Input Wanted: FCC's Broadband Data Collection Challenge Process

The Federal Communications Commission's (FCC) new draft National Broadband Map shows broadband availability at a more granular level, compared with the FCC's prior map that was based on the Census block level. The Broadband Serviceable Location Fabric is a common dataset of all locations (or structures) in the U.S. where fixed broadband internet access service is or can be installed. All of these Broadband Serviceable Locations appear as points on the FCC's National Broadband Map. Governmental entities, service providers, residents, businesses, and other third parties are encouraged to review the map for accuracy and submit bulk challenges to the Fabric to identify missing and incorrect locations by **January 13, 2023.**

This is an important step in the FCC's broadband data collection effort since most of the broadband money in the Bipartisan Infrastructure Law is required to be allocated by formula according to the data found in the National Broadband Map. More information can be found here.

FCC NATIONAL BROADBAND MAP CHALLENGE PROCESS

The Federal Communication Commission's (FCC) National Broadband Map displays where internet services are and are not available across the United States, as reported by internet service providers. The map allows consumers and other stakeholders to easily dispute the information shown on the map by challenging individual availability information that they believe is inaccurate.

We are encouraging all North Carolinians to review data for their home's location and submit any necessary individual availability challenges to the FCC by Jan. 13, 2023.

WHAT CAN BE CHALLENGED?

Service is considered "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. You can submit a challenge based on the following reasons:

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service at the agreed-upon time.
- Provider requested more than the standard installation fee to connect this location.
- Provider denied the request for service.
- Provider does not offer the technology reported to be available at this location.
- Provider does not offer the speeds(s) reported to be available at this location.
- Subscribed Speed Not Achievable (Your internet service is not providing the speeds you expect.) These challenges will be treated by the FCC as a consumer complaint.
- No wireless or satellite signal is available at this location.
- Provider needed to construct new equipment at this location.

HOW TO SUBMIT AN INDIVIDUAL AVAILABILITY CHALLENGE

Go to the FCC's National Broadband Map and type your address in the search bar to begin. Then, determine if you need to first submit a Location Challenge by seeing if your address is displayed on the map at all, is incorrectly shown as a business, has the incorrect address or unit count, or has incorrect geographic coordinates. If so, click "Location Challenge" (upper right) to complete the form. Then, proceed the following steps for the Availability Challenge.

- Select the Fixed Broadband tab and then click the Availability Challenge link (mid-right).
- In the window that opens, click "Select" next to the provider whose service you want to challenge.
- 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."
- Enter your contact information - your name and email are required - and your phone number is optional.
- Select the reason code for your challenge. The remaining fields will update based on the type of challenge you select.
- Enter a description and upload any supporting documents or screenshots.
- Check the certification box.
- Click Submit.

Questions? Go to https://help.bdc.fcc.gov/hc/en-us/articles/10476040597787-How-to-Submit-an-Availability-Challenge.

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