

FCC Broadband Map: Guide to Challenges

Click on any of the links below to navigate this guide

[Are you a citizen interested in submitting a challenge?](#)

A challenge can be submitted to correct mistakes or false information in the map.

[Are you representing a government entity, Tribe, or third party and need guidance on a bulk challenge \(more than one challenge\) submission?](#)

[What is the timeline for the challenge process?](#)

Information about what happens to your availability challenge after submission

[Location Challenge Instructions](#)

This is related to information about where your home/business is located.

[Availability Challenge Instructions](#)

This is related to information about Internet service that can be provided at your home/business location

FCC Broadband Map: Bulk Challenge Information

Click on any of the links below

[If you have not already executed a license agreement with CostQuest, you will need to do this first.](#)

[If you have questions about how to format bulk challenges...](#)


[What is the timeline for the broadband availability challenge process?](#)


FCC Broadband Map: Individual Challenge Information


Click on any of the links below


[Examples of Location Challenges](#)

[Examples of Availability Challenges](#)

 [Location Challenge Instructions](#)

[Location Challenge Instructional Video](#) 

 [Availability Challenge Instructions](#)

[Availability Challenge Instructional Video](#) 

FCC Broadband Map: Examples of Location Challenges

Underlined words in this table are linked to definitions. Click to read about them

Challenge Reason	Example
Add <u>BSL</u> location that is missing from the <u>Fabric</u> .	Your home or business is not displayed as a location in the map.
Make changes to the address associated with a BSL in the Fabric.	The BSL is located correctly in the map, but the address listed for your home or business is incorrect in some way.
Correct the <u>unit count</u> for a location in the Fabric that has multiple units.	The number of apartments in your building is incorrect.
Change the building type code associated with a BSL	The location of your business is reported as G (group quarters), but it should be B (Business).
Change the location of a BSL (or which building is identified as a BSL)	Your barn/garage was listed as the BSL location instead of your house.
Remove a location from the Fabric that is abandoned.	A very old house on the verge of collapse, or a building that was recently demolished.
Remove a location from the Fabric that is a secondary building or structure on a property or parcel and is not a BSL.	A barn was identified as a BSL (incorrectly) in addition the house on the same property.
Change a <u>BSL flag</u> from True to False (the location should not be flagged as a BSL).	The school, hospital, government building, or other Community Anchor Inst. in town was coded as a BSL.
Change a BSL flag from False to True (location should be flagged as a BSL).	A book store in town was incorrectly coded as a community anchor institution (e.g., public library).
For a location in the Fabric that has multiple addresses associated with it, add an additional, supplemental address.	The address for your duplex in the map indicates only a single address, but there are two street addresses associated with the building.

I need to submit a location challenge



[Instructions to submit a location challenge.](#)

[Instructions to submit a missing location challenge.](#)

I need to see broadband availability challenge examples



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FCC Broadband Map: Examples of Availability Challenges

Challenge Reason	Example
Provider failed to schedule a service installation within 10 business days of a request	You submitted a request for service and the provider did not respond to your request.
Provider did not install the service at the agreed-upon time.	The provider promised service would be installed this week and is now saying they are delayed until next month.
Provider requested more than the standard installation fee to connect this location.	The provider states that it will cost \$2500 to install service to your home because you live further from the road.
Provider denied the request for service.	The provider stated that your home is not within their service area.
Provider does not offer the technology, or service type, at this location.	The provider stated that a fiber Internet access connection is not available to your home.
Reported speed not available for purchase.	The provider's broadband availability tool indicates that service of 100/100 Mbps is available to your home, but provider states it is not available.
No wireless or satellite signal is available at this location.	You purchased service from a local fixed-wireless provider and are unable to detect the signal using any of your devices.
New, non-standard equipment is required to connect this location (satellite/fixed wireless only).	Provider tells you that they can provide service after they install a new tower/radio near your location.

I need to submit an availability challenge



[Instructions to submit an availability challenge.](#)

What happens after I submit a challenge to an Internet service provider?



[Availability challenge timeline](#)

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FCC Broadband Map: Definitions

BSL = Broadband Serviceable Location

A business or residential location in the United States at which in-home Internet service is, or can be, installed.”

The **Fabric** is a national collection of broadband serviceable locations, essentially an address book of where in-home Internet service could be provided.

The **unit count** for a broadband serviceable location represents the number of residences at that location that could receive in-home Internet service.

