Did you find a missing location or is information about a location incorrect? 
FCC Location challenges can correct location/address information and placement.

Did a provider report incorrect information about Internet access in the FCC map? 
FCC Availability challenges can correct information about Internet availability.

Are you hoping to participate in your state’s BEAD challenge process?

Are you uncertain if you need access to the Fabric? 
The Fabric is a data product that includes all locations that could receive an Internet connection.

Do you want to use the FCC Broadband Data Collection for research but unsure where to get started or what you can do with it?
Are you new to this space and looking for more information about broadband data generally? Check out this book-draft that includes some history and basic info about broadband data.

Do you need to connect with other folks that work with broadband data? This link is an invite to a Discord server where you can talk with those folks!

Information and Links to Broadband Data

Information and Links to Broadband Infrastructure Funding Data

Back to start of guide
What You Need to Know About the Fabric

Click on any of the links below to navigate this guide

What is the Fabric?

CQA’s Frequently Asked Q’s About the Fabric
CQA = CostQuest Associates

What data are included in the Fabric?
Data dictionary for v.4 of CQA Fabric

You Probably Don’t Need the Fabric
Article about what the Fabric is and what you can do with it

How to apply for a Fabric license

Back to start of guide
FCC Broadband Map: Guide to Challenges

Click on any of the links below to navigate this guide to challenging information in the FCC National Broadband Map.

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.

Back to start of guide
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

Back to start of guide
### Challenge Reason

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

### Instructions to submit a location challenge.

I need to submit a location challenge.

I need to see broadband availability challenge examples.

I need to submit a missing location challenge.

- Next Page -

Availability Challenge Examples

Back to start of guide
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

Back to start of guide

Provider tells you that they can provide service after they install a new tower/radio near your location.
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.
FCC Broadband Map: Availability Challenge Timeline

1. Challenge submitted to provider
2. Provider has 60 days to respond
3. Provider concedes the challenge
   - Challenged services will no longer be displayed for the location(s) in the FCC broadband map. (within 30 days)
4. Provider fails to rebut the challenge
5. Provider concedes the challenge
6. Provider rebuts the challenge
   - Provider has 60 days to work with the challenger.
7. Provider & challenger unable to reach agreement
   - FCC will resolve the challenge within 90 days.
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.

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".
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.

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.
FCC Broadband Map: How to Submit a Location Challenge

Any information provided in the ‘Description’ section is no longer 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

<table>
<thead>
<tr>
<th>Field</th>
<th>Required</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2720 E 32ND ST MINNEAPOLIS, MN 55406</td>
<td>REQUIRED</td>
<td>Business</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>REQUIRED</td>
<td>Residential</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>REQUIRED</td>
<td>Office</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td>REQUIRED</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>REQUIRED</td>
<td>SUPPORTING DOCUMENTATION</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>REQUIRED</td>
<td>Phone Number</td>
<td>Phone Number (Optional)</td>
</tr>
<tr>
<td>Challenge Type</td>
<td>REQUIRED</td>
<td>Category</td>
<td></td>
</tr>
<tr>
<td>Certification</td>
<td>REQUIRED</td>
<td>Certification</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>REQUIRED</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Certification</td>
<td>REQUIRED</td>
<td>Certification</td>
<td></td>
</tr>
<tr>
<td>Certification</td>
<td>REQUIRED</td>
<td>Certification</td>
<td></td>
</tr>
</tbody>
</table>

### Certification of Individual or Certifying Official

1. I hereby certify the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained are true and correct.
2. I have an authorized agent to review the FCC public information which may be in support of this challenge, and that I am not infringing or misrepresenting any third party’s US or foreign intellectual property rights in making this challenge submission.
3. I understand that the FCC shall retain full and unlimited rights to any information and/or data submitted to the FCC by me.

### Supporting Documentation

Click the ‘Browse’ button to select the file(s). (DOCX, PDF, PPTX, PNG).

Certification of Individual or Certifying Official:

- I hereby certify the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained are true and correct.
- I have an authorized agent to review the FCC public information which may be in support of this challenge, and that I am not infringing or misrepresenting any third party’s US or foreign intellectual property rights in making this challenge submission.
- I understand that the FCC shall retain full and unlimited rights to any information and/or data submitted to the FCC by me.

This form is being submitted by the representative of a company, organization, government, or other entity, then the signature must be signed by an authorized officer or agent of the entity (i.e., corporate officer, managing partner, sole proprietor, or government official who has reason to be aware of the truth and correctness of the information submitted hereto).

The entry of any name above constitutes an electronic signature to this certification. Persons making unlawful 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 numbers, email addresses, association, information, and identity, is used for the purpose of reviewing, arranging, and managing broadband availability data, collecting and reviewing and challenge data, and providing the information to the challenge process. Information contained in this system may be made available to other individuals and entities when necessary and appropriate to implement the ECA's actions, decisions, and for other purposes. Any personal information shared from your information may be used, please review the ECA Privacy Act Statement.

Back to start of guide
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.
FCC Broadband Map: How to Submit an Availability 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. Then click on Availability Challenge.

---

### FCC Broadband Map: Availability Challenge

<table>
<thead>
<tr>
<th>Provider</th>
<th>Technology</th>
<th>Down (Mbps)</th>
<th>Up (Mbps)</th>
<th>Chall.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comcast Corporation</td>
<td>Cable</td>
<td>1200</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Hughes Network Systems, LLC</td>
<td>GSO Satellite</td>
<td>25</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Lumen Technologies, Inc.</td>
<td>Fiber to the Premises</td>
<td>540</td>
<td>540</td>
<td></td>
</tr>
<tr>
<td>Nexxia Holdings, LLC</td>
<td>Unlicensed Fixed Wireless</td>
<td>1000</td>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>Nexxia Holdings, LLC</td>
<td>Unlicensed Fixed Wireless</td>
<td>1000</td>
<td>1000</td>
<td></td>
</tr>
</tbody>
</table>

**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 this field.

Supporting documentation is not required, but can lead to a faster resolution of your challenge. An example is a screenshot of email communication with the provider or notice from the website. This documentation will not be visible in the public map.

What happens after I submit a challenge to an Internet service provider?
FCC Broadband Map: How to Submit an Availability Challenge

**Example:** AT&T Fiber isn’t available at this address, but they DO have another service offering.

**Evidence to submit:** This screenshot includes the address AND the statement at the top that AT&T Fiber is not available. Both need to be very clear in any evidence you submit.

### Availability Challenge
Dispute the information on the Services Offered at this Location

- **Location:** 702 E MAIN ST NACOGDOCHES, TX 75961
- **Location ID:** 1298903459

**Select Provider | Add Missing Provider**

<table>
<thead>
<tr>
<th>Select</th>
<th>Provider</th>
<th>Technology</th>
<th>Down (Mbps)</th>
<th>Up (Mbps)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AT&amp;T Inc.</td>
<td>Copper</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>AT&amp;T Inc.</td>
<td>Fiber to the Premises</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td></td>
<td>Hughes Network Systems, LLC</td>
<td>GSO Satellite</td>
<td>25</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Space Exploration Technologies Corp.</td>
<td>NGSO Satellite</td>
<td>220</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Viasat, Inc.</td>
<td>GSO Satellite</td>
<td>30</td>
<td>3</td>
</tr>
</tbody>
</table>

**Challenege 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.

- ![Action](image1.png)
- ![Action](image2.png)

**Challenge Type**

- ![Action](image3.png)
- ![Action](image4.png)