

Media Contact:

Anne Veigle, (202) 418-0506
Anne.Veigle@fcc.gov

For Immediate Release

**FCC ANNOUNCES NEW OUTREACH TO COLLECT CONSUMER
BROADBAND AVAILABILITY EXPERIENCES**

***Seeks Input from Consumers to Share Stories About Disparities in Access to
Broadband to Inform Broadband Data Collection***

WASHINGTON, March 22, 2021—The Federal Communications Commission today announced it will begin collecting first-hand accounts on broadband availability and service quality directly from consumers as part of its Broadband Data Collection program. A new webpage, www.fcc.gov/BroadbandData, explains the FCC’s program and provides direct links to consumer resources including a new “share your broadband experience” option.

As the Commission develops the tools needed to enhance the accuracy of its existing broadband maps, this new [form](#) provides a way for consumers to share their broadband experiences. Stories shared by consumers will help to inform the work of the FCC’s cross-agency [Broadband Data Task Force](#).

“Far too many Americans are left behind in access to jobs, education, and healthcare if they do not have access to broadband,” said Acting FCC Chairwoman Jessica Rosenworcel. “Collecting data from consumers who are directly affected by the lack of access to broadband will help inform the FCC’s mapping efforts and future decisions about where service is needed.”

In addition to enabling consumers to share their experiences, the new web page will serve as an informational hub for the Broadband Data Collection program, highlighting milestones and providing updates for consumers, state, local, and Tribal government entities, and other industry stakeholders. The page contains links to reports and educational materials, as well as FCC releases related to the program. Once launched, information about the new Broadband Data Collection reporting systems will also be posted to the page.

###

Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / Twitter: @FCC / www.fcc.gov

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).