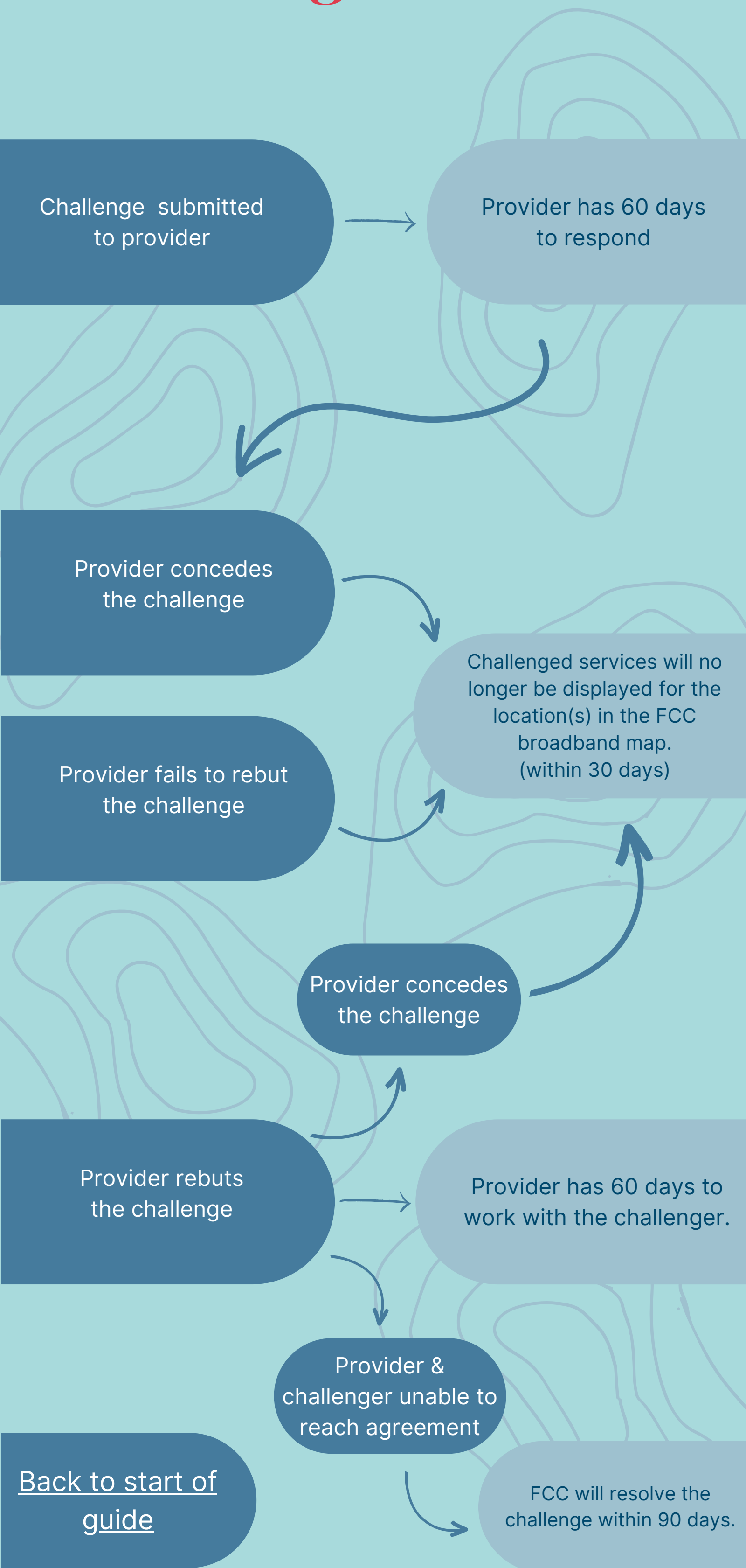
A **bsl-flag** is indicated by the color of the location point at an address. Green or red points indicate that location is likely/able to personally subscribe to a Internet service plan. Grey points indicate Community Anchor Institutes.

