IBO CHALLENGE PROCESS

Indiana BEAD Challenge Process Webinar Local Government and Non-Profit Organizations

Agenda

- Challenge Process Overview
- Who Can Participate?
- Timeline
- CostQuest
- Registration Process
- Challenge Types
- Collecting Evidence
- Submitting Challenges
- After the Challenge Process

WHAT IS THE CHALLENGE PROCESS?

The Challenge Process is the Indiana Broadband Office's **opportunity to gather the most accurate data possible** before awarding BEAD funds to internet service providers.

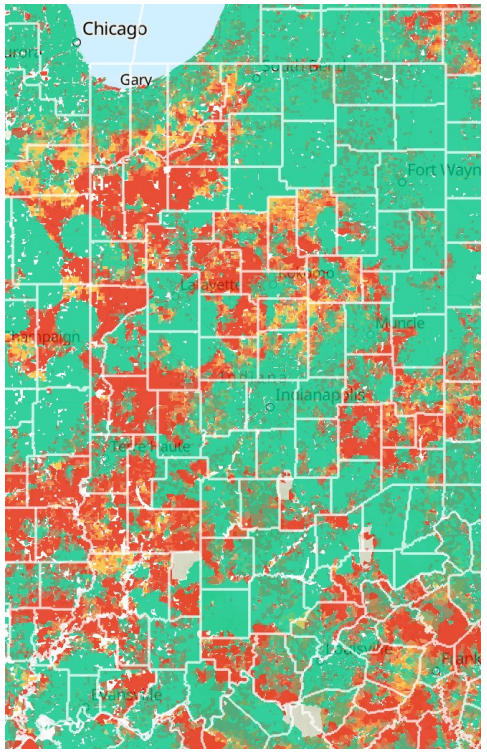
Crowdsources evidence to ensure the IBO can identify all unserved and underserved locations.

Ensures that those who know their communities best can provide accurate information and help the IBO best allocate its resources.

Provides the IBO with a comprehensive list of eligible locations before beginning subgrantee selection.

WHAT DATA IS BEING CHALLENGED?

The NTIA requires that states begin with FCC Broadband Map.



The IBO must remove state-level "enforceable commitments," locations that have already been awarded state funds for broadband service. This includes:

- NextLevel Connections
- Indiana Connectivity Program

Base map for BEAD Challenge Process

WHO PARTICIPATES IN THE CHALLENGE PROCESS?

PERMISSIBLE CHALLENGERS

Nonprofit Organizations

Units of Local Government

Internet Service Providers

THE PUBLIC

Though the public will not directly submit challenges, public participation is a critical piece of the Challenge Process. Members of the public will guide permissible challengers in identifying locations to challenge, determining the right type of challenge, and gathering evidence.

Necessary information will be collected by the public but should be funneled through a permissible challenger.

CHALLENGE PROCESS TIMELINE

WE ARE HERE

COST QUEST LICENSING	PRE-REGISTRATION	CHALLENGE PHASE	REBUTTAL PHASE	FINAL DETERMINATION PHASE
ASAP As soon as possible, the IBO recommends permissible challengers obtain a CostQuest license.	**MID FEBRUARY** Challengers can register on Ready.net ahead of the Challenge Process beginning. Registration will begin in mid-February.	**MARCH 4 to APRIL 3** Challengers will have 30 days to submit challenges. Challengers can begin collecting evidence now!	**APRIL 4 to MAY 3** After the Challenge Phase is complete, internet service providers will have 30 days to submit rebuttal evidence.	**FINISHES JUNE 3** As rebuttals are received, the IBO will review all locations that have both challenge and rebuttal evidence and make a final determination.

WHAT IS COSTQUEST?

- To administer the BEAD Program, Indiana was required to enter into a license agreement with CostQuest Associates, the owner of the location-level data set used by the FCC Broadband Map
- Because of this agreement, the IBO cannot make this data fully available to permissible challengers without them receiving their own CostQuest licenses.
- **All permissible challengers are eligible for free CostQuest licenses that are available by request.**

COSTQUEST

Who should get a CostQuest license?

