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State of Vermont
Vermont Community Broadband Board

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Department of Public Service

January 4, 2023

Dear Superintendents:

The Vermont Community Broadband Board (VCBB) is calling on all Vermonters to check their addresses on the FCC National Broadband Map and file a challenge if the information listed is incorrect. Correcting addresses that are incorrectly listed could mean tens of millions of additional federal dollars to build out 100/100 Mbps fiber broadband across the state, meaning reliable, affordable service for all Vermonters.

We know how important it is that your students have a reliable internet connection at home so they can have the same opportunities that most other students in the country have to access lessons, study, and do homework.

We're asking you to join our effort to spread the word and request that your schools ask families and employees to check their addresses on the FCC Map and file challenges if the information is wrong.

The Broadband Equity, Access, and Deployment Program provides each state will receive a minimum of \$100 million to fund the construction of high-speed internet access. An additional \$37.1 billion is then distributed to states based on the total number of unserved locations.

The FCC map is missing or incorrectly lists the location of over 60,000 broadband-serviceable locations. It also lists service availability levels far beyond what the state has found through its mapping and what we are hearing about from residents. The map shows service at addresses as reported by providers.

January 13 is the deadline to challenge locations incorrectly classified on the new FCC Map. The better the map reflects the true number of unserved and underserved addresses, the more money Vermont will get, meaning more affordable internet service for Vermonters.

To file a challenge, go to [Home | FCC National Broadband Map](#) and type in your address. Your home should appear on the map and list services providers claim to have available for purchase at your location. If your location is missing or inaccurately reflected on the map, you can submit a location challenge to correct it. The link to correct information on an existing location is to the right of the address on the map. You can add a location by





clicking on the map where the location should be and then clicking the “challenge location” button.

If the information about the service provided at your location is wrong, click the “availability challenge” button, bringing up a form where you can select a provider to challenge. Scroll down, complete the form, selecting the reason for your challenge from the drop-down list. You can describe your experience and upload files to support your challenge, check the certification box, and click “submit.”

Reasons to challenge include the provider denied a request for service at your location, the provider does not offer the technology reported to be offered at your location, the provider does not offer the speeds reported to be available at your location, the provider needed to build new equipment at your location, a wireless or satellite signal is not available at your location, the provider failed to schedule a service installation within ten business days of a request, the provider did not install the service at the agreed-upon time, or the provider requested more than the standard installation fee to connect service.

For assistance, please call Consumer Affairs Hotline (800) 622-4496. For video instructions on how to file an availability challenge, go to [How to Submit an Availability Challenge - YouTube](#). For video instructions on how to file a location challenge, go to [How to File a Location Challenge to the FCC's Map - YouTube](#).

With warm regards,

Christine Hallquist

Vermont Community Broadband Board

802-636-7853

Do you really get the internet service providers say you do on the FCC Map? Click the link to check and to file a challenge if the info is wrong. Correcting it could mean tens of millions of additional federal dollars for Vermont and more affordable service for Vermonters!

1. Visit the [FCC National Broadband Map](#) website.
2. Type your address into the **Search by Address** field and press the enter key. The map will zoom in on your location. On the right of the screen are the reported broadband service providers and maximum connection speeds they offer for sale at your location.
3. **Review the reported services.**





4. If the reported services are available at your location, you're all done with the availability assessment! If the reported service availability is inaccurate, we encourage you to enter an **availability challenge**.
5. If you are having difficulties, call Consumer Affairs Hotline (800) 622-4496.

For video instructions on how to file an availability or location challenge:

[How to Submit an Availability Challenge - YouTube](#)

[How to File a Location Challenge to the FCC's Map - YouTube](#)

