FOR IMMEDIATE RELEASE

SA Digital Connects Urges the Community to Verify Data and Challenge the FCC National Broadband Map Before the January 13th Deadline

SAN ANTONIO (January 4, 2023) – SA Digital Connects (SADC) and partners are urging all county residents and business owners to look up their addresses to verify that data and information are listed accurately on the new National Broadband Map created by the Federal Communications Commission (FCC). The map shows where internet service **IS and IS NOT available**, what providers are available, what kind of connectivity they offer, and at what speeds. If the information listed on the map for the address is wrong, residents are encouraged to use the Map Challenge site created by SADC, which is available in English and Spanish, to submit a challenge to correct the FCC's map.

"We must work together to prove where our neighbors need internet access so that the FCC has an accurate picture of internet connectivity for our community," said Marina Alderete Gavito, Executive Director of SA Digital Connects. "We are learning that resident's information is listed wrong, and our new Map Challenge site makes the verification process simple to give people the ability to challenge the FCC," said Marina Alderete Gavito, Executive Director of SA Digital Connects.

The goal is to ensure accurate data for addresses in San Antonio and Bexar County. The map will calculate the amount of funds allocated by the National Telecommunications Information Administration to each state for future high-speed internet projects to help close the digital divide.

Due to the complexity of the map challenge process and the upcoming January 13th deadline Bexar County, the City of San Antonio, and SADC cosigned a letter to the FCC and NTIA sharing serious concerns about the overestimated availability of broadband internet service and the timeframe that will lead to inequitable distribution of funding and impact those most in need. SADC also partnered with the Bexar County GIS team on a user-friendly simplified form to

[submit a challenge](#) and collect residents' feedback. The data collected from this form will be used to submit a bulk challenge for the area to the FCC.

"Accurately identifying who has access to high-speed broadband and who does not will enable our community to be eligible for federal funding to enhance broadband infrastructure, adoption, and affordability," said Brian Dillard, Chief Innovation Officer for the City of San Antonio and SA Digital Connects Board Vice-Chair. "This is the first time this type of data has been made available to the public, and our residents have the unique opportunity to search for their address, confirm or dispute the services reported by providers at their location."

What can be challenged?

- Reported service – is the reported service not offered or is the reported speed not available for purchase?
- Service denial – did the provider quote or charge you more for connection to your house than the standard installation charge?
- Scheduling – did the provider fail to schedule or perform an installation within ten business days of request?

Instructions for submitting challenges

1. Go to SADigitalConnects.com/MapChallenge
2. Follow the detailed instructions that will take you to the Broadband Map
3. [Submit](#) your challenge by January 13, 2023

Organizations are encouraged to share the Map Challenge information with the residents they serve. If the public needs information or guidance submitting a challenge, they're encouraged to visit www.sadigitalconnects.com/mapchallenge or email connects@sadigitalconnects.com for help to submit a challenge before the January 13th deadline.

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SA Digital Connects:

SA Digital Connects is a public/private/community investment and unincorporated nonprofit dedicated to the implementation of the San Antonio and Greater Bexar County Community Digital Equity Plan and Roadmap that will lead to future action steps; including timelines, milestones, key stakeholder roles, and required investment for execution. With this roadmap, our community is "shovel ready" to make effective use of local, state and federal funding for key digital access and equity initiatives impacting households, students, older adults, veterans, people living with disabilities, workforce, telemedicine, and the justice system. For more information, visit www.sadigitalconnects.com.