

# Federal Communications Commission Broadband Availability Challenge Process

December 2, 2022

Communications Division



California Public  
Utilities Commission

# Disclaimer

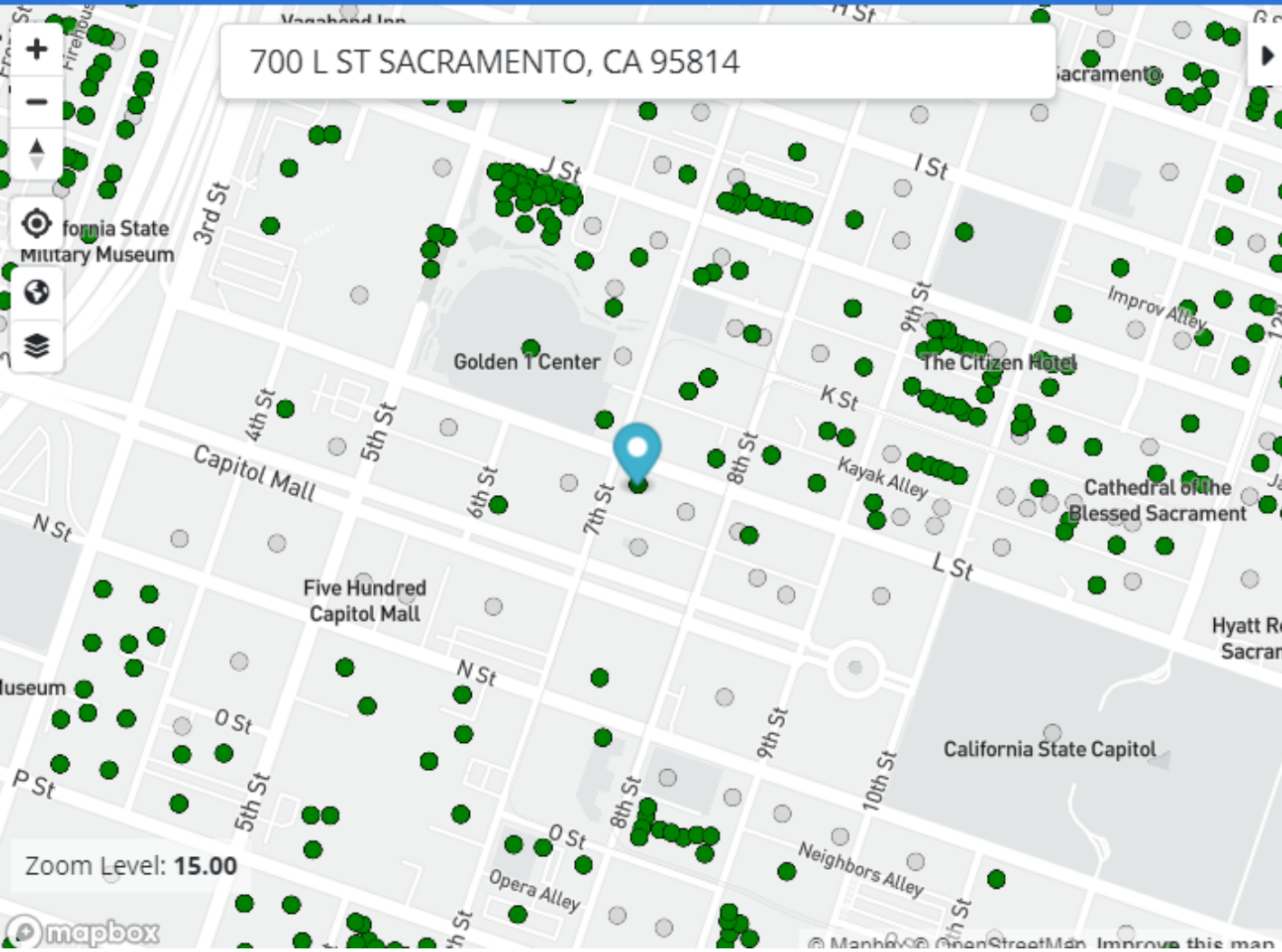
- These slides are an **informal read** on the FCC's availability challenge process and should not be read as a substitute, a replacement, or in lieu of the FCC's rules, processes, and policies.
- Due to the extremely short timeline set by the FCC, and the need expressed by both the FCC and the NTIA to get the word out about the map and the challenge process, the goal of today's webinar is to do just that: get the word out.
- We strongly encourage those planning to engage with the FCC's broadband data to go directly to the large set of FCC resources they have provided to get answers to questions, including videos and FAQs.

