



Broadband Data Collection Availability Challenges

High-speed, high-quality broadband is essential for participation in modern American life. The first step to connecting everyone, everywhere is to develop accurate information about where broadband service is and is not available across the country. The maps created through the FCC's Broadband Data Collection (BDC) provide a comprehensive, standardized, highly granular location-by-location map of broadband availability nationwide.

Individuals can challenge the accuracy of service availability data directly through the map interface. State, local and Tribal governments, and third parties, such as public interest groups, may also submit bulk challenges using the BDC system.

Fixed Availability Challenges

Challengers of fixed (e.g. fiber, cable, satellite) broadband availability data can select from the following categories of challenges:

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, or service type, at this location.
6. Reported speed not available for purchase.
7. Subscribed speed not achievable.
(Individuals can select this option on the map, but it won't create a challenge.)
8. No wireless or satellite signal is available at this location.
9. New, non-standard equipment is required to connect this location (satellite/fixed wireless only).

What to Include With a Fixed Availability Challenge?

Evidence and details of a request or attempted request for service, including the date, method, and content of the request and details of the response from the provider, or evidence – such as a screen shot or emails – showing no availability at the disputed location.

Bulk challenges must include evidence and details about the dispute, including the challenger's methodology, the basis for determinations underlying the challenge, and any communications with the provider.

***Note:** Challenges to map data based on requests or information collected prior to the "as of date" cannot be considered.*

Mobile Availability Challenges

Challengers may dispute the availability of mobile broadband service using on-the-ground speed test data. The FCC's updated Speed Test app collects mobile availability data that users can submit to contribute to challenges of carrier reported coverage.

How Will Challenge Outcomes Be Determined?

Providers must review and either concede or rebut a challenge. Where possible, providers are expected to communicate and work with the challengers directly to resolve the challenges. Mobile providers must rebut a challenge using on-the-ground speed test data evidencing coverage in the disputed area.

If a provider concedes the challenge or fails to rebut it, the challenged services will no longer show as available for that location or area on the FCC's broadband maps.

Note: Fixed speed tests cannot be used for availability challenges because many customers do not purchase the highest speed tier service available. Also, multiple in-home factors can skew test results.

FCC Broadband Data Collection:

fcc.gov/BroadbandData