

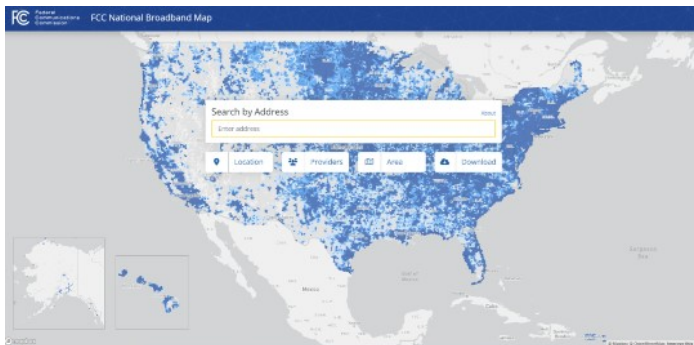
How to submit a challenge to the FCC National Broadband Map

On November 18, 2022, the Federal Communications Commission (FCC) released its new [broadband access map](#), opening the process to ensure that states and territories receive sufficient funding to expand high-speed internet access for all. The FCC map will determine how much of the \$42.45 billion available through the Broadband Equity, Access, and Deployment (BEAD) Program Pennsylvania will receive. Public input in this process is necessary to ensure an accurate map. **Below are steps to help guide you through the challenge process.**

1. **Access the map.** Visit <https://broadbandmap.fcc.gov/home>



Navigate to broadbandmap.fcc.gov – or search for “FCC Broadband Map” in any search engine (such as Google, Bing, Yahoo) using your computer or cell phone. You will see this page:

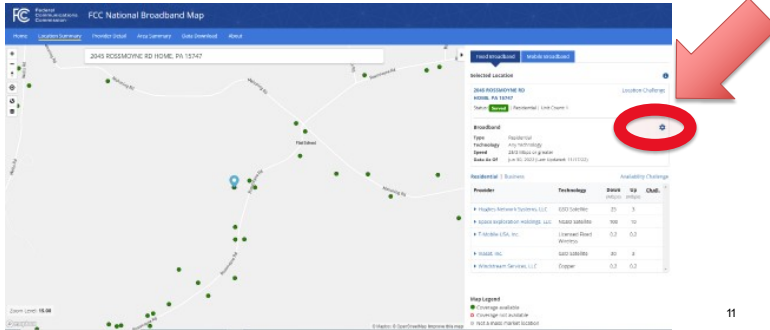


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2. **Enter your address** in the search bar that reads “enter address”. The map will show dots on each location that the FCC has categorized as having available coverage. This includes homes and small businesses.

FIND YOUR LOCATION

Type your address and hit enter.
Now click the 'gear' icon (circled here)



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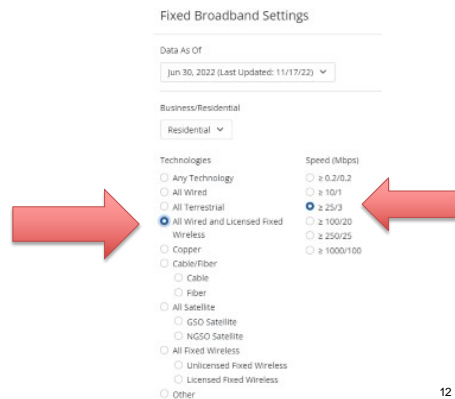
To change the map to reflect unserved and underserved locations (to determine locations that can be funded by the BEAD/DE programs), click the gear button in the upper right-hand corner of the screen to customize your settings:

- First, choose either “Business” or “Residential” in the drop-down menu.
- Next, under “Technologies”, select “**All Wired and Licensed Fixed Wireless**”.
- For “Speed”, choose either 25/3 (for unserved locations), or 100/20 (for unserved and underserved locations).

SELECT TECHNOLOGY

IMPORTANT!!!!

Make sure ‘All Wired
and Licensed Fixed
Wireless’ AND ‘ $\geq 25/3$ ’
Are selected!!!