A **Community Anchor Institute** is a building that is typically open to the public and has Internet access, but is not likely to subscribe to a mass market Internet service plan. Examples: government buildings, schools, hospitals, libraries

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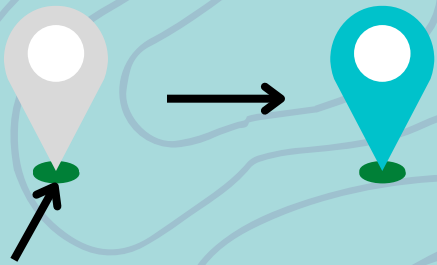
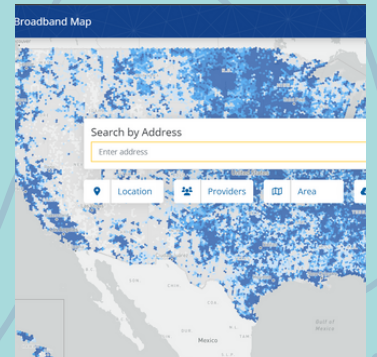
FCC Broadband Map: Availability Challenge Timeline



FCC Broadband Map: How to Submit a Location Challenge

Enter your street address in the search bar in the middle of the screen.

1

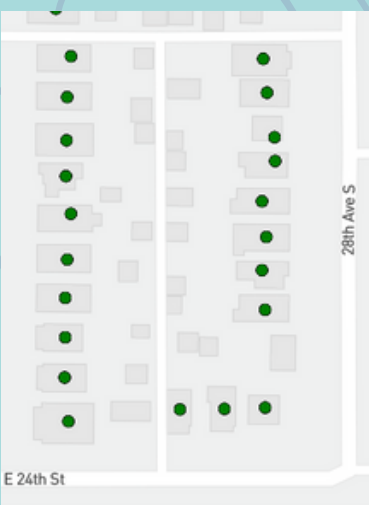
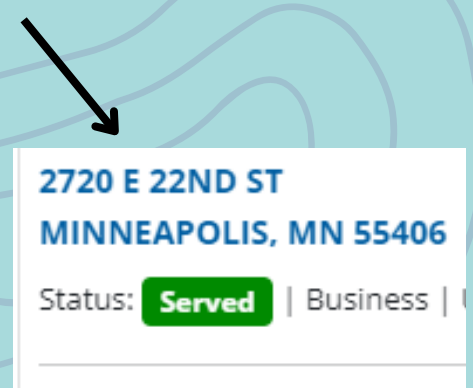


2

If the pin icon displays as grey, click on the point (circle) it is closest to. The pin should display blue and information about the location will display in the right side of the screen

In the right side of your screen, confirm that your address is correct.

3

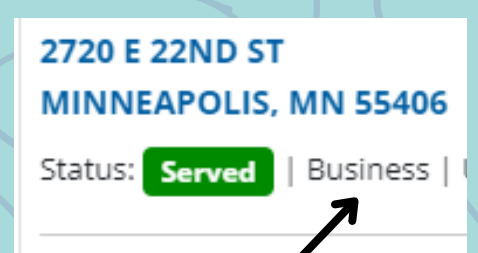


4

In the map, confirm that the location is on the correct building where your house or business is located. It should not be on your garage, barn, or other secondary building. You may need to zoom in to confirm.

If confirming the location where you live, location type should display "Residential". For a business, the location type should display "Business".

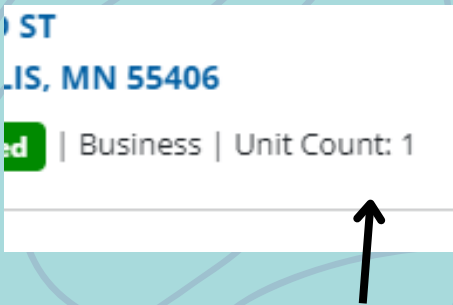
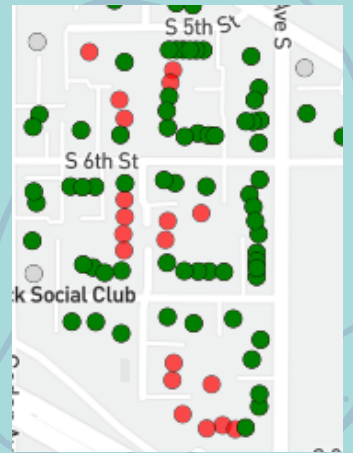
5



FCC Broadband Map: How to Submit a Location Challenge

Confirm that the location point on your home or business displays as green or red, not grey.

6

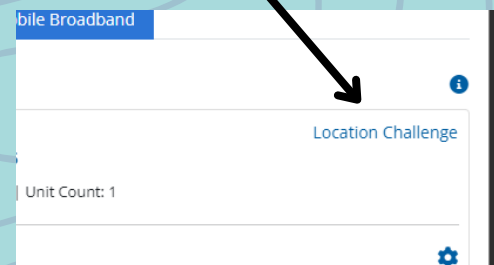


7

If you live in a house or building with multiple units, confirm that the unit count is correct.

