

Process for challenging information reflected in the Broadband Availability Map

If the challenge is for an area related to a potential CASF Application, please email the challenge right away to: **CASF_Application_Questions@cpuc.ca.gov** with the subject line heading of: "**Challenge Related to a Potential CASF Application.**"

Include the following information in your e-mail:

Challenger information –

- Name
- Contact information, including E-mail address
- Type of entity (Consumer, Company, Non-profit, etc.)
- Type of challenge:
 1. Challenge by a service provider that an area designated as “un-served” is in fact served by them and is either under-served or served
 - a. Submit broadband data as outlined at:
 - i. <http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/Broadband+Mapping/>
(This link provides details on the data needed such as shapefiles and workbook templates.)
 - b. Number of provider’s subscribers by Census Block and Speed Tier
 - c. Speed tests with a description on how the speed tests were conducted and what tools were used. Address of the location of where the speed test was performed should be included.
 - d. Always include any additional items that may support your challenge.
 2. Challenge by an individual / organization / service provider that an area designated as “served” or “under-served” is in fact un-served.
 - a. Shapefiles (if available; individual consumers may not be able to provide shapefiles)
 - b. List of census blocks
 - c. List of providers currently in the area (if any) that claim to serve the census block/s
 - d. Speed Tiers being offered by the providers for that/those particular census block/s
 - e. Proof of denial of service from providers in the area
 - f. Emails or letters of the denial of service
 - g. Print screen of an online confirmation from a provider’s website that no service is being offered in that area (some providers allow consumers to be able to enter their location and show if service is available)
 - h. If the challenge is specific to Mobile Broadband Availability in the area:
 - i. Run the CPUC mobile testing application and upload those results showing no service in that/those particular census block/s.
 - ii. Contact Rob Osborn (ro1@cpuc.ca.gov) to obtain the mobile app.
 - i. Always include any additional items that may support your challenge that the area is not served.

As the challenge is reviewed by staff, we may require and request additional information.

August 2012