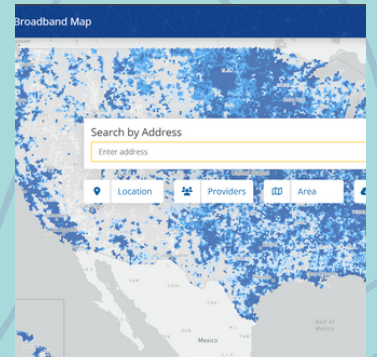


FCC Broadband Map: How to Submit an Availability Challenge

Enter your street address in the search bar in the middle of the screen.

1



If the pin icon displays as grey, click on the point (circle) it is closest to. The pin should display blue and information about the location will display in the right side of the screen

2

In the right side of your screen, confirm that your address is correct. Then click on Availability Challenge.

3

A screenshot of the FCC Broadband Map provider information panel. It shows a table with columns for Provider, Technology, Down (Mbps), Up (Mbps), and Availability Challenge. Below the table is a map legend with three items: Coverage available (green dot), Coverage not available (red dot), and Not a mass market location (grey dot).

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
▶ Comcast Corporation	Cable	1200	35	
▶ Hughes Network Systems, LLC	GSO Satellite	25	3	
▶ Lumen Technologies, Inc.	Fiber to the Premises	940	940	
▶ Nextera Holdings, LLC	Unlicensed Fixed Wireless	1000	1000	
▶ Nextera Holdings, LLC	Unlicensed Fixed Wireless	1000	1000	

Map Legend

- Coverage available
- Coverage not available
- Not a mass market location

FCC Broadband Map: How to Submit an Availability Challenge

If an Internet service provider that is listed in the provider list for your location denies your request for Internet service for any reason, that is a valid reason for an Availability Challenge.

Other reasons you can submit an Availability Challenge include:

- If the provider failed to respond to your request
- Requested more than the standard installation fee
- Did not install service at the agreed-upon time

Other reasons you can submit an Availability Challenge include:

- The technology (e.g., Fiber to the Home, Cable, DSL) is not offered at your location
- The speed is not offered at your location

FCC Broadband Map: How to Submit an Availability Challenge

After confirming the location address is correct in the form, select the provider who's service claim you are challenging

Select the first option to submit a challenge against information claimed in this map.

The second option can be used to submit a complaint about the provider to the FCC about information that is not in this map.

Supporting documentation is not required, but may be helpful in resolving the challenge. An example is a screenshot of email communication with the provider.

Availability Challenge

Dispute the Information on the Services Offered at this Location

Location
1680 OAKDALE AVE WEST SAINT PAUL, MN 55118

Location ID
1139638180

Select Provider

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"/>	Lumen Technologies, Inc.	Copper	0.2	0.2
<input type="radio"/>	Space Exploration Holdings, LLC	NGSO Satellite	350	40
<input type="radio"/>	T-Mobile USA, Inc.	Licensed Fixed Wireless	25	3
<input type="radio"/>	Verizon Communications Inc.	Licensed Fixed Wireless	50	4

Challenge or Provide Feedback

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.

Send my challenge to the selected provider
 I'm giving feedback about the information above but not submitting a challenge

Your Contact Information

Name **REQUIRED**

Email **REQUIRED** Phone Number (optional)

Challenge Type

Reason for Challenge **REQUIRED**
This field is required

Tell Us More About Your Challenge

Describe Your Experience **REQUIRED, UNLESS YOU UPLOAD SUPPORTING DOCUMENTATION**

Upload Evidence For Your Challenge (optional)
Click the "Browse" button to select a file (DOC, DOCX, PDF, JPEG, PNG).
Examples of evidence include correspondence with the provider, screenshots of the provider's website, or images of the provider's marketing material.

Selected file will appear here.

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.