# Overview

- FCC National Broadband Map
- FCC Availability Challenge Process
  - Validating locations vs. validating services offered by providers
- How to challenge locations on the map
  - Individual, bulk, and crowdsource challenges
- Call to Action

# The FCC National Broadband Map

- The map is based on data submitted by Internet Service Providers as of June 30, 2022.
- The Broadband Serviceable Location Fabric (Fabric) is a common dataset of all locations in the United States where fixed broadband internet access service is or can be installed.
- The map shows location level information on broadband availability throughout the country.
- To improve the accuracy of the national broadband map, the FCC began accepting challenges to Fabric information from providers, states, and local and Tribal governments in September.



### Selected Location

**700 L ST**  
**SACRAMENTO, CA 95814**

[Location Challenge](#)

Status: **Served** | Business | Unit Count: 1

### Broadband

**Type** Residential  
**Technology** Any Technology  
**Speed** 25/3 Mbps or greater  
**Data As Of** Jun 30, 2022 (Last Updated: 11/17/22)

**Residential** | Business

[Availability Challenge](#)

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
▶ AT&T Inc.	Copper	10	1	
▶ California Internet	Licensed Fixed Wireless	1000	1000	
▶ Comcast Corporation	Cable	1200	35	
▶ Hughes Network Systems, LLC	GSO Satellite	25	3	

# How to Help Improve the Map

- If you think **the information about the location point** of your home or another location is wrong, you can submit a **Location Challenge**, from the map.
- You can also submit a Location Challenge if you think a location is missing from the map.
- If you think the information on the map about which ISPs offer broadband service to your home, or to another location, is wrong, **you can dispute it** by submitting an Availability Challenge from the map.
- If you think the information on **mobile coverage** is wrong, you can dispute that as well by **taking speed tests on your mobile phone with the FCC Speed Test app**.
  - The results of these tests will be aggregated to create Mobile Challenges that mobile providers must respond to improve their coverage maps.

# FCC Map and Challenge Process

**Nov. 4, 2022**

CPUC files bulk  
fabric  
challenge

Filed with FCC

**Nov. 18, 2022**

FCC releases  
draft National  
Broadband  
Map

[Home | FCC  
National  
Broadband  
Map](#)

**Nov. 18, 2022 –  
Jan. 13, 2023**

FCC location  
challenge  
period

Open to  
designated  
states, cities,  
counties, and  
Tribes

**By Jun. 30, 2023**

NTIA plans to  
announce BEAD  
allocations, using  
the most up-to-  
date version of  
the FCC maps as  
a guide.

# Challenge Process Overview

## What

- The reported service is not offered, or the reported speed is not available for purchase
- The internet service provider denied a request for service or demanded connection charges that exceed its standard installation charge, or
- The internet service provider failed to schedule or perform an installation within 10 business days of request.

## How

- **Individual challenges** to availability data for a single location. These will be accepted directly through the map interface after the maps launch November 18th, 2022.
- **Bulk challenges** to availability data for multiple locations. These may be filed directly into the BDC system by designated state agencies, Tribes, and local governments that file with the FCC. Bulk challenge validation methods must be approved by the FCC and must meet the format of the applicable data specification. Bulk availability challenges began after maps are released on November 18th, 2022. The current filing deadline is January 13, 2023.

