

# STILL WAITING FOR HIGH-SPEED INTERNET?

## IN JUNE 2022, THE FEDERAL COMMUNICATIONS COMMISSION

updated its mapping system to show where high-speed service is—and is not—available across the country.

**the map depends on input from consumers, like you.**

## YOU CAN HELP IMPROVE INTERNET FOR ALL OF NEW MEXICO

An accurate map will help identify communities most in need of funding for high-speed internet projects.

**Each successful challenge will bring  
thousands of dollars to provide  
better internet service to New Mexico.**

### TO RECEIVE THE FULLEST POSSIBLE FINANCIAL IMPACT

AND NARROW OUR  
STATE'S DIGITAL DIVIDE,  
we need your help to update  
the National Broadband Map.

### HOW DO I HELP?

- Search for your address at: [broadbandmap.fcc.gov](http://broadbandmap.fcc.gov)
- Location information wrong?  
**Click Location Challenge**
- Internet services listed  
not available?  
**Click Availability Challenge**



**CONNECT** new mexico

Office of Broadband Access & Expansion



**CONNECTNEWMEXICO.ORG/MAP-CHALLENGE**



# TYPES OF CHALLENGES

The bullets under each type of challenge below provide examples of inaccuracies or missing information that qualify for a challenge submission.



## LOCATION CHALLENGES

- My location is missing
- My address or other details are incorrect
- The geographic placement of my location is incorrect



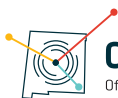
## AVAILABILITY CHALLENGES

- Services listed or reported speeds are not actually available for purchase
- A provider denied my request for service or charged more for a connection that exceeded its standard installation charge
- My provider failed to schedule an installation within 10 business days of a request for service or failed perform the installation



## MOBILE CHALLENGES

- Download the FCC Speed Test App. Your data will be combined with other speed tests conducted in your area and may be used to create a challenge.



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