

FCC MAPPING CHALLENGE

OVERVIEW & FREQUENTLY ASKED QUESTIONS

Source: <https://help.bdc.fcc.gov/hc/en-us/articles/10476040597787-How-to-Submit-an-Availability-Challenge>

How to Submit an Availability Challenge UPDATED 11/18/2022

The National Broadband Map displays where internet services are, and are not, available across the United States, as reported by Internet Service Providers (ISPs) in the FCC’s ongoing [Broadband Data Collection](#). The map allows consumers and other stakeholders to easily dispute the information shown on the map by challenging information that they believe is inaccurate. To view the map, visit [BroadbandMap.FCC.gov](#).



What Information is Shown on the Map?

The National Broadband Map shows internet availability, not network performance, affordability, or adoption. For each location, the available high-speed internet services reported by providers will appear on the right. This includes a list of providers, the network technology (fiber, cable, DSL, satellite, or fixed wireless), and the maximum advertised download and upload speeds offered at the location.

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
Comcast Corporation	Cable	1200	35	
Hughes Network Systems, LLC	GSO Satellite	25	3	
Stonepeak Infrastructure Partners	Cable	1000	20	
Stonepeak Infrastructure Partners	Fiber to the Premises	1000	20	
Verizon Communications Inc.	Copper	10	1	
Verizon Communications Inc.	Fiber to the	940	880	

Map Legend
 ● Coverage available
 ● Coverage not available
 ○ Not a mass market location

What Can Be Challenged?

Service is considered to be “available” at a location if the provider has, or previously had, a connection in service to the location, or if the provider could initiate service through a routine installation within 10 business days of a request with no extraordinary monetary charges or delays attributable to the extension of the provider’s network. If you believe the services listed are not available or contain inaccurate information, you can submit a challenge based on one of the following reasons:

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 reported to be available at this location. *The reported technology (fiber, cable, satellite) is unavailable.*
6. Provider does not offer the speeds(s) reported to be available at this location. *The reported maximum advertised download and/or upload speed is not offered at the location. This is distinct from the speed being delivered not matching the marketed speed.*
7. Subscribed Speed Not Achievable. *You have internet service but are not receiving the speeds you expect. Because the National Broadband Map shows information about available service, challenges in this category will be treated as a consumer complaint.*
8. No wireless or satellite signal is available at this location.
9. Provider needed to construct new equipment at this location. *There are construction costs associated with connecting a satellite or fixed wireless service. Fixed wireline construction costs should be filed under reason #3.*



AVAILABILITY CHALLENGES

FCC MAPPING CHALLENGE: OVERVIEW AND FREQUENTLY ASKED QUESTIONS

Filing out the Availability Challenge Form

Ensure that the “Fixed Broadband” tab is selected on the upper right side of the map. Select the **Availability Challenge** link on the right side of the location’s address, and a form will open.

1. Click “Select” for the provider whose service you want to challenge.
2. Select either (1) Send my challenge to the selected provider, which will initiate a challenge against the provider, or (2) I’m giving feedback about the information above but not submitting a challenge.
 - If you select option 2, your submission will not be shared with the provider as a challenge; it will be considered a crowdsourcing data submission, which may inform the FCC’s need to conduct a verification inquiry of coverage in areas that appear to contain inaccuracies.
3. Enter your contact information (name and email are required so we can contact you; phone number is optional).
4. Select the reason code for your challenge. Remaining fields will update based on the type of challenge selected.
5. Enter a description and upload documentation supporting your challenge. Include details of a service request (or attempted request), including date, method, and content and details of the provider’s response, or evidence showing no availability at the disputed location.
6. Check the certification box.
7. Click Submit

The screenshot shows the 'Availability Challenge' form. At the top, it says 'Dispute the information on the Services Offered at this Location'. The location is '45 L ST NE WASHINGTON, DC 20002' with ID '1357135307'. Below is a table titled 'Select Provider' with columns for 'Select', 'Provider', 'Technology', 'Down (Mbps)', and 'Up (Mbps)'. The table lists five providers: Comcast Corporation (Cable, 1200 Down, 35 Up), Hughes Network Systems, LLC (GSO Satellite, 25 Down, 3 Up), Stonepeak Infrastructure Partners (Cable, 1000 Down, 20 Up), Stonepeak Infrastructure Partners (Fiber to the Premises, 1000 Down, 20 Up), and Verizon Communications Inc. (Copper, 10 Down, 1 Up) and Verizon Communications Inc. (Fiber to the Premises, 940 Down, 880 Up). 'Select' buttons are next to each row. At the bottom are 'Submit' and 'Close' buttons.

This screenshot shows the 'Reason for Challenge' dropdown menu. The options are: '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', and 'The actual speed of this service does not match its advertised speed'. Below the dropdown is a section for 'Upload Evidence For Your Challenge (optional)' with a 'Browse...' button. At the bottom is a 'Certification of Individual or Certifying Official' section with 'Submit' and 'Close' buttons.

Resolving Challenges

Your challenge will be sent to the provider who must either concede to or provide information to rebut the challenge. The provider is expected to communicate directly with you to resolve challenges that it does not initially concede. If a provider concedes or fails to rebut, the challenged services will no longer show as available at that location on the National Broadband Map. If a provider disputes, the FCC will decide the challenge and, if decided in your favor, the service provider must update its information so that the location is not shown as served.

Learn more about what happens when you submit availability challenges:

<https://help.bdc.fcc.gov/hc/en-us/articles/10476068909467-What-to-Expect-after-Filing-an-Availability-Challenge>