

High-speed, high-quality internet service is essential for participation in modern life. The FCC has a new map showing where high-speed service is – and is not – available across the country. The map shows where internet service providers report service and includes input from consumers.
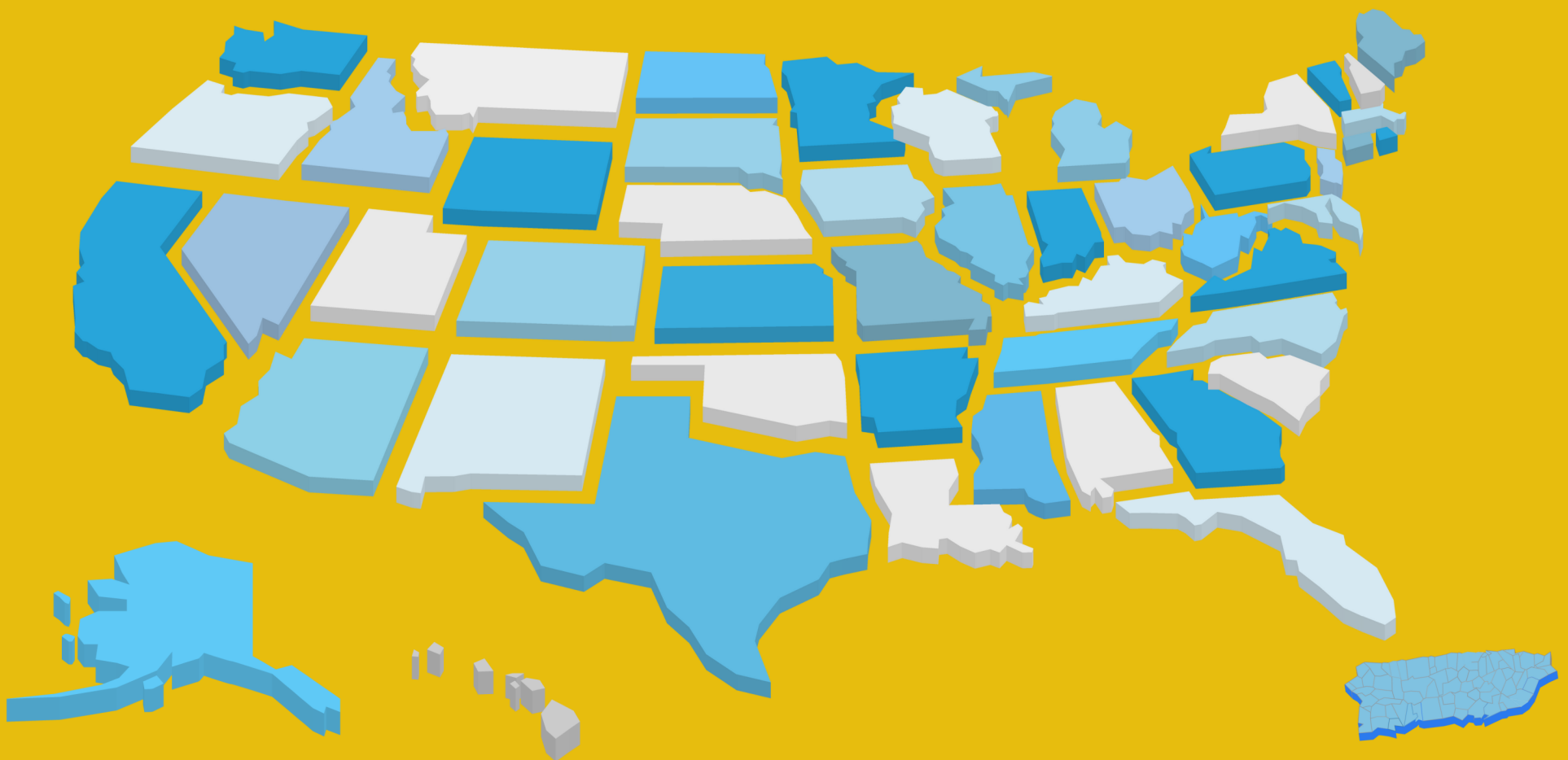
This is where YOU come in!

