



Pennsylvania  
Broadband Development Authority

# How to Challenge the FCC Broadband Map

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Pennsylvania Broadband Development Authority  
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# How to Challenge the FCC Broadband Map

The Federal Communications Commission (FCC) established the new National Broadband Map in an effort to more accurately depict where there is broadband coverage, or not, across the United States. Specifically, this map is now interactive and allows local governments, community organizations, and individuals to review the data provided for their home and/or business, and submit a challenge(s) directly to the FCC, should the information be inaccurate or incomplete.

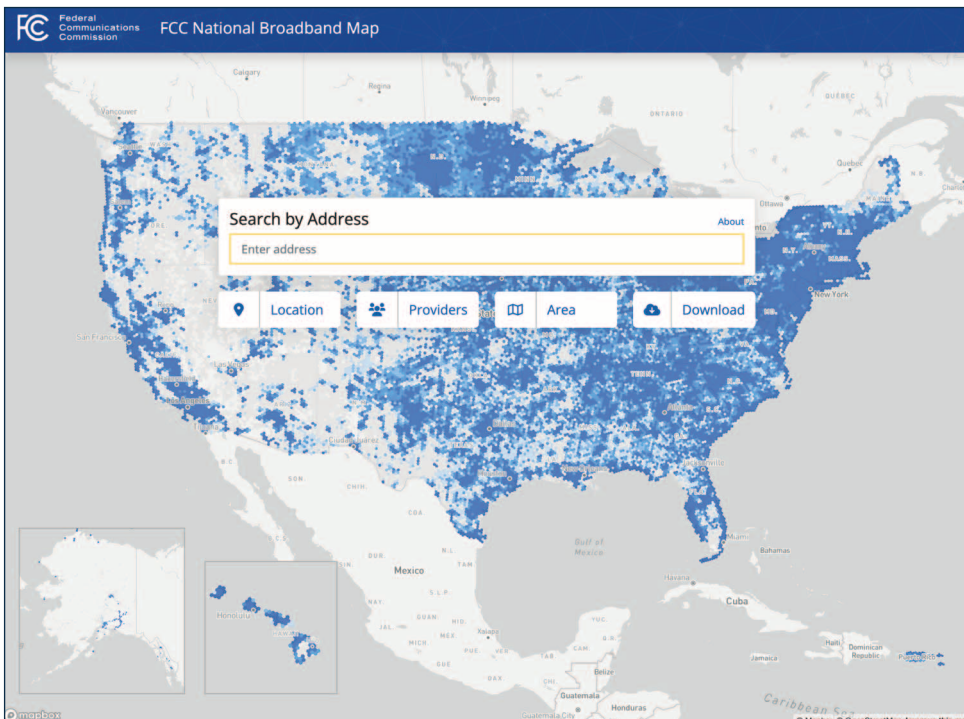
The map will be used by the National Telecommunications and Information Administration (NTIA) to allocate funding to the commonwealth for broadband projects. It is imperative that we are providing accurate information back to the FCC so the maps will be updated accordingly, and Pennsylvania will receive adequate funding to expand broadband internet access to under and unserved regions. While the challenge process will be ongoing for the foreseeable future, the FCC has identified January 13, 2023, as the final date to submit and incorporate challenges for the new iteration of the map that NTIA will use in mid-summer 2023, to allocate broadband funding to states.

We've provided a step-by-step below on how to submit an individual challenge through the new FCC Map. We encourage and invite all commonwealth residents to review their information and submit a challenge(s) where applicable. **Please note: These challenges are for a lack of available service.** If you have an internet provider listed (Comcast, Verizon, Zito or other high-speed provider) as available BUT you are choosing not to pay for the service, please DO NOT submit a challenge!

## 1. Access the Map

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Visit [broadbandmap.fcc.gov](https://broadbandmap.fcc.gov) using your computer or cell phone.



