

Do you really get the internet speed your provider says you do? Upcoming federal funding for high-speed broadband relies on data that may be incorrect on the Federal Communications Commission (FCC) Map. Correcting it means more money for Vermont and potentially better service for you!

Otter Creek Communications Union District (OCCUD) encourages you to help Vermont officials by reporting any inaccuracies to the FCC map. Here's how:

1. Visit the FCC National Broadband Map website at broadbandmap.fcc.gov/home.
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 NOT available at your address (not that you don't subscribe, but completely unavailable), we encourage you to enter an availability challenge.

Please note this site is not maintained or managed by OCCUD. Please see the number below for technical support concerns.

The FCC will only accept challenges where evidence is presented that contradicts the provider's claim. The best evidence is written communication from your provider indicating that a particular service speed is not available. Speed test results are unfortunately not considered evidence. If you are concerned about publicly disclosing your challenge or are having difficulties, please call the FCC Consumer Affairs Hotline (800) 622-4496.

The current deadline to submit is by Jan 13, 2023. Vermont has joined a petition for an extension, but the outcome is unknown.

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

How to Submit an Availability Challenge - youtube.com/watch?v=fiFoxZKywv4

How to File a Location Challenge to the FCC's Map
- youtube.com/watch?v=XKmM9ES7nUQ

5. You can also reach out to your OCCUD representative to share your information.