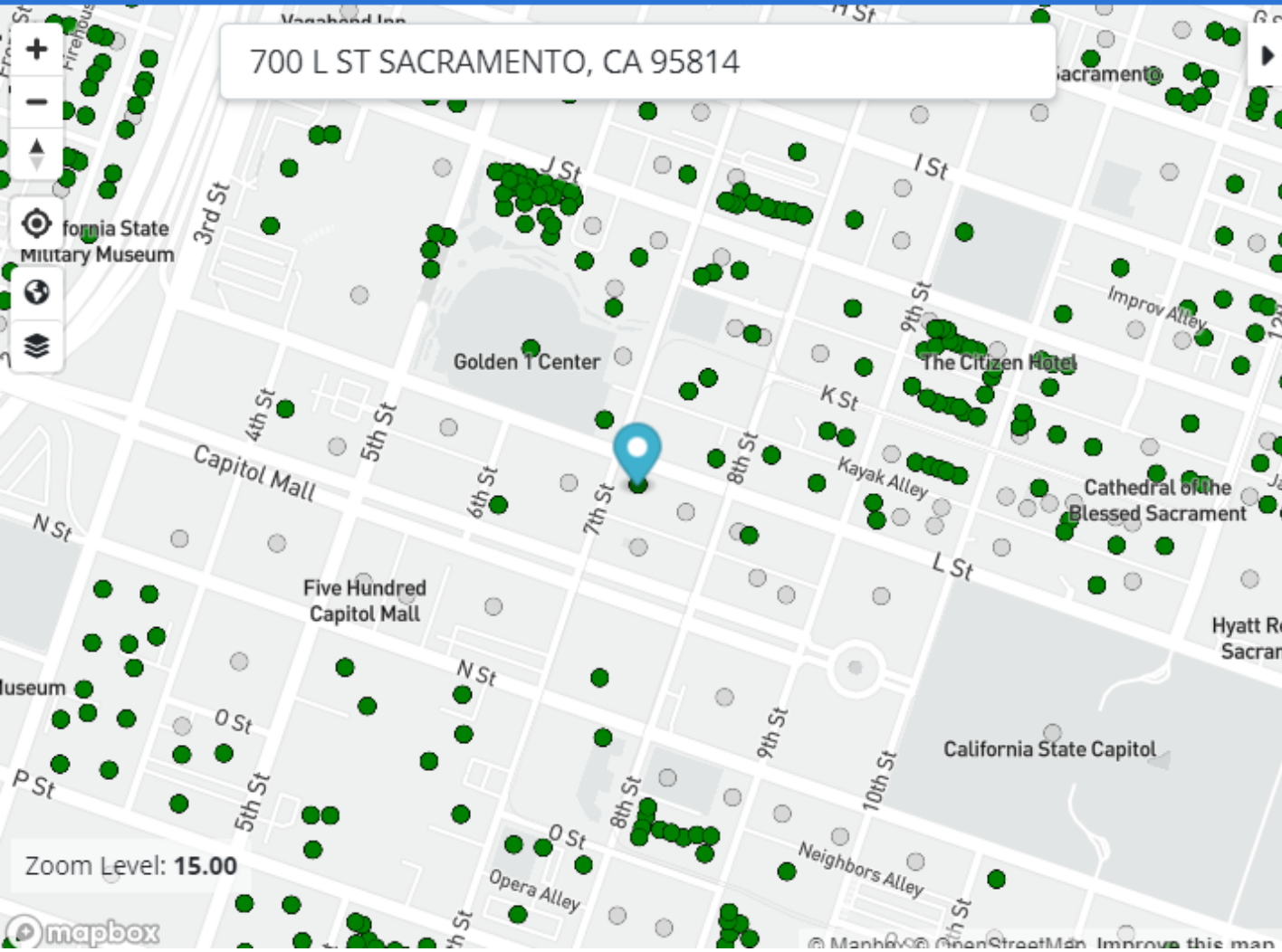
## Who

- Internet service providers, government entities, and “other,” e.g. anchor institutions, CBOs, individuals



# Individual Challenge

- **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.



700 L ST SACRAMENTO, CA 95814

**Selected Location**

Location Challenge

**700 L ST**  
**SACRAMENTO, CA 95814**

Status: **Served** | Business | Unit Count: 1

**Broadband**

**Type** Residential  
**Technology** Any Technology  
**Speed** 25/3 Mbps or greater  
**Data As Of** Jun 30, 2022 (Last Updated: 11/17/22)

Availability Challenge

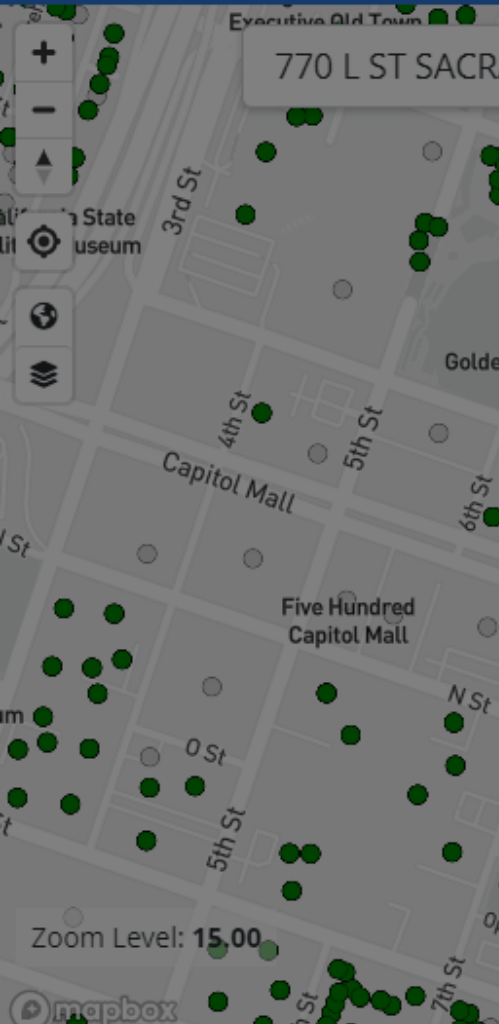
**Residential** | Business

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
▶ AT&T Inc.	Copper	10	1	
▶ California Internet	Licensed Fixed Wireless	1000	1000	
▶ Comcast Corporation	Cable	1200	35	
▶ Hughes Network Systems, LLC	GSO Satellite	25	3	

# Location Challenge







## Location Challenge



770 L ST SACRAMENTO, CA 95814

Building Type	Unit Count
Enterprise	1

All fields required unless marked optional.

