



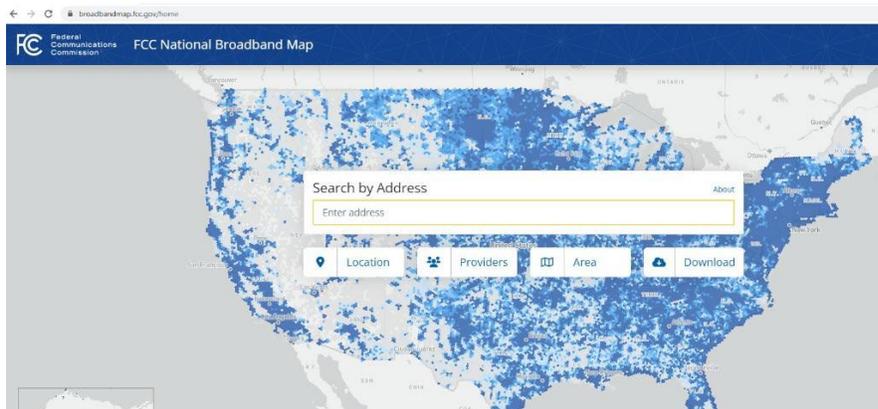
FCC Broadband Challenge Instructions

These challenges are for lack of available service. If you have a provider (such as a high-speed carrier) available but you choose not to pay for the service, please DO NOT submit a challenge.

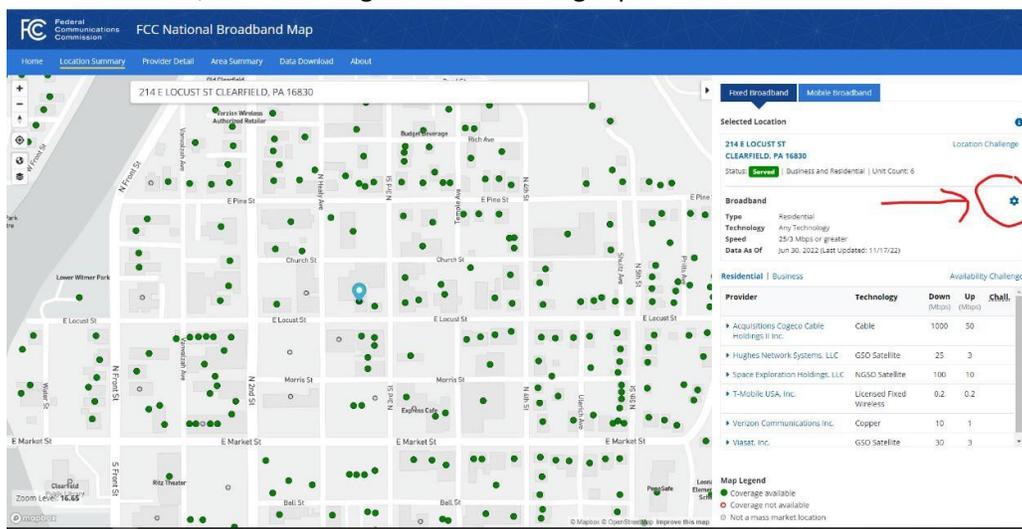
****Please note that every unserved or underserved structure directly equates to more dollars awarded to Pennsylvania and potentially your local area to fund broadband expansion projects.****

You will need: internet access, and a web browser such as Edge or Chrome (using a cell phone is fine, PC or tablet preferred)

- 1.) Navigate to broadbandmap.fcc.gov or type 'fcc broadband map' in any search engine. You should see the image below:

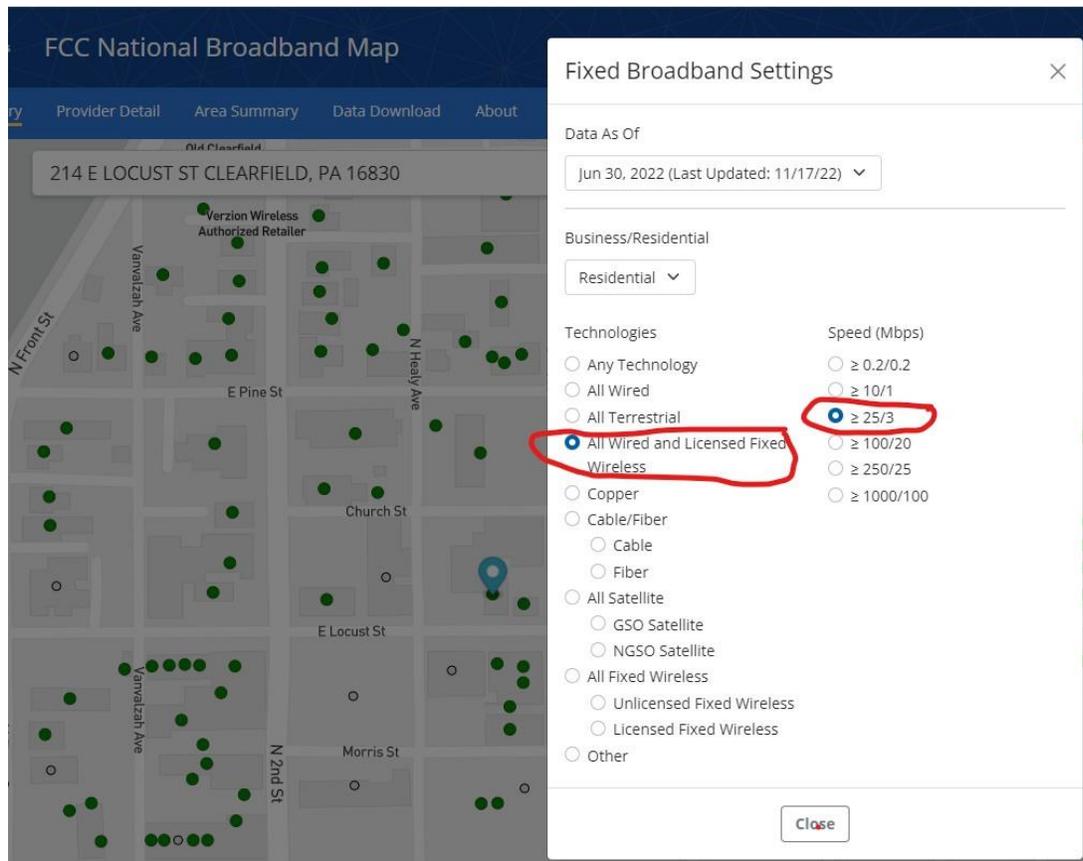


- 2.) Type in your address in the 'search by address' field and hit enter
- 3.) As shown below, click on the 'gear' icon in the right part of the screen

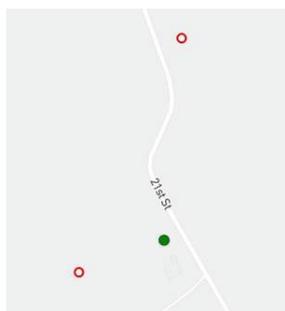




- 4.) *****IMPORTANT***** Make sure to select 'All Wired and Licensed Fixed Wireless' from the left menu, and '25/3' from the right menu. This eliminates satellite internet from the map, which is crucial for the challenge process.



- 5.) You will now see locations shown with a green 'solid' circle or a red 'hollow' circle, as shown in the example below. The green indicates that the FCC believes the location is serviced by high speed broadband. A red circle indicates it is unserved or underserved.





- 6.) The key point: only submit a challenge if your house displays as GREEN (solid circle) and you cannot actually access high speed internet. If your house displays as RED (open circle), the FCC already has you marked down as unserved.
- 7.) If you meet the conditions to challenge, click on the 'Availability Challenge' link on the right part of the screen, above the providers, as shown below:

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
Acquisitions Cogeco Cable Holdings II Inc. Breezeline	Cable	1000	50	
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	

- 8.) You'll now see a window listing all of the providers, and a 'select' button by each. Ignore all of the Satellite providers, ignore any low-speed providers shown. In the example below, this would leave you with only the 'Acquisitions' entry as a high-speed provider. Click 'Select'.

Availability Challenge ×

Dispute the Information on the Services Offered at this Location

Location
1022 21ST ST CLEARFIELD, PA 16830

Location ID
1106027491

Select Provider

Select	Provider	Technology	Down (Mbps)	Up (Mbps)
<input type="button" value="Select"/>	Acquisitions Cogeco Cable Holdings II Inc.	Cable	1000	50
<input type="button" value="Select"/>	Hughes Network Systems, LLC	GSO Satellite	25	3
<input type="button" value="Select"/>	Space Exploration Holdings, LLC	NGSO Satellite	100	10
<input type="button" value="Select"/>	T-Mobile USA, Inc.	Licensed Fixed Wireless	0.2	0.2
<input type="button" value="Select"/>	Viasat, Inc.	GSO Satellite	30	3



9.) Now select 'Send my challenge to the selected provider'; enter your name, email, and (optionally) your phone number; and describe why you are challenging. A typical entry here would be 'I have contacted Breezeline (or whomever you are challenging) to provide service and was told no service is available at my address'. Give the date you made such an inquiry if you have it.

Availability Challenge

Dispute the Information on the Services Offered at this Location

Selected	Acquisitions Cogeco Cable Holdings II Inc.	Cable	1000	50
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

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

Email Phone Number (optional)

Tell Us More About Your Challenge

Describe Your Experience

Submit **Close**

10.) Click 'Submit'. Congratulations, you have completed the challenge process!!

If for any reason you run into issues, email Rachel Papuga at rpapuga@bedfordcountypa.org and she will be happy to help. Include your name, address, and any relevant info in the email and she will get back to you within a few days.