## 2. Enter your Address

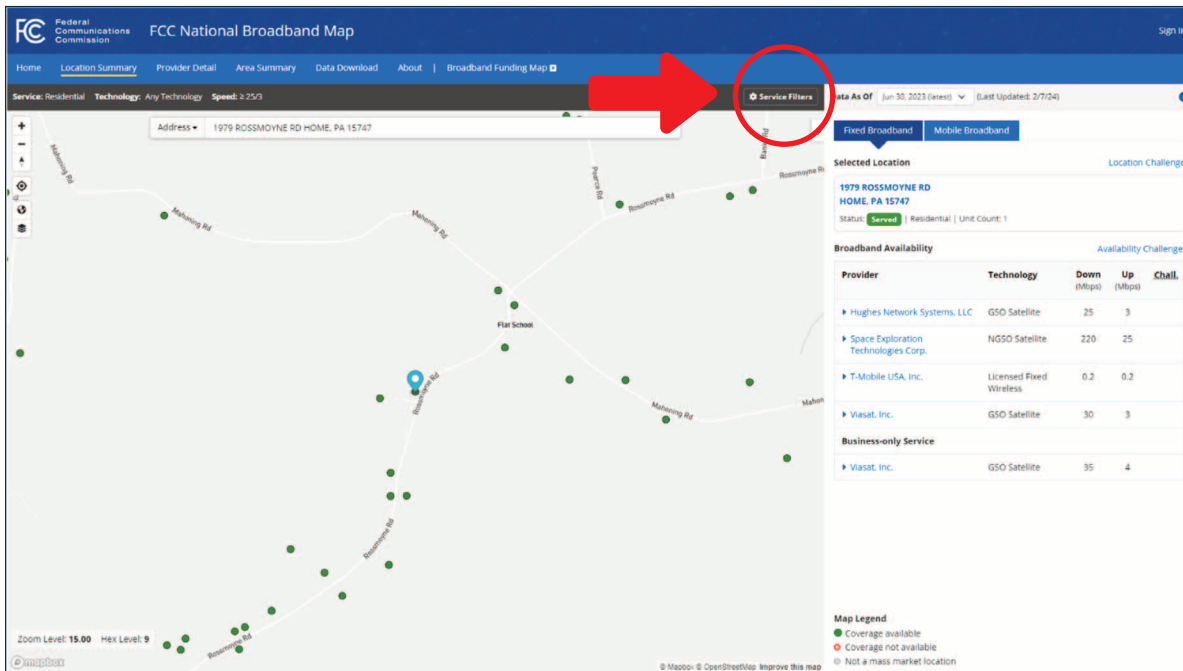
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**Enter your address** in the search bar that reads “enter address” and hit enter on your keyboard.

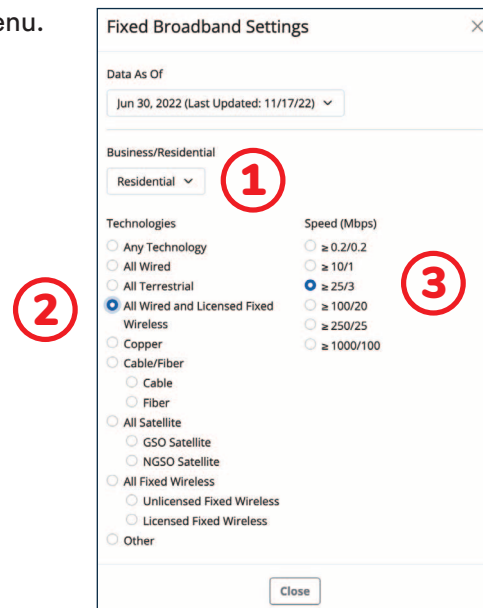
### 3. Coverage

The map will show red or green circles on each location that the FCC has categorized as having available coverage. This includes homes and small businesses.

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 circled below to customize your settings:



1. Choose either “Business” or “Residential” in the drop-down menu.
2. Under “Technologies”, select “All Wired and Licensed Fixed Wireless”.
3. For “Speed”, choose 25/3.



## 4. Information REVIEW

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**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).

## 5. Status of Searched Address

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The color of circle located at or near your location will determine the next steps for submitting the challenge.

### NO CIRCLE

- a. **Identify your location.** If your location is not marked by a circle on the map, click on the spot on the map where the circle should appear. A box will show with the longitude and latitude of the location, and a blue “challenge location” button. Click the button.
- b. **Enter your contact information.**
- c. If necessary, **reposition your location** by selecting and dragging the light blue pointer to the exact spot the home or business is located.
- d. **Enter the location address**, its number of separate units (i.e. apartments, group quarters) and building type.
- e. **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.
- f. **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.

## RED CIRCLE

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

If corrections to this page are needed to be made, follow the same instructions as if there was no circle (page 3).

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. See page 6 to Submit a Challenge.

The screenshot shows the FCC National Broadband Map interface. The address entered is 1979 ROSSMOYNE RD HOME, PA 15747. The map shows a red circle at the location, indicating it is not served. The right-hand panel shows the 'Selected Location' as 1979 ROSSMOYNE RD with a status of 'Not Served'. Below this is a table of broadband availability for various providers.

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
Hughes Network Systems, LLC	GSO Satellite	25	3	
Space Exploration Technologies Corp.	NGSO Satellite	220	25	
T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2	
Viasat, Inc.	GSO Satellite	30	3	
<b>Business-only Service</b>				
Viasat, Inc.	GSO Satellite	35	4	



## GREEN CIRCLE

If your location is showing a green circle and you cannot access high-speed internet, you will need to click on “Availability Challenge”.

Note: Any location served exclusively by satellite internet or unlicensed providers should be considered unserved locations for the purposes of this challenge process.

Select a provider to challenge the availability. Ignore satellite and low-speed providers — hit the “submit” button.