### Contact

Name

Email

Phone Number (optional)

### Challenge Type

Category

Incorrect Location Building Type ▾

Submit

Close

Location Challenge

Id not subscribe to a mass market



2)

## Location Challenge



770 L ST SACRAMENTO, CA 95814

Building Type	Unit Count
Enterprise	1

### Documentation Evidence Supporting the Challenge

#### Description

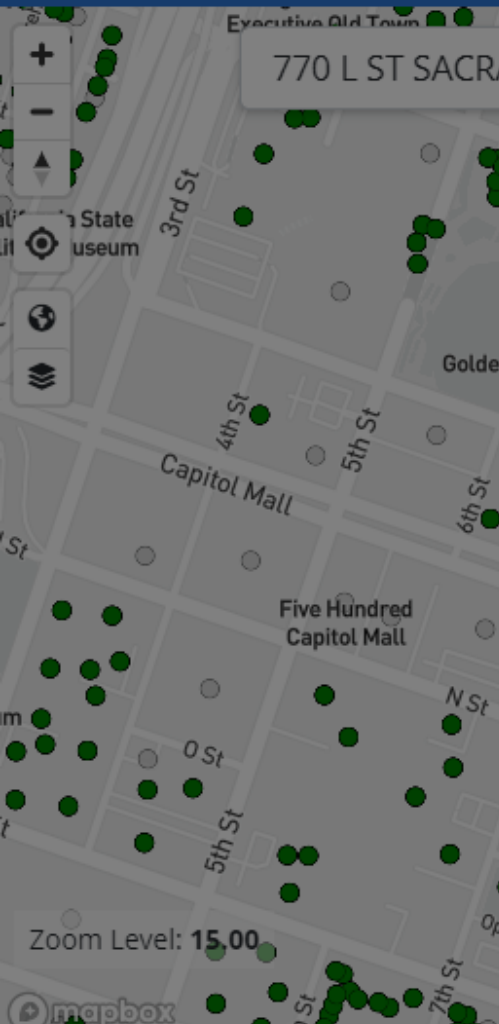
Optional if Supporting Documentation is provided.

#### Supporting Documentation *(optional)*

Click the "Browse" button to select a file (DOC, DOCX, PDF, JPEG, PNG).

Selected file will appear here.

#### Certification of Individual or Certifying Official

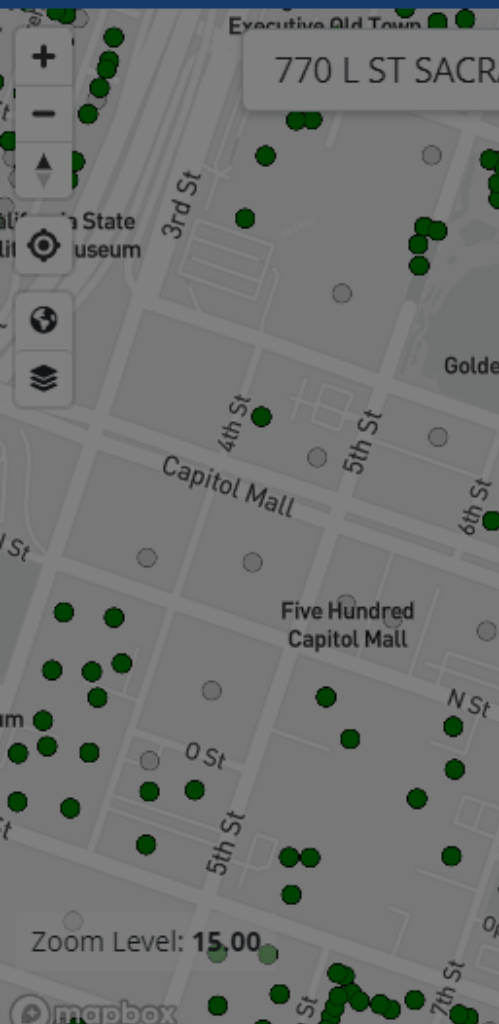


Location Challenge

Id not subscribe to a mass market



2)



## Location Challenge

770 L ST SACRAMENTO, CA 95814

Building Type	Unit Count
Enterprise	1

### Certification of Individual or Certifying Official

I hereby certify, under penalty of perjury, that:

1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.
2. I own or am otherwise authorized to submit to the FCC any information and/or data included in support of this challenge, and that I am not infringing or misappropriating any third party's US or foreign intellectual property rights in making this challenge submission.
3. I acknowledge that the FCC shall retain full, unlimited rights to any information and/or data submitted to the FCC by me.
4. I further acknowledge that the information and/or data provided in this form may be shared with the FCC's third-party vendor(s) and the provider(s) serving the location, for the sole purpose of reviewing and resolving the challenge, as well as correcting or otherwise modifying such third-party vendor(s)'s data.

