



MARIA CANTWELL
UNITED STATES SENATOR FOR WASHINGTON

FCC Broadband Maps – Challenge Process

Internet access is essential to participating in today’s digital world. The FCC has released a new draft [National Broadband Map](#) showing where internet service is – and is not – available across the country, including Washington state.

The FCC is relying on you—individuals, local governments, Tribal entities, and organizations—to review your location on the map and challenge the information if you believe it is inaccurate. The deadline to submit a challenge is January 13, 2023.

The initial draft maps are based on where internet service providers report they offer service. Your participation in the challenge process helps build a more accurate map that will identify the communities most in need of high-speed broadband investments—and ensure they receive their fair share of government funding to expand internet access.

How to Submit Individual Challenges

- First, look up your address on the map at <https://broadbandmap.fcc.gov/>.
 - If you do not have an address, you can enter a town name and state, or select “Location” underneath the search bar. You can zoom on the map to find a particular location.
- *Availability Challenge.* If the information on the map about the available internet services is inaccurate, you can dispute it by clicking on the Availability Challenge link on the right side of the map and submitting the form.
 - You can base a challenge on several reasons, including that the provider denied a request for service, does not offer the reported speeds, demanded excessive fees, or failed to schedule a requested installation within 10 business days.
 - Providers are expected to communicate and work directly with you to resolve challenges that they do not agree with. If a provider disputes a challenge, then the FCC will make the final decision. If decided in your favor, then the provider must update its information so that the map does not show the location as served.
- *Location Challenge.* If your location is missing or inaccurately reflected on the map, you may submit a Location Challenge to correct or add the location. The FCC will review and decide on your submission.
 - You can correct a location by clicking on the Location Challenge link to the right of the address on the map.
 - You can add a location by clicking on the place on the map where the location should be and then clicking the “Challenge Location” button.
- *Mobile Challenge.* If the information on mobile coverage is incorrect, you can dispute it by taking outdoor (or in-vehicle) speed tests on your mobile phone with the FCC’s Speed Test App.

Contact Casey Duff at casey_duff@cantwel.senate.gov with any questions.

FCC Broadband Maps – Challenge Process

- Detailed instructions are at <https://www.fcc.gov/BroadbandData/consumers>.

How to Submit Challenges or Crowdsource Data for Multiple Locations

State, local, and Tribal governments, and other entities may compile their data and file bulk challenges or crowdsource data using the FCC's [Broadband Data Collection](#) (BDC) system.

- The FCC has two video tutorials on the bulk challenge process:
 - The first video provides an overview of the fixed bulk availability challenge process, and is available at: https://www.youtube.com/watch?v=vKL_p8ieFDo.
 - The second video walks through the process of submitting bulk fixed availability challenge data in the BDC system, and is available at: https://www.youtube.com/watch?v=XaOlwJN_1RY.
- The data uploaded to the BDC system must conform to specific data specifications. You can find guidance on these requirements in the FCC's *Data Specifications for Bulk Fixed Availability Challenge and Crowdsource Data* (<https://us-fcc.app.box.com/v/bdc-bulk-fixed-challenge-spec>).
- *Bulk Challenges*. Entities may submit bulk availability challenges. The exact requirements vary based on the methodology you use to generate the data supporting your challenge. In all cases, the data must include:
 - Challenger name and contact information
 - Location of the dispute
 - Category of the challenge; and
 - Information supporting the challenge
- *Crowdsource Data*. Entities may submit crowdsource data in the BDC system, which the FCC may use to verify and supplement the map's broadband availability data.
 - This is less formal than the bulk challenge process, while allowing you to submit data for locations where you do not reside or otherwise have the authority to request internet service.
 - Crowdsource data is not limited to availability information. You may provide information on locations where actual broadband speeds do not match advertised speeds, including information based on the results of speed tests.
 - Unlike bulk challenge submissions, information supporting the crowdsource data is optional.
- More information is available at <https://help.bdc.fcc.gov/hc/en-us>.