The screenshot shows the FCC National Broadband Map interface. The map on the left displays a location at 376 Crooks Road, Home, PA 15747, marked with a green circle. The right-hand panel provides details for this location, including its status (Served), residential status, and a list of broadband providers. A red circle highlights the "Availability Challenge" link, with a red arrow pointing to it.

**Selected Location**  
376 CROOKS RD  
HOME, PA 15747  
Status: Served | Residential | Unit Count: 1

**Broadband**  
Type: Residential  
Technology: All Wired and Licensed Fixed Wireless  
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)
Comcast Corporation	Cable	1200	35
Hughes Network Systems, LLC	GSO Satellite	25	3
Space Exploration Holdings, LLC	NGSO Satellite	100	10
T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2
Viasat, Inc.	GSO Satellite	30	3

The screenshot shows the "Availability Challenge" dialog box. It contains the location information and a table of providers with "Select" buttons next to each. A red arrow points to the "Select" button for Comcast Corporation.

**Availability Challenge**  
Dispute the Information on the Services Offered at this Location

Location  
376 CROOKS RD HOME, PA 15747  
Location ID  
1024501024

Select Provider

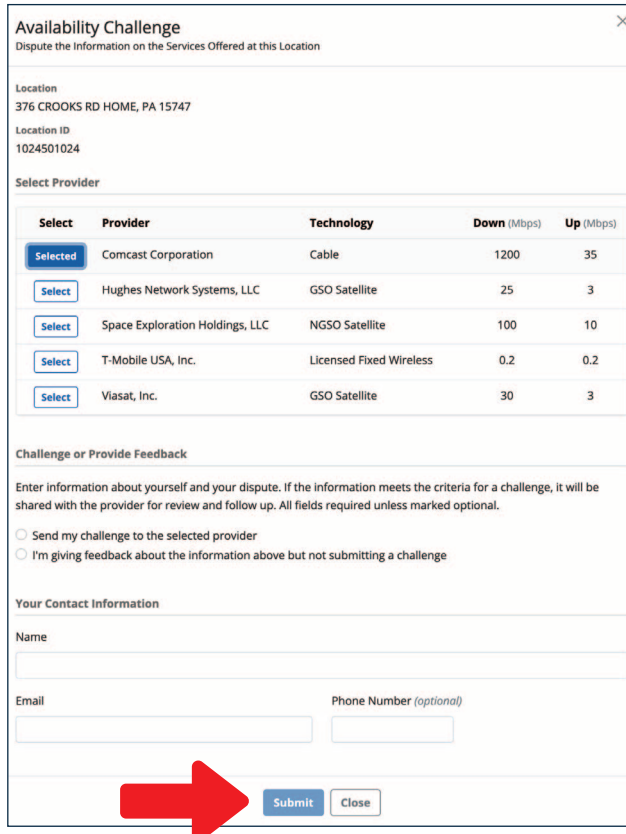
Select	Provider	Technology	Down (Mbps)	Up (Mbps)
Select	Comcast Corporation	Cable	1200	35
Select	Hughes Network Systems, LLC	GSO Satellite	25	3
Select	Space Exploration Holdings, LLC	NGSO Satellite	100	10
Select	T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2
Select	Viasat, Inc.	GSO Satellite	30	3

Submit Close

## 6. Submit a Challenge

**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.



The screenshot shows a web form titled "Availability Challenge" with a close button (X) in the top right corner. The form contains the following sections:

- Location:** 376 CROOKS RD HOME, PA 15747  
Location ID: 1024501024
- Select Provider:** A table with columns: Select, Provider, Technology, Down (Mbps), and Up (Mbps).

Select	Provider	Technology	Down (Mbps)	Up (Mbps)
<input checked="" type="radio"/>	Comcast Corporation	Cable	1200	35
<input type="radio"/>	Hughes Network Systems, LLC	GSO Satellite	25	3
<input type="radio"/>	Space Exploration Holdings, LLC	NGSO Satellite	100	10
<input type="radio"/>	T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2
<input type="radio"/>	Viasat, Inc.	GSO Satellite	30	3
- Challenge or Provide Feedback:** A text box with instructions: "Enter information about yourself and your dispute. If the information meets the criteria for a challenge, it will be shared with the provider for review and follow up. All fields required unless marked optional." Below this are two radio buttons:
  - Send my challenge to the selected provider
  - I'm giving feedback about the information above but not submitting a challenge
- Your Contact Information:** Fields for Name, Email, and Phone Number (optional).
- Buttons:** "Submit" and "Close" buttons at the bottom.

Two red arrows point to the "Send my challenge to the selected provider" radio button and the "Submit" button.

**Add your Contact Information,** including your name and a valid email address.

**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.

**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.

**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.

**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.”.

## 7. What Happens Next?

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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.





Commonwealth of Pennsylvania