

HUBB Frequently Asked Questions

Q. Which carriers are required to report geolocated deployment data to the HUBB (High Cost Universal Broadband) portal? Carriers participating in which funds?

A. Any recipient of High Cost support with defined broadband deployment obligations (i.e. carriers required to build out broadband service to a specific number of locations) must report geolocated deployment data to the HUBB portal.

Q. Which carriers are not required to file in the HUBB?

A. Any recipient of High Cost support without defined broadband deployment obligations is not required to file data in the HUBB portal. Such recipients include certain carriers receiving CAF-BLS support and certain carriers receiving Alaska Plan support.

CAF-BLS recipients without defined deployment obligations, and therefore without HUBB filing obligations, must report broadband location information on FCC Form 481 (paragraph 173 of the [2016 Rate-of-Return Order](#)).

Alaska Plan carriers with individualized performance plans committing them only to maintain service at existing levels over the program's 10-year support term do not have defined deployment obligations and are therefore not required to file location data in the HUBB. These carriers are encouraged to certify annually that they did not deploy service to any new locations during the previous year. To the extent that carriers do deploy to new locations or upgrade service to existing locations at any speed, they should report those locations in the HUBB. An Alaska Plan carrier may become subject to defined deployment obligations due to changed circumstances (e.g. access to new middle-mile capacity) and may get credit for any locations certified before those revised performance obligations become effective.

Q. What does the HUBB do with the data that is uploaded to the system?

A. The HUBB performs real-time validation of geolocated broadband deployment data by conducting a series of automated checks of the information. Among other things, the system validates that a location's latitude and longitude coordinates fall within an area eligible for funding and that the location is not a duplicate of one that has already been filed, within approximately 1 meter of precision. The HUBB also serves as a platform for a more in-depth verification process for compliance purposes.

Q. Can carriers file all deployed locations with the HUBB or are there limits to what the HUBB will accept?

A. Carriers will only receive credit for deploying broadband to locations in eligible areas (i.e. census blocks within a carrier's study area that the FCC has determined to be eligible for funding). Accordingly, the HUBB only accepts locations deployed inside eligible areas, with very limited exception (see question below regarding 7.6 meter buffer). For eligible areas, review the Commission's and Wireline Competition Bureau's rules, orders and public notices for the relevant fund.

Q. Do carriers have to report all locations where broadband is "available" or only locations with actual subscribers?

A. Carriers must report, and will receive credit for, served locations. A location is considered served if the carrier could turn up service meeting at least the minimum speed, latency and usage requirements within 10 business days of receiving an end-user request.

Q. Does a carrier still have to file with the HUBB even if it did not deploy any new locations in the prior year?

A. Yes. Carriers that have no new deployments to report must still log into the HUBB and certify "no locations to upload" before the annual March filing deadline.

Q. How is date of deployment defined? Is it the date the customer turns on service or the date a cabinet is placed in the field?

A. The date of deployment is the date when the carrier could turn on service meeting minimum speed, latency and usage requirements within 10 business days of an end-user request.

Q. What should a carrier file for date of deployment if the exact date is unavailable?

A. Carriers should make a good-faith effort to file a full and correct date. If the carrier does not know the day or month of deployment, it should still make a good faith effort to input the correct year of deployment to ensure that it is meeting its deployment milestones and annual reporting requirements.

Q: ACAM carriers have until March 1, 2019 to file geolocation data for pre-existing locations (locations deployed in 2016 and earlier). Does this include only pre-existing locations with speeds of 10/1 Mbps or higher? Or should carriers report locations with speeds of 4/1 Mbps if they are in an area eligible for funding, but capped?

A: Carriers should report any pre-existing locations in eligible areas with speeds of at least 4/1 Mbps. Those locations count toward the relevant ACAM deployment requirements. Locations with speeds of 4/1 Mbps or higher can count toward 4/1 Mbps build-out requirements in eligible areas, and locations with speeds of 10/1 Mbps or higher can count toward 10/1 Mbps build-out requirements in eligible areas.

Q. Should ACAM carriers upload one file for locations deployed in 2018 and a separate file for preexisting locations deployed in 2016 and earlier?

A. Carriers can upload one file for locations deployed in all years.

Q. What should a carrier put in the address field if a postal address is for a deployed location is unavailable?

A. If an actual postal address is unavailable, carriers must supply an identifying description of the location, such as a road mile marker or an intersection.

Q. If a carrier provides service to an apartment building with 10 units (all at the same latitude/longitude), but only five units subscribe, can the carrier still report that as 10 locations deployed?

A. Yes. The carrier should report 10 in the data field for number of units where service is available. In this example, the carrier can count 10 locations towards its deployment milestone obligation.

Q. How should a carrier report deployment at a residence that also has a home-based business within the same structure?

A. A carrier receives credit for and must report the house regardless of whether the house subscribes to the service. For a carrier to count a business run out of a house or a business run out of a barn, shed or other structure on the property, there must be separate facilities (drop/line) and separate equipment (e.g., modem) and the business must separately subscribe (get its own bill) to at least the minimum speed required. See DA-16-1363 WCB Guidance on Location Reporting for Carriers Receiving CAF Support.