If this form is being submitted by the representative of a company, organization, government, or other entity, then the certification must be signed by an authorized officer or signatory of the entity (e.g., corporate officer, managing

Submit

Close

# Availability Challenge





## Availability Challenge



Dispute the Information on the Services Offered at this Location

### Location

806 L ST SACRAMENTO, CA 95814

### Location ID

1363708755

### Select Provider

Select	Provider	Technology	Down (Mbps)	Up (Mbps)
<input type="button" value="Select"/>	AT&T Inc.	Copper	10	1
<input type="button" value="Select"/>	California Internet	Licensed Fixed Wireless	1000	1000
<input type="button" value="Select"/>	Hughes Network Systems, LLC	GSO Satellite	25	3
<input type="button" value="Select"/>	Sonic Telecom, LLC	Copper	80	20
<input type="button" value="Select"/>	Space Exploration Holdings, LLC	NGSO Satellite	100	10
<input type="button" value="Select"/>	...	...	...	...

Submit

Close

### Availability Challenge

Down (Mbps)	Up (Mbps)	Chall.
-------------	-----------	--------

10	1	
----	---	--

1000	1000	
------	------	--

25	3	
----	---	--

80	20	
----	----	--

100	10	
-----	----	--

1000	10	
------	----	--



## Availability Challenge



Dispute the Information on the Services Offered at this Location

### Location

806 L ST SACRAMENTO, CA 95814

### Location ID

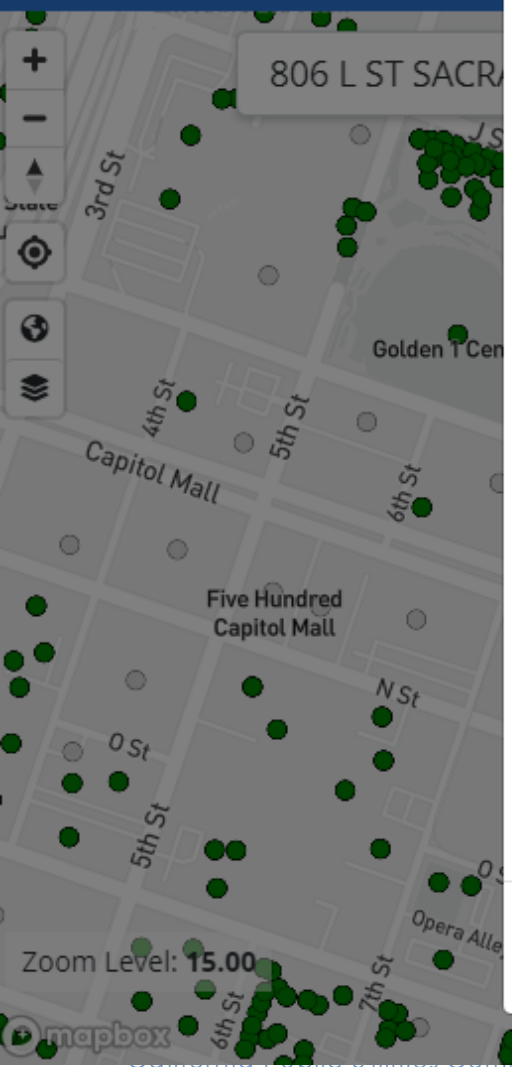
1363708755

### Select Provider

Select	Provider	Technology	Down (Mbps)	Up (Mbps)
<input type="button" value="Select"/>	AT&T Inc.	Copper	10	1
<input type="button" value="Select"/>	California Internet	Licensed Fixed Wireless	1000	1000
<input checked="" type="button" value="Selected"/>	Hughes Network Systems, LLC	GSO Satellite	25	3
<input type="button" value="Select"/>	Sonic Telecom, LLC	Copper	80	20
<input type="button" value="Select"/>	Space Exploration Holdings, LLC	NGSO Satellite	100	10
<input type="button" value="Select"/>	Starlink	LEO Satellite	1000	10

### Availability Challenge

Down (Mbps)	Up (Mbps)	Chall.
10	1	
1000	1000	
25	3	
80	20	
100	10	
1000	10	



# Bulk Challenge



# Bulk Challenge Categories

- 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 the location.
- Provider denied the request for service.
- Provider does not offer the technology at the location.
- Provider does not offer the speed(s) shown on the National Broadband Map for purchase at the location.
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

