



Broadband Data Collection

Bulk Availability Challenge Quick-Start Guide

Step 1: Download the Fixed Availability Data Reported on the FCC's National Broadband Map

Entities that wish to file bulk fixed availability challenges must first download the fixed broadband availability data reported on the National Broadband Map. Visit www.BroadbandMap.gov, click on "Download" and select the state, technology, and data as-of date you wish to download. A Comma Separated Value (CSV) file will download.

The downloaded file will contain Location IDs from the Broadband Serviceable Location Fabric ([Fabric](#)) for each location where any fixed service provider reported broadband availability. To tie Location IDs back to addresses, entities that wish to file bulk fixed availability challenge data may find it helpful to have Fabric data on hand for the area(s) for which it wishes to file bulk availability challenges. Information about how to access the Fabric is [here](#).

Specifications for the data downloads from the National Broadband Map are available [here](#).

Step 2: Review the Fixed Availability Data to Identify Potential Fixed Availability Challenges

Using the publicly available data, an entity may identify locations where it has actual knowledge or has aggregated information from individuals that the provider has misreported its fixed service. The data shown on the map indicate the reported technology and the maximum advertised speed, not quality of service or network performance. The reported service is available if the provider can install the service within 10 business days for a standard installation fee. The speed reported can only be challenged if the provider does not offer that service tier for sale at the reported location. Speed tests that show the purchased speed is not being delivered are not the basis for a challenge. There are ten reasons for fixed availability challenge data being submitted for a location:

1. Provider failed to schedule a service installation within 10 business days of a request.
2. Provider did not install the service at the agreed-upon time.
3. Provider requested more than the standard installation fee to connect this location.
4. Provider denied the request for service.
5. Provider does not offer the technology entered above at this location.
6. Provider does not offer the speed(s) shown on the Broadband Map for purchase at this location.
7. The actual speed of the service does not match its advertised speed (Bulk Crowdsourcing only).*
8. No wireless or satellite signal is available at this location.
9. New, non-standard equipment is required to connect this location.
10. Missing Provider (Bulk Crowdsourcing only).*

**Values 7 and 10 may only be entered for bulk fixed crowdsourcing data and cannot be used in a challenge.*

Bulk challenges can be based on knowledge of infrastructure, information collected from consumers, or other information gathered by the challenger. More information on bulk fixed availability challenges is available [here](#).

A detailed tutorial video providing an overview of bulk fixed availability challenges is available [here](#).



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Step 3: Compile Evidence Supporting the Availability Challenge

A bulk availability challenger must provide supporting evidence, including information about the data and process used to prepare their challenges. The evidence must be location-specific and show that the reported availability is not accurate. Tips for submitting a successful fixed availability challenge, including examples of evidence supporting a challenge, [here](#).

Step 4: File Bulk Fixed Availability Challenge Data

If an entity believes that it has identified locations where fixed broadband service availability is misreported, it can file a bulk challenge, or a proposed set of corrections, to the availability data. Bulk fixed availability challenge data must align with the data specifications [here](#).

An article to assist entities with formatting bulk fixed challenge data is available [here](#).

Entities should submit bulk fixed availability challenges in the BDC system at www.bdc.fcc.gov. A video tutorial that walks filers through the submission process is available [here](#).