Q. Should carriers report speed tiers by the speeds that are available at a location or by the speeds the customer at a location actually subscribes to?

A. Carriers should report speed tiers based on speeds offered at a particular location, i.e., the maximum speed offered.

Q: Will ACAM carriers receive credit toward their 25/3 Mbps build-out obligations if they offer faster speeds and therefore select faster speed tiers when reporting locations in the HUBB? For example, if a company selects the 100/25 Mbps speed tier when filing a location in the HUBB, will that location count toward its 25/3 Mbps deployment obligation?

A: Yes. Locations reported at faster speeds can count toward 25/3 Mbps, 10/1 Mbps or 4/1 Mbps build-out obligations. For instance, if a carrier is required to offer speeds of 25/3 Mbps at 100 locations, 10/1 Mbps at 100 locations and 4/1 Mbps at 25 locations, and it offers speeds of 100 megabits at 225 locations, it has met its build-out requirement.

Q. Is it possible to edit, update or delete an individual record that has been filed with the HUBB? For instance, will carriers be able to update speed tiers to reflect network upgrades?

A. Carriers can edit, update or delete individual records that have been uploaded to the HUBB – but not yet certified – using the edit tool (the pencil) when reviewing the data. After the data has been certified, the HUBB portal does allow revisions to speed tiers (to reflect network upgrades), the address field and multiple dwelling units in individual location records. (Please note that if a city or county agency changes a local address or addresses, carriers must update those records in the HUBB.) In addition, carriers that have certified “no locations to upload” may now undo that certification and file new locations with the system while the filing window is open

If a carrier needs to revise any other portion of a certified location record before the filing deadline, the certifying officer must delete the entire record, and the carrier must then re-upload a new record incorporating any changes. Certified records and records that have been saved but not certified cannot be deleted after the filing deadline.

Q. What should a carrier do if it discovers locations that should have been reported by the filing deadline after that date?

A. Carriers should file those locations in the HUBB as soon as possible. Locations that

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should have been reported before a deadline but were not reported until after the deadline will be marked as late-filed.

Q. Can a carrier assign an individual ID to each record filed with the HUBB? Does the system do that automatically?

A. The HUBB CSV template contains an optional field for carrier IDs (IDs generated by carriers' own systems). Carriers may leave this field blank, but we encourage carriers to assign an ID to track changes later. The HUBB also automatically generates a HUBB ID on the back end for each individual location filed with the system. The HUBB ID can be found by clicking "view" on the location record.

Q. Can a partial data upload be certified?

A. Yes. Carriers do not have to certify all data at once.

Q. Does each location need to be certified individually? Or is there a way to certify many or all locations at once? The "select all" certify button selects only the locations shown on an individual screen. Is there a way to certify all screens at once?

A. It is possible to do bulk certifications. Click the box next to "SAC" in the header. This will bring up a message that asks if the carrier wants to select all records for certification at once.

Q. Will the HUBB indicate when certification is complete?

A. The system displays a confirmation screen for certified data and sends a confirmation email once the certification process is complete. The HUBB also allows carriers to filter records by certified or uncertified data.

Q. Why do carriers have to report latitude/longitude coordinates to six decimal points?

A: Asking carriers to report latitude/longitude coordinates to six decimal places helps ensure that the HUBB portal will not reject separate locations as duplicates. That's because latitude/longitude coordinates reported to six decimal places represent a spatial resolution of approximately four inches in the real world. There is little risk of actual deployment to two separate locations that are less than four inches apart.

Q. Since the HUBB checks to make sure that a location is in an area eligible for funding, does it allow for any margin of error if the latitude and longitude coordinates are on the edge of an eligible area?

A: Yes. The HUBB provides a 7.6-meter buffer. This 7.6-meter buffer reflects the spatial accuracy of the census block boundaries and U.S. Census Bureau TIGER database, which has a published map accuracy for well-fined points (such as street intersections) of 7.6 meters at the 90 percent confidence level. This means that if 10 random test points from the TIGER database are compared with “ground truth” – that is, if 10 random points from the database are compared with independently collected GPS coordinates – the difference would be less than 7.6 meters in any direction for at least nine of the test points. The buffer also allows USAC to determine if latitude/longitude coordinates filed with the system fall within 7.6 meters of the eligible area boundaries, and will accept them even if they are outside of the eligible area but within 7.6 meters of the boundary.

Q. Can USAC recommend a particular GPS application? Or a particular mapping or geocoding application?

A: There are many GPS smartphone applications on the market. Some are free and some cost a modest amount. USAC does not recommend any particular GPS smartphone applications, but suggests that carriers evaluate several options to find one that meets their needs. Features to look for include the ability to: collect GPS data offline (when out of range of cell coverage), store and transmit GPS coordinates, and add a brief description or ID to GPS coordinates.

USAC also does not recommend particular mapping or geocoding applications, other than the state geocoders that a number of states have created using address points as reference data. For a list of currently-known state geocoders, please see: [Geolocation Methods: A guide to successfully collecting broadband deployment data.](#)