# Bulk Fixed Availability Challenge Methodology



Knowledge  
of  
Infrastructure



Collected  
from  
Individual  
Consumers



Other (fixed  
speed tests  
not  
accepted)

<https://help.bdc.fcc.gov/hc/en-us/articles/10390523851803-How-to-Format-Bulk-Fixed-Challenge-and-Crowdsource-Data>



# Crowdsourc Data





# Differences between Bulk Fixed Availability Challenge Data vs. Crowdsorce Data

- **Crowdsorce** is a less formal and more expansive way to submit data
  - It does not require a provider response and can cover information about broadband speeds in addition to broadband availability.
  - The FCC will use crowdsorce data as a tool for verifying provider availability data.
- Each **Challenge** is sent to the challenged Internet service provider and requires a response from the provider about its service availability at the challenged location.
  - Challenges are meant to formally dispute the availability data submitted by a provider in the Broadband Data Collection (BDC) and published on the FCC's National Broadband Map.

<https://help.bdc.fcc.gov/hc/en-us/articles/10390788241307-Differences-between-Bulk-Fixed-Availability-Challenge-Data-and-Crowdsorce-Data>

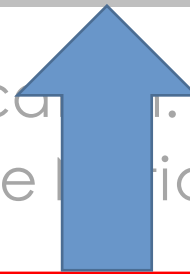
# Bulk Crowdsourcing Categories

- 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 the location.
- Provider denied the request for service.
- Provider does not offer the technology at the location.
- Provider does not offer the speed(s) shown on the National Broadband Map for purchase at the location.
- The actual speed of the service does not match its advertised speed.
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

# Submitting Bulk Crowdsourced Data

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service.
- Provider requested more than one location.
- Provider denied the request for service.
- Provider does not offer the technology at the location.
- Provider does not offer the speed(s) shown on the National Broadband Map for purchase at the location.
- **The actual speed of the service does not match its advertised speed.**
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

• **This reason can be submitted for crowdsourced data but not challenges.**  
• **Filers interested in sharing speed test results should use this reason code.**



<https://help.bdc.fcc.gov/hc/en-us/articles/10390133372955-Overview-of-Bulk-Fixed-Crowdsourced-Data>



# Speedtesting



*kmh*

*mph*

# Fixed Broadband Speed Tests

- Fixed broadband speed test data are part of crowdsourced data, not challenge data, except for mobile.
- Fixed broadband speed testing comparing measured speed to subscribed speed addresses truth-in advertising and service quality more than “yes/no” service availability with one exception: served threshold.
- Mobile speed test data may be submitted as part of the FCC’s mobile availability challenge process

<https://help.bdc.fcc.gov/hc/en-us/sections/8772130447515-Mobile-Availability-Challenges>

# CPUC Milestones – FCC Map Data

## Bulk Fabric Challenge

- Filed with FCC Nov. 4
- 46,410 corrections, 2/3 of those were missing from FCC's fabric = additional locations

