



UFISINAN I MAGA'HÅGAN GUÅHAN  
OFFICE OF THE GOVERNOR OF GUAM

FOR IMMEDIATE RELEASE – November 7, 2024

## Guam Launches Broadband Challenge Process: Portal Now Open

Hagåtña, Guam - Guam's Broadband Challenge Process officially launched at midnight on November 6. The Office of Infrastructure Policy and Development (OIPD), under the Office of the Governor, announces that the online Challenge Portal is now open at [register.challenge.guam.gov](https://register.challenge.guam.gov).

### A Collaborative Effort for a Brighter Digital Future

The Challenge Portal empowers participants to review the broadband coverage map and verify or contest the accuracy of reported broadband service availability. This collaborative effort is crucial for the fair and effective distribution of critical federal funds under the Broadband Equity, Access, and Deployment (BEAD) program—an initiative dedicated to bringing affordable, reliable, high-speed internet to every community in the United States, including states and territories.

“This challenge process represents a significant step forward in our commitment to bridging the digital divide in Guam,” said Governor Lou Leon Guerrero. “By working together, we can ensure that every resident has access to the essential connectivity needed for education, healthcare, economic opportunity, and civic engagement. We encourage everyone to participate and help shape our island's more connected and equitable future.”

The BEAD program offers unprecedented funding to address the digital divide, focusing on unserved and underserved communities and community anchor institutions. Public participation in the challenge process is encouraged and essential to ensure that Guam's broadband funding is targeted precisely where it's needed most, maximizing its impact, and achieving equitable access for all.

“This isn't just about correcting data; it's about building a stronger, more connected Guam for everyone,” added Lt. Governor Josh Tenorio. “We invite our residents and service providers to join us in this collaborative effort, working to ensure that every person on this island benefits from our digital transformation.”

### The user-friendly Challenge Portal provides a couple of ways to participate:

1. To submit a challenge for your residence, go to the Challenge Portal website at [register.challenge.guam.gov](https://register.challenge.guam.gov). Scroll down to find and click the “Submit a Public Challenge” button. You'll be prompted to locate your address on the map. Once you find and click on your location, you'll see if it's marked as Served, Unserved, or Underserved. A red or blue dot means your area is classified as Unserved or Underserved, while a gray

dot indicates it's classified as Served. If you believe this classification is incorrect, click "Next" to proceed. Afterward, select the type of challenge you'd like to submit. You'll then have the option to upload evidence to support your claim, along with a description or any additional statements about your internet service. When you're ready, click "Next," and check the box to consent to share your submission for action. Following these steps will help us ensure accurate broadband service classifications for your area.

2. Challenge your speed by clicking 'Take the Test'. You will have to answer several questions about your service prior to conducting a speed test. The page will provide further instructions.

### **Definition of Served, Unserved, or Underserved**

Under BEAD, unserved is receiving broadband access through Unlicensed Fixed Wireless Service, DSL or Copper Cable service only, which are technologies no longer considered viable for broadband. Unserved also means speeds below 25 Mbps Download and 3 Mbps Upload – which is too slow to be considered broadband under this program. Underserved means speeds greater than 25Mbps Download and 3 Mbps Upload but below 100 Mbps Download and 20 Mbps Upload – which is too slow to be considered enough to fully participate in the digital economy. Served means Licensed Fixed Wireless or Fiber service that meets or exceeds 100 Mbps download and 20 Mbps upload which means it meets BEAD's standard for minimally accepted broadband speeds.

The map is limited to areas that the BEAD program can improve. Areas not on the map—particularly in southern Guam—have internet development funded by other federal programs.

To participate and explore the new broadband map in the portal, visit [register.challenge.guam](https://register.challenge.guam). Technical email support is available through the helpdesk at [guhelpdesk@ready.net](mailto:guhelpdesk@ready.net).

### **About the BEAD Program:**

Administered by the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA), the BEAD program supports broadband expansion efforts nationwide. Guam is committed to leveraging BEAD funding to close its digital divide, invest in infrastructure improvements, expand access, and ensure that every resident can benefit from the opportunities afforded by reliable, high-speed internet.

For more information about the Office of Infrastructure Policy and Development and the BEAD initiative, please visit [broadband.guam.gov](https://broadband.guam.gov), or email [broadband@guam.gov](mailto:broadband@guam.gov) with any questions.

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