

Challenge Type:

# Availability



## Description

The broadband service identified is **not offered or costs extra** at the location.

## Challenge Evidence Examples

- **Screenshot** of provider webpage.
- A service **request was refused** within the last 180 days (e.g., an email or letter from a provider).
- **Lack of suitable infrastructure** (e.g., no fiber on pole).
- A letter or email dated within the last 365 days that a provider **failed to schedule a service installation** or offer an installation date within 10 business days of a request.
- A letter or email dated within the last 365 days indicating that a provider **requested more than the standard installation fee** to connect this location.

# Availability Challenge Checklist



To submit an availability challenge for residents, you will need one of the following documentation showing you cannot subscribe to high-speed Internet (at least 100 Mbps download / 20 Mbps upload over fiber or cable):

- Screenshot of provider website
- Email or letter (physical or electronic)
- Text message or phone call/voicemail
- In-person or virtual interaction documentation (e.g. chat log)
- Other

## **1. Check your Internet availability**

- Go to the Hawai'i Broadband Map, enter your address, and identify the provider claiming you are "Served."



## **2. Verify your Internet**

Verify the Internet providers' claim that say your address is "Served" by one of the following:

- Contact the Internet Service Provider (i.e. call, email, chat, etc.)
- Go to the Internet Service Provider's website and check the Internet plans available at your address.

## **3. Gather evidence**

- Acquire the documentation showing no options through fiber or cable.

## **4. Evidence submission (must submit all below)**

- Documentation showing inability to subscribe to at least 100/20 Mbps speeds at the address.