Help Improve the Map

Search for your home or small business to see if your location and service availability are accurate on the map. If you think the map is incorrect or incomplete, you can **submit a challenge** to the FCC to correct it.
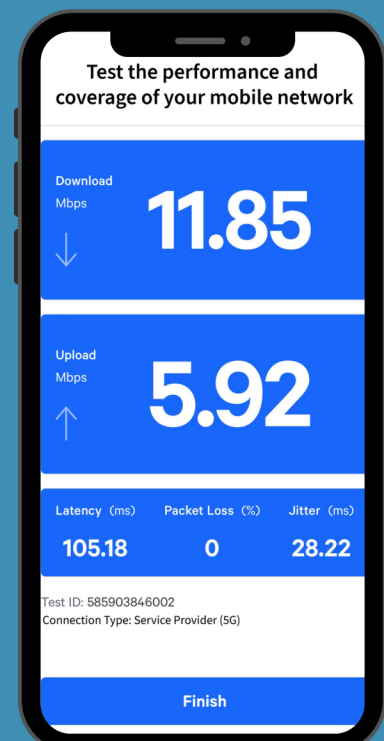
➤ Location Challenges can:

- Add a missing location.
- Correct the address or other details of your location.
- Correct the geographic placement of your home or small business.

➤ Internet Availability Challenges can:

- Correct services not offered or reported speeds that are not available for purchase.
- Report that a provider denied a request for service or demanded connection charges that exceed its standard installation charge.
- Report that a provider failed to schedule an installation within 10 business days of a request for service or failed to perform the installation.

➤ Mobile Availability Challenges

Will be created using the FCC Speed Test App. To participate, download the App. The data that you share will be combined with other speed tests conducted in your area and may be used to create a challenge.

Test the performance and coverage of your mobile network

Download
Mbps
↓ **11.85**

Upload
Mbps
↑ **5.92**

Latency (ms)	Packet Loss (%)	Jitter (ms)
105.18	0	28.22

Test ID: 585903846002
Connection Type: Service Provider (5G)

Finish

SCAN FOR MORE INFORMATION

Accurate Maps = Improved Internet Access
An accurate map will help identify the communities most in need of funding for high-speed internet projects.[19]

Need High-Speed Internet?

The FCC has a new map showing where high-speed service is – and is not – available across the country.

Help make sure the National Broadband Map is accurate by checking your home or small business.

Visit **BroadbandMap.fcc.gov**

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Help Improve the National Broadband Map!

- Search for your address at

   BroadbandMap.fcc.gov

- Is the location information wrong?

   Click Location Challenge.

- Are the internet services listed not available?

   Click Availability Challenge.

To challenge mobile coverage,
download the FCC Speed Test App.

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Social Media Posts Package

Generic Facebook & LinkedIn:

😯 The @Federal Communications Commission National Broadband Map will be used to allocate billions of dollars to expand broadband access. But the map is missing data from the most reliable source — **YOU**. Help improve internet access in your community by challenging the map before Jan. 13. This one-page guide with video tutorials will show you how: http://bit.ly/3YDJMz5

Installation Services/Fees Facebook & LinkedIn:

😰 Have you had difficulty getting internet service providers to fulfill installation? This video tutorial shows you how to submit a service availability challenge to the @Federal Communications Commission National Broadband Map. Help improve internet access in your community by improving the map before Jan. 13. http://bit.ly/3HUssQr

Technology, Speeds, Services Facebook & LinkedIn:

😑 Is the internet service you want not even an option? See how to submit an availability challenge to the @Federal Communications Commission Broadband Map in this video tutorial. Improve internet access in your community by improving the map before Jan. 13. Billions of federal dollars are at stake for Texans. http://bit.ly/3WyESBO

Generic Twitter:

😯 @FCC's National Broadband Map will be used to allocate billions to expand #broadband. But the map is missing data from the most reliable source — you. Help improve your internet access by challenging the map before Jan. 13. This easy guide shows you how: http://bit.ly/3YDJMz5

Installation Services/Fees Twitter:

😰 Did you have issues getting internet providers to fulfill installation? This tutorial shows you how to submit a service availability challenge to the @FCC National Broadband Map. Improve internet access in your area by challenging the map before Jan. 13. http://bit.ly/3HUssQr

Technology, Speeds, Services Twitter:

😑 Is the internet service you want not an option? Improve internet access in your area by challenging the @FCC Broadband Map before Jan. 13. Billions of federal dollars are at stake for Texans. Watch our availability challenge video to learn more. http://bit.ly/3WyESBO