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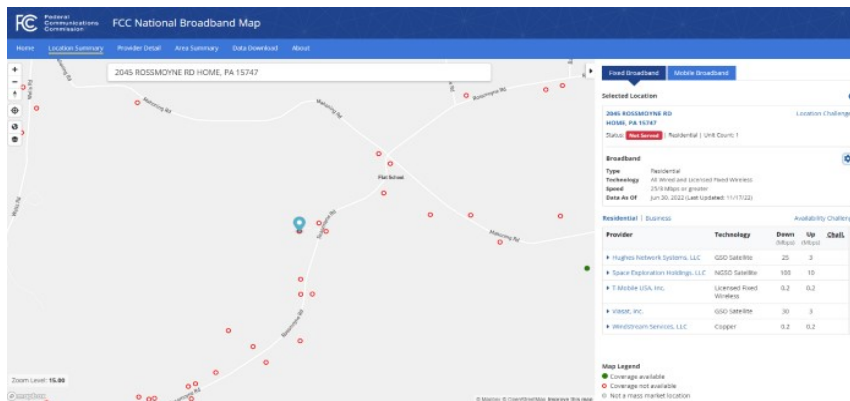
If you see a dot on or near the location of your building on the map, click on it. Your address should appear in the “Selected Location” window on the right side of the screen. If there is no dot matching your address, skip to the section below titled “Location Challenge (when no “dot” shows on your address)”.

3. **Review the displayed location information.** If your address appears on the map, continue here. Be prepared with the following information:
 - a. The number of units for your address.
 - b. Is it a business or residence?
 - c. Check to make sure that the dot appears on the correct spot on the map (it should appear at the point on the property at which internet service should be delivered).

NOTE: If your address is still showing red, you do not need to submit a challenge as your already registered as unserved.



The FCC already lists this as unserved, no challenge needed

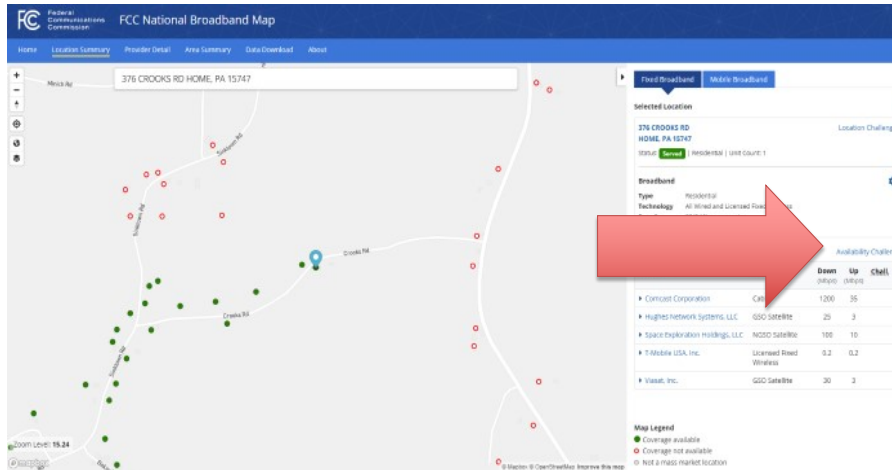


If corrections to this page are needed to be made, skip to the section below titled “location challenge (other incorrect location information)”.

4. **Review the displayed broadband availability information** on the right-hand side of the screen, you will see a list of each provider that reported providing service to that location. Upon reviewing the map, should you notice inaccuracies or deficiencies, you can file a challenge.
5. **Choose to challenge a location.** To file a challenge to broadband availability at your address, click the “Availability Challenge” link found above the list of providers. **Note:** Any location served exclusively by satellite internet or unlicensed providers should be considered unserved locations for the purposes of this challenge process.

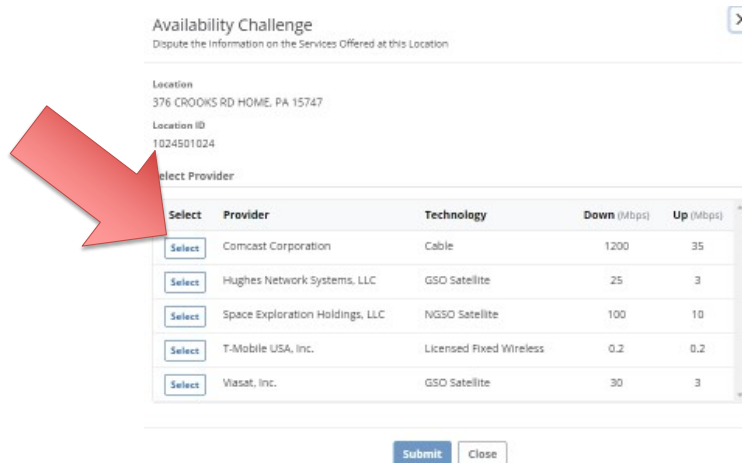
GREEN CIRCLE

If your location is GREEN and you cannot access high-speed internet, click 'Availability Challenge'