If you found errors during any of the steps above or if a location point is missing from your address, you should file a Location Challenge.

8



9

In the map, confirm that the location is on the correct building where your house or business is located. It should not be on your garage, barn, or other secondary building. You may need to zoom in to confirm.

[-Next-
Location Challenge
Form](#)

FCC Broadband Map: How to Submit a Location Challenge

Any information provided in the **'Description' section is visible in the public map**. Do not include any personal information such as your name, phone number, email address, etc... in the Description field.

Supporting documentation is not required, but may be helpful in resolving the challenge. An example is a utility bill with the correct address.

Location Challenge

2720 E 22ND ST MINNEAPOLIS, MN 55406

Building Type	Unit Count
Business	1

All fields required unless marked optional.

Contact

Name

Email

Phone Number (optional)

Challenge Type

Category
 REQUIRED

Documentation Evidence Supporting the Challenge

Description
Optional if Supporting Documentation is provided.

Supporting Documentation (optional)
Click the "Browse" button to select a file (DOC, DOCX, PDF, JPEG, PNG).

Selected file will appear here.

Certification of Individual or Certifying Official

I hereby certify, under penalty of perjury, that:

1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.
2. I own or am otherwise authorized to submit to the FCC any information and/or data included in support of this challenge, and that I am not infringing or misappropriating any third party's US or foreign intellectual property rights in making this challenge submission.
3. I acknowledge that the FCC shall retain full, unlimited rights to any information and/or data submitted to the FCC by me.
4. I further acknowledge that the information and/or data provided in this form may be shared with the FCC's third-party vendor(s) and the provider(s) serving the location, for the sole purpose of reviewing and resolving the challenge, as well as correcting or otherwise modifying such third-party vendor(s)'s data.

If this form is being submitted by the representative of a company, organization, government, or other entity, then the certification must be signed by an authorized officer or signatory of the entity (e.g., corporate officer, managing partner, sole proprietor, or government official) who has reason to be aware of the truth and correctness of the information submitted herein.

The entry of my name above constitutes my electronic signature to this certification. Persons making willful false statements in this form can be punished by fine or imprisonment under 18 U.S.C. § 1001.

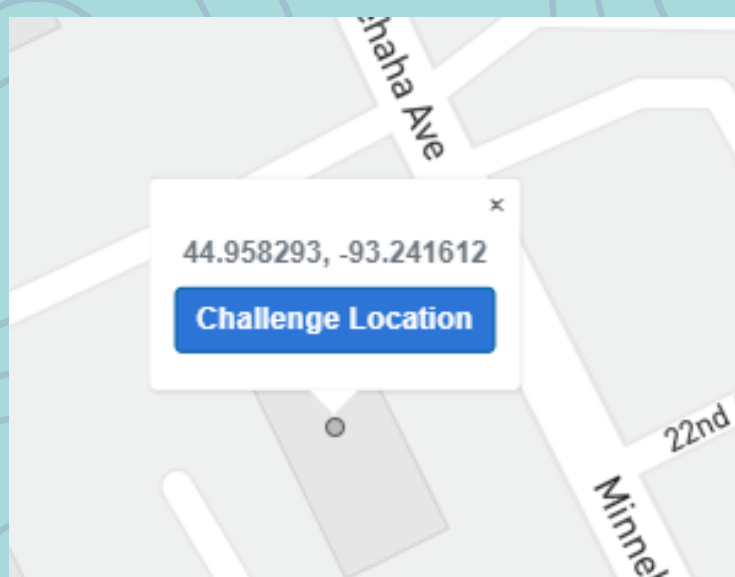
Privacy Act Statement

The information collected in this system, including name, street address, phone number(s), email address, geolocation information, timestamps, IP addresses, and other mobile device specifications, is used by the FCC for the purposes of collecting, disseminating, and mapping broadband availability data, collecting crowdsourced and challenge data, and conducting the crowdsourced and challenge processes. Information contained in this system may be made available to other individuals and entities when necessary and appropriate to implement the Broadband Data Collection, and for other routine purposes. For more information about how your information may be used, please review the [BDC Privacy Act Statement](#).

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FCC Broadband Map: How to Submit a Missing Location Challenge

If a location point is absent for your home or business address, you'll need to click on the building footprint (outline). You may need to zoom in to make it visible.



In the pop-up that displays, click on "Challenge Location". A new challenge form will open that is similar to the form shown above.

In the category drop-down menu, it should display "Missing Broadband Serviceable Location". Fill in your address and other responses similar to the previous form.

