FCC Broadband Map: Guide to Challenges

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 a 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
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?
Add BSL location that is missing from the Fabric.

Make changes to the address associated with a BSL in the Fabric.

Correct the unit count for a location in the Fabric that has multiple units.

Change the building type code associated with a BSL.

Change the location of a BSL (or which building is identified as a BSL).

Remove a location from the Fabric that is abandoned.

Remove a location from the Fabric that is a secondary building or structure on a property or parcel and is not a BSL.

Change a BSL flag from True to False (the location should not be flagged 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.

Your home or business is not displayed as a location in the map.

The BSL is located correctly in the map, but the address listed for your home or business is incorrect in some way.

The number of apartments in your building is incorrect.

Your barn/garage was listed as the BSL location instead of your house.

A very old house on the verge of collapse, or a building that was recently demolished.

A barn was identified as a BSL (incorrectly) in addition the house on the same property.

The school, hospital, government building, or other Community Anchor Inst. in town was coded as a BSL.

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.

I need to see broadband availability challenge examples

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Availability Challenge Examples

I need to submit a missing location challenge

Instructions to submit a missing location challenge.

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### FCC Broadband Map: Examples of Availability Challenges

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

**I need to submit an availability challenge**

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

Instructions to submit an availability challenge.

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

- Challenge submitted to provider
- Provider has 60 days to respond
- Provider concedes the challenge
- Challenged services will no longer be displayed for the location(s) in the FCC broadband map. (within 30 days)
- Provider fails to rebut the challenge
- Provider has 60 days to work with the challenger.
- Provider concedes the challenge
- Provider rebuts the challenge
- Provider & challenger unable to reach agreement
- FCC will resolve the challenge within 90 days
FCC Broadband Map: How to Submit a Location Challenge

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

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.

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

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.

5. If confirming the location where you live, location type should display "Residential". For a business, the location type should display "Business".
If you live in a house or building with multiple units, confirm that the unit count is correct.

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

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.

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

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. Then click on 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
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.

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?