AVAILABILITY CHALLENGE

Select a provider to challenge (ignore satellite and low-speed providers) – hit the 'Submit' button



- Submit a challenge.** On the small screen that appears, you can select the service you wish to challenge. Click “select”. Next, scroll down to the “Challenge or Provide Feedback” heading and select “Send my challenge to the selected provider”.

Note: if you select “I’m giving feedback about the information above, but not submitting a challenge”, your submission will not be sent to a provider. Instead, it will be used by the FCC as it determines whether to conduct further inquiries in the identified area.

7. **Add your contact information**, including your name and a valid email address.
8. **Select the reason for the challenge**. Under the heading “Challenge Type”, use the drop-down menu to select your “Reason for Challenge”. For some of the options, you will be asked to include how and when you made attempts to contact the provider to request service.

If you select “the actual speed of this service does not match its advertised speed”, you must file a consumer complaint with the FCC. To register a complaint, please complete [this form](#). The provider must respond in writing to both you and the FCC within 30 days of submission.



1. Select ‘Send my challenge to the selected provider’
2. Enter name, email, phone (optional) and why you are challenging
3. Click ‘Submit’
Congratulations! You’ve completed the challenge process!

The screenshot shows the 'Availability Challenge' form. At the top, it says 'Dispute the information on the Services Offered at this Location'. Below this is a table with columns for provider, service, and speed. The first row is selected: Comcast Corporation, Cable, 1200, 35. Below the table is a 'Challenge Type' section with a dropdown menu. Underneath is a 'Challenge Reason' section with a text area and a 'Feedback' section with two radio buttons: 'Send my challenge to the selected provider' (selected) and 'I'm giving feedback about the information above but not submitting a challenge'. Below that is a 'Your Contact Information' section with fields for Name, Email, and Phone Number (optional). At the bottom is a 'Tell Us More About Your Challenge' section with a text area and 'Submit' and 'Close' buttons. Red arrows point to the selected radio button and the Submit button.

Selected	Comcast Corporation	Cable	1200	35
Select	Hughes Network Systems, LLC	GSO Satellite	25	3
Select	Space Exploration Holdings, LLC	NGSO Satellite	100	10
Select	T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2
Select	Viasat, Inc.	GSO Satellite	30	3

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9. **Document your challenge**. In the “Describe your Experience” box, provide details about why you are submitting this challenge. Include mention of any attempted communication and requests you made to providers, responses you received, and other information to support your challenge.
10. **Upload evidence**. You can upload any documentation showing that the service described is not available. This could include records of correspondence with the provider. Do this by clicking “Browse” under the “Upload Evidence for Your Challenge” button.
11. **Certify and submit**. Read the “Certification of Individual or Certifying Official”, statement, and if you agree to the standards, select the checkbox that reads “The entry of my name above constitutes my electronic signature to this certification. Persons making willful false statements in this form can be punished by fine or imprisonment under 18 U.S.C. § 1001.”.

What happens next?

Providers have two options:

- a. They can concede the challenge.
- b. They can provide additional information to show that the challenge is incorrect.

If a challenger concedes or fails to refute a challenge, the challenged service will be removed. The FCC will make the final challenge decision.

Location Challenge (when no “dot” shows on your address):

1. **Identify your location.** If your location is not marked by a dot on the map, click on the spot on the map where the dot should appear. A box will show with the longitude and latitude of the location, and a blue “challenge location” button. Click the button.
2. **Enter your contact information.**
3. **If necessary, reposition your location** by selecting and dragging the light blue pointer to the exact spot the home or business is located.
4. **Enter the location address, its number of separate units (i.e. apartments, group quarters) and building type.**
5. **Substantiate the challenge.** Provide evidence that the information you have provided is correct. A utility bill showing the address, a deed or lease that includes the address, or municipal geospatial information indicating the address are acceptable evidence.
6. **Certify and submit.** After reviewing the information you have included, check the box to electronically sign, and click submit. The FCC and the contractor who is responsible will review the submitted information and use it for making future map versions.