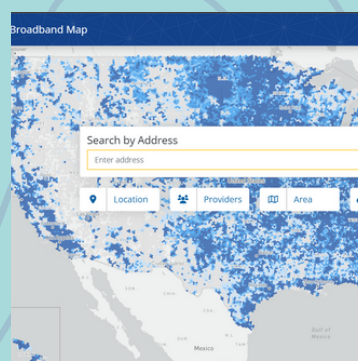
Because you are required to share your email address, you should receive a challenge submission receipt from the FCC after you submit any challenge.

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FCC Broadband Map: How to Submit an Availability Challenge

Enter your street address in the search bar in the middle of the screen.

1



If the pin icon displays as grey, click on the point (circle) it is closest to. The pin should display blue and information about the location will display in the right side of the screen

2

In the right side of your screen, confirm that your address is correct. Then click on Availability Challenge.

3

A screenshot of the FCC Broadband Map availability challenge interface. It shows a table with columns for Provider, Technology, Down (Mbps), Up (Mbps), and Chall. Below the table is a map legend with three items: Coverage available (green dot), Coverage not available (red dot), and Not a mass market location (grey dot).

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
▶ Comcast Corporation	Cable	1200	35	
▶ Hughes Network Systems, LLC	GSO Satellite	25	3	
▶ Lumen Technologies, Inc.	Fiber to the Premises	940	940	
▶ Nextera Holdings, LLC	Unlicensed Fixed Wireless	1000	1000	
▶ Nextera Holdings, LLC	Unlicensed Fixed Wireless	1000	1000	

Map Legend

- Coverage available
- Coverage not available
- Not a mass market location

FCC Broadband Map: How to Submit an Availability Challenge

If an Internet service provider that is listed in the provider list for your location denies your request for Internet service for any reason, that is a valid reason for an Availability Challenge.

Other reasons you can submit an Availability Challenge include:

- If the provider failed to respond to your request
- Requested more than the standard installation fee
- Did not install service at the agreed-upon time

Other reasons you can submit an Availability Challenge include:

- The technology (e.g., Fiber to the Home, Cable, DSL) is not offered at your location
- The speed is not offered at your location

-Next-
Availability
Challenge Form

FCC Broadband Map: How to Submit an Availability Challenge

After confirming the location address is correct in the form, select the provider who's service claim you are challenging

Select the first option to submit a challenge against information claimed in this map.

The second option can be used to submit a complaint about the provider to the FCC about information that is not in this map.

Any information provided in the **'Describe Your Experience' section is visible in the public map**. Do not include any personal information such as your name, phone number, email address, etc... in the this field.

Availability Challenge

Dispute the Information on the Services Offered at this Location

Location
1680 OAKDALE AVE WEST SAINT PAUL, MN 55118

Location ID
1139638180

Select Provider

Select	Provider	Technology	Down (Mbps)	Up (Mbps)
<input checked="" type="radio"/>	Comcast Corporation	Cable	1200	35
<input type="radio"/>	Hughes Network Systems, LLC	GSO Satellite	25	3
<input type="radio"/>	Lumen Technologies, Inc.	Copper	0.2	0.2
<input type="radio"/>	Space Exploration Holdings, LLC	NGSO Satellite	350	40
<input type="radio"/>	T-Mobile USA, Inc.	Licensed Fixed Wireless	25	3
<input type="radio"/>	Verizon Communications Inc.	Licensed Fixed Wireless	50	4

Challenge or Provide Feedback

Enter information about yourself and your dispute. If the information meets the criteria for a challenge, it will be shared with the provider for review and follow up. All fields required unless marked optional.

Send my challenge to the selected provider
 I'm giving feedback about the information above but not submitting a challenge

Your Contact Information

Name

Email

Phone Number (optional)

Challenge Type

Reason for Challenge

This field is required

Tell Us More About Your Challenge

Describe Your Experience

Upload Evidence For Your Challenge (optional)
Click the "Browse" button to select a file (DOC, DOCX, PDF, JPEG, PNG).
Examples of evidence include correspondence with the provider, screenshots of the provider's website, or images of the provider's marketing material.

Selected file will appear here.

Certification of Individual or Certifying Official

I hereby certify, under penalty of perjury, that:

1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.

Supporting documentation is not required, but may be helpful in resolving the challenge.

An example is a screenshot of email communication with the provider. This documentation will not be visible in the public map.

What happens after I submit a challenge to an Internet service provider?

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[Availability challenge timeline](#)