

FCC MAPPING CHALLENGE

OVERVIEW & FREQUENTLY ASKED QUESTIONS

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

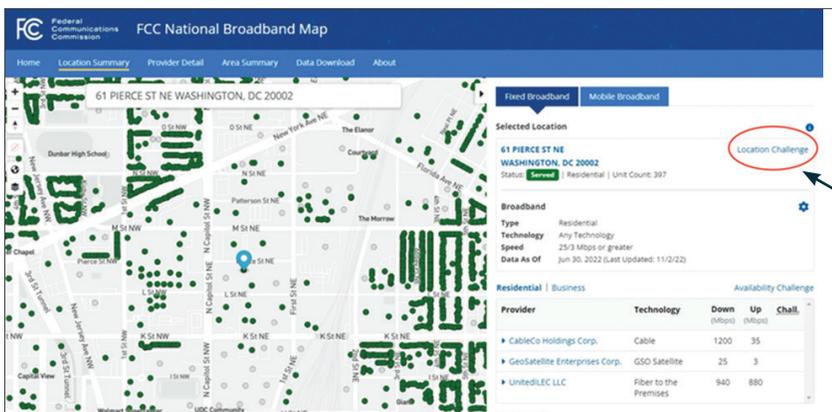
How to Submit an Availability Challenge UPDATED 11/18/2022

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 Are the Points and How Can I Challenge?

When you click on a point on the map, location information will appear on the right. This includes the address, if the location is business or residential (or both), and the number of separate units associated with that location.



If you believe that any of the location information is incorrect, you can request a correction by filling out the form that appears when you click **Location Challenge** to the right of the address.

Note that the location information on the Broadband Map is basic information about the structure itself. It does not include any information about the individuals who live or work in a building.

What Do the Different Point Colors Mean?

Each location point shown on the map is color-coded:

- GREEN** Locations have internet services available, based upon the technology and speed filters set to display and as reported by an internet service provider.
- RED** Locations do not have internet services available at the applicable technology and speed filters.
- GRAY** Buildings or structures that are not likely to use the broadband internet access services typically sold to homes and small businesses; they likely instead use commercial-grade broadband services.
- PURPLE** Indicates you are viewing the mobile coverage map. You should select the "Fixed Broadband" tab on the upper right-hand side to submit a Location Challenge.



LOCATION CHALLENGES

FCC MAPPING CHALLENGE: OVERVIEW AND FREQUENTLY ASKED QUESTIONS

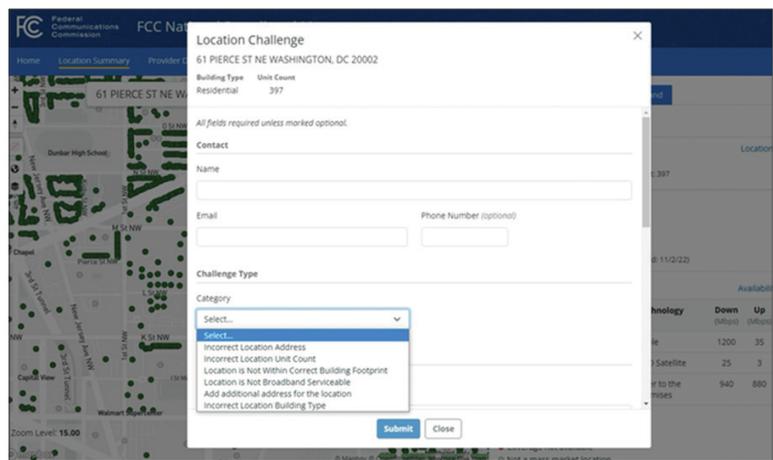
What Can Be Challenged?

- **Missing Location:** A location – like a home or small business - where consumer internet service is or could be available is missing from the map.
- **Misidentified Location:** A location's broadband service is incorrectly identified (for example, a gray point is really a home or small business that does not take a commercial-grade internet service).
- **Incorrect Information:** Information such as the address or unit count for the location is incorrect.
- **Incorrect Placement on the Map:** The location's placement (its geographic coordinates) is incorrect – (for example, the structure identified as the point to which internet service is delivered is incorrect).

Filling out the Location Challenge Form

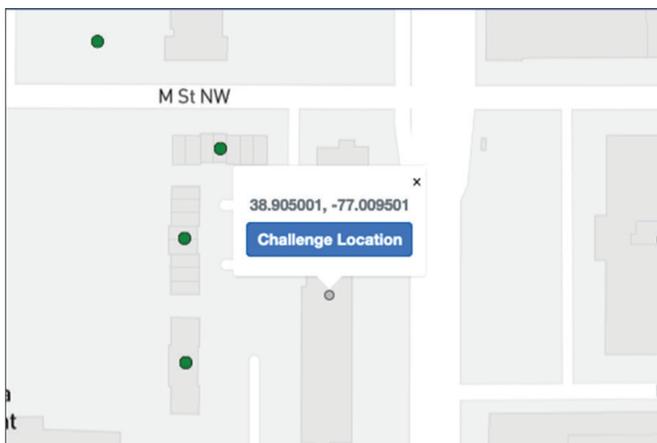
After you select the **Location Challenge** link on the right-hand side of the location's address, a form will open.

1. **Enter contact information** (name and email are required so we can contact you; phone number is optional).
2. **Select the type of challenge you wish to file** from the drop-down menu. Remaining fields will update based on the type of challenge selected.
3. **Describe why the information is incorrect** or, if you have documentation to support your challenge, upload a file.
4. **Check the certification box.**
5. **Click Submit.**



The challenge will then be submitted and reviewed by the FCC. The map will reflect that a challenge has been filed for the location and, once a decision on the challenge has been made, it will be reflected in a future map update.

What if the Location is Missing on the Map?



If your location is missing from the map, while viewing Fixed Broadband, zoom to the general area and click where your home or business is located. A point will appear on the map, and the system will display a small rectangle above the point showing its geographic coordinates, along with a **Challenge Location** button.

Click the **Challenge Location** button and complete the form that is displayed. **Check the certification box** at the bottom and click **Submit** to submit your challenge.

You may drag a pin on the inset map displayed on the challenge form to more precisely indicate where your home or small business is located.

Learn more about what happens when you submit location challenges:

<https://help.bdc.fcc.gov/hc/en-us/articles/10476425948443-What-to-Expect-after-filing-a-Location-Challenge->