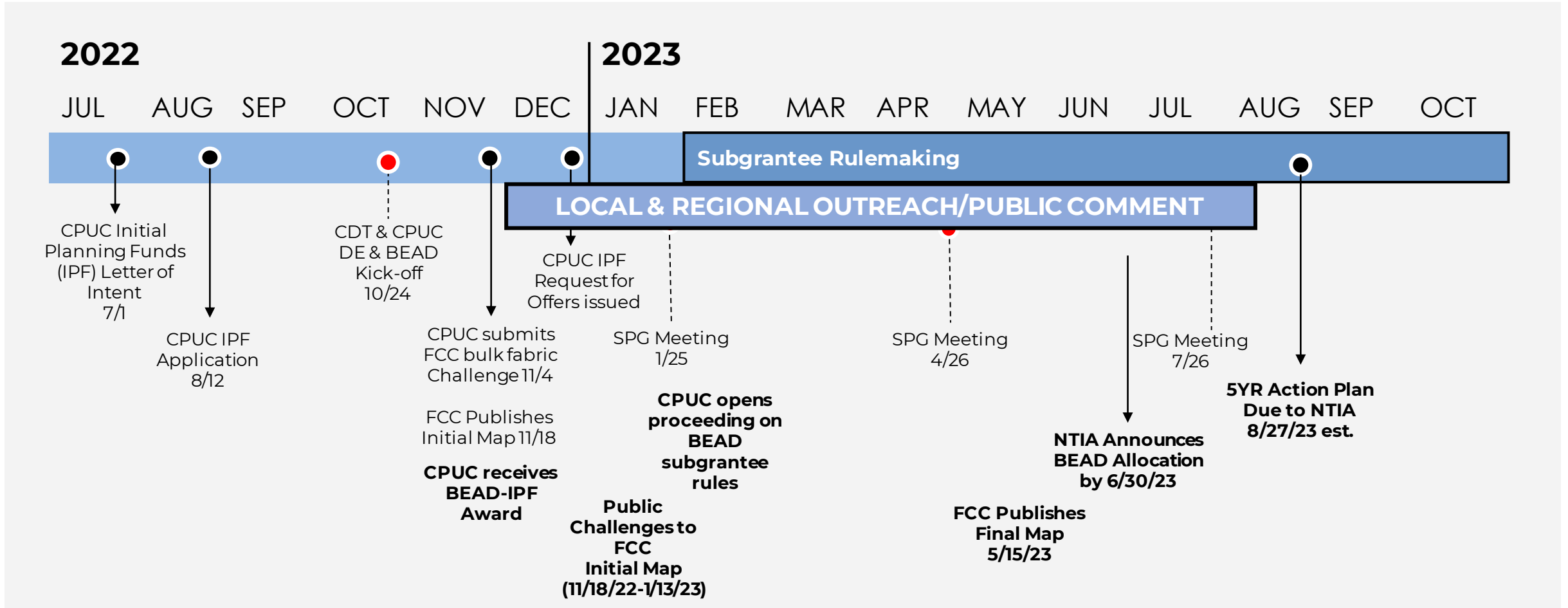
## Bulk Availability Challenge

- Due before Jan. 13, 2023
- Over 10 million locations in CA
- Over 150 providers



# BEAD Timeline

## Key Milestones



# Call to Action

- **Help spread the word about validating the National Broadband Map**
- Consumers can easily dispute, or challenge, inaccurate information on the map.
- Your organization can help get the word out by using the FCC's outreach materials.
- You can download and customize them to meet your outreach needs:
- <https://www.fcc.gov/national-broadband-map-outreach-toolkit>

NEED HIGH-SPEED INTERNET?  
**CHECK THE NATIONAL BROADBAND MAP!**



The FCC has a new map showing where high-speed service is – and is not – available across the country.

High-speed, high-quality internet service is essential for participation in modern life.

The map shows where internet service providers report service and includes input from consumers.

**This is where YOU come in!**

## Help Improve the Map

Search for your home or small business to see if your location and service availability are accurate on the map. If you think the map is incorrect or incomplete, you can [submit a challenge](#) to the FCC to correct it.

**Location Challenges can**

- Add a missing location.
- Correct the address or other details of your location.
- Correct the geographic placement of your home or small business.

**Mobile Availability Challenges**

Will be created using the FCC Speed Test App. To participate, download the App. The data that you share will be combined with other speed tests conducted in your area and may be used to create a challenge.

**Service Availability Challenges can**

- Correct services not offered or reported speeds that are not available for purchase.
- Report that a provider denied a request for service or demanded connection charges that exceed its standard installation charge.
- Report that a provider failed to schedule an installation within 10 business days of a request for service or failed to perform the installation.

Scan for more information



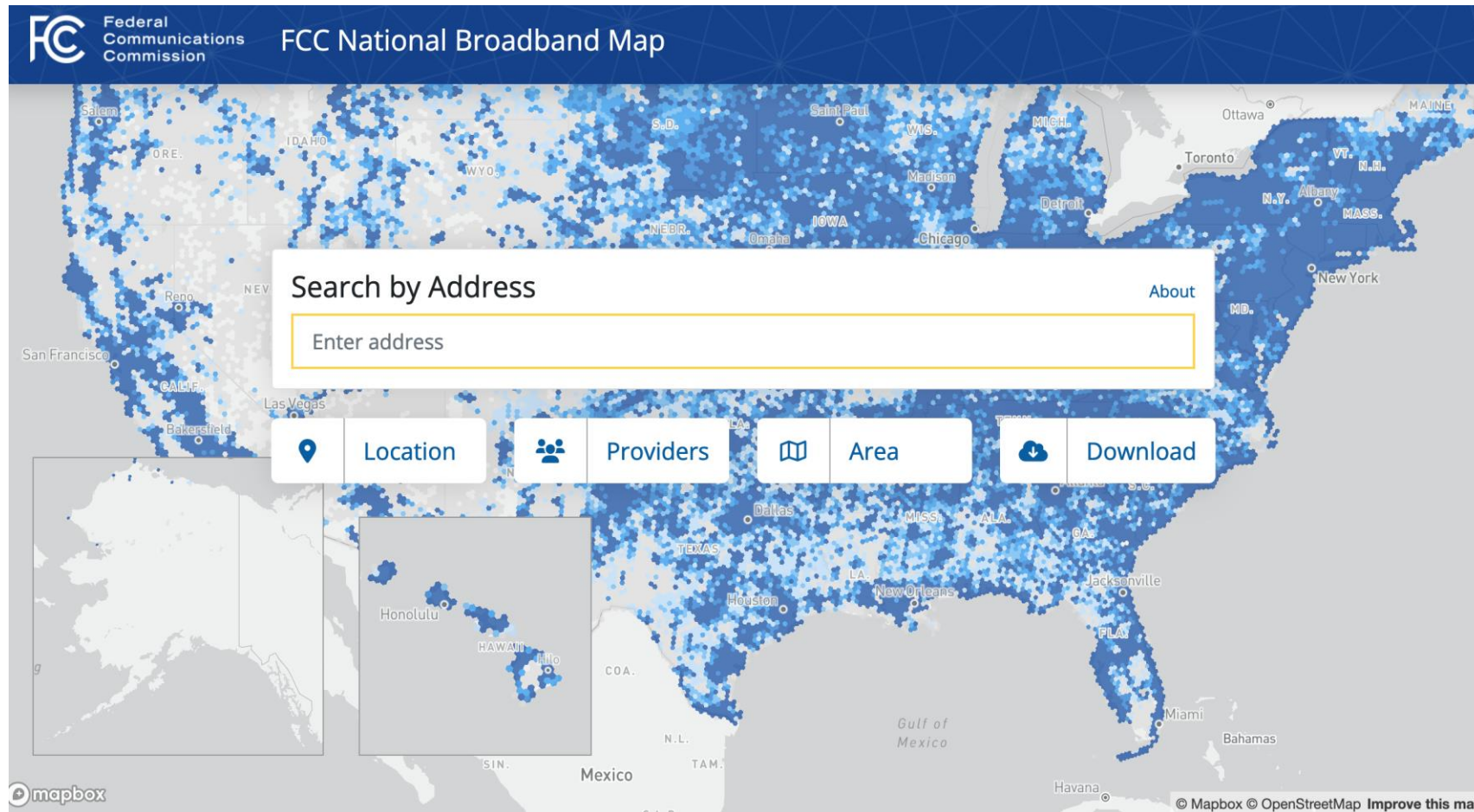
**Accurate Maps = Improved Internet Access**  
An accurate map will help identify the communities most in need of funding for high-speed internet projects.

BroadbandMap.fcc.gov



# Call to Action: Individual Challenge

- <https://broadbandmap.fcc.gov/home>



# Call to Action: Bulk Challenge

The screenshot shows a web browser window with the URL <https://bdc.fcc.gov>. The page header features the FCC logo and the text "Broadband Data Collection System". A yellow notification banner at the top states: "The June 30, 2022 filing window has closed, but the system remains open and users may continue to submit data. Please certify your data as soon as possible." Below the banner, there are two main content areas. The left area is titled "BDC Sign In" and contains a form with fields for "Username" and "Password", a "Remember me" checkbox, and a blue "Sign In" button. Below the button is a link that says "Need help signing in?". The right area is titled "Broadband Data Collection System" and contains a paragraph of text: "Enter your FCC username and password to login to the Broadband Data Collection (BDC) system. Please **create an account** if you do not have one already. The BDC system is used to collect broadband availability, subscription, and bulk crowdsourced/challenge data for use in the Commission's broadband mapping program." Below this text is a list of three links: "BDC Home", "BDC Resources", and "Help Center", each with a small blue square icon.

https://bdc.fcc.gov

Federal Communications Commission  
Broadband Data Collection System

The June 30, 2022 filing window has closed, but the system remains open and users may continue to submit data. Please certify your data as soon as possible.

### BDC Sign In

Username

Password

Remember me

Sign In

Need help signing in?

### Broadband Data Collection System

Enter your FCC username and password to login to the Broadband Data Collection (BDC) system. Please **create an account** if you do not have one already. The BDC system is used to collect broadband availability, subscription, and bulk crowdsourced/challenge data for use in the Commission's broadband mapping program.

- [BDC Home](#)
- [BDC Resources](#)
- [Help Center](#)

# FCC Resources

- About the FCC broadband data
  - <https://www.fcc.gov/BroadbandData>
- Broadband Data Help Center
  - <https://help.bdc.fcc.gov/hc/en-us>
- How Governments can participate
  - <https://www.fcc.gov/BroadbandData/governments>
- Tutorial on how to register to file a bulk challenge
  - [https://www.youtube.com/watch?v=vKL\\_p8ieFDo](https://www.youtube.com/watch?v=vKL_p8ieFDo)
- Watch the FCC Availability Challenge Video
  - <https://www.youtube.com/watch?v=fiFoxZKywv4>
- FCC makes Fabric available to license by third parties
  - <https://www.fcc.gov/document/access-fabric-third-party-stakeholders-announced>