- Permissible challengers who expect to submit many challenges should consider getting a CostQuest license.
- A CostQuest license is also appropriate for challengers who have the technical resources to complete data matching.

How do I request a CostQuest license?

- There are two CostQuest license types – non-profits and local government units should request a **Tier E license**
- Request at: **apps.costquest.com/ntiatiererequest/**

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CHALLENGE PROCESS

Challenge Process Logistics

CHALLENGE PROCESS REGISTRATION

- The Indiana Broadband Office has partnered with Ready.net to provide its Challenge Process portal
- Permissible challengers will register and submit all challenges through the Ready.net portal
- Pre-registration for the Challenge Process has not yet begun, but is **expected to start in mid-February**
- Indiana's Challenge Process portal will be available at: ConnectingIndiana.com

Ready

CHALLENGE PROCESS REGISTRATION

- A permissible challenger organization only needs to register once. After the organization is confirmed, multiple users can be added to the same organization.
  - Please do not register the organization more than once! All organization registrations will be reviewed before being approved.

Local Government Registration Requirements

- Physical address
- Evidence to verify identity

Non-Profit Registration Requirements

- Employer identification number (EIN)
- Physical address
- Evidence to verify identity

Ready

CHALLENGE TYPES

	Availability	Speed
Description	The broadband service identified in the data is not offered at the location.	The actual speed of the service at the location falls below unserved or underserved thresholds.
Example Evidence	• Screenshot of provider website • Refused service request (email or letter) • A letter or email showing that provider failed to schedule a service installation • A letter or email showing that provider requested more than the standard installation fee for location	• Set of three speed tests taken by subscribers showing insufficient speeds • Must be taken on three separate days • Must include proof of tier the subscriber is paying for • All speed tests must be taken within 60 days of challenge

CHALLENGE TYPES

	Latency	Data Cap
Description	The round-trip latency at this location exceeds 100 ms.	The only service plans available at this location impose an unreasonable data cap.
Example Evidence	• Set of three speed tests taken by subscribers showing latency • Must be taken on three separate days • All speed tests must be taken within 60 days of challenge	• Screenshot of provider webpage • Service description provided by provider to consumer

CHALLENGE TYPES

	Technology	Business Service Only
Description	The technology indicated for the location is incorrect.	The location is residential, but the service offered at location is only available to businesses.
Example Evidence	• Manufacturer and model number of residential gateway that demonstrates the service is delivered via a specific technology	• Screenshot of provider webpage

CHALLENGE TYPES

	Enforceable Commitment	Not Part of Enforceable Commitment	Planned Service
Description	The challenger has knowledge that broadband will be deployed at this location.	The location was incorrectly removed from eligibility based on being part of an enforceable commitment.	The challenger has knowledge that broadband will be deployed at this location by June 20, 2024, without an enforceable commitment.
Example Evidence	• Authorization letter • Legally binding agreement	• Declaration by service provider subject to the enforceable commitment	• Constructions contracts of similar evidence of on-going deployment, along with evidence that all permits have been applied for or obtained.

CHALLENGE TYPES

	Location is a CAI	Location is not a CAI
Description	The location should be classified as a Community Anchor Institution.	The location was incorrectly labelled as a Community Anchor Institution but is not.
Example Evidence	• Any evidence that the location falls within the IBO's definition of a CAI (see Volume 1 of Initial Proposal)	• Any evidence that the location does not fall within the IBO's definition of a CAI.

AREA AND MULTI-DWELLING CHALLENGES

- The Indiana Broadband Office opted to include area and multi-dwelling unit (MDU) challenges in its challenge process
- These challenge types **lower the burden of proof** for challenges so that if a certain number of locations within a single challenge type and provider are submitted, all locations within that area or MDU will be challenged

For example, if 6 locations in a single Census Block Group are challenged under the same challenge type, all locations with that same technology and provider in the CBG will be challenged.

If at least 3 units or 10% of the units in a single MDU are challenged under the same challenge type, all units with the same technology and provider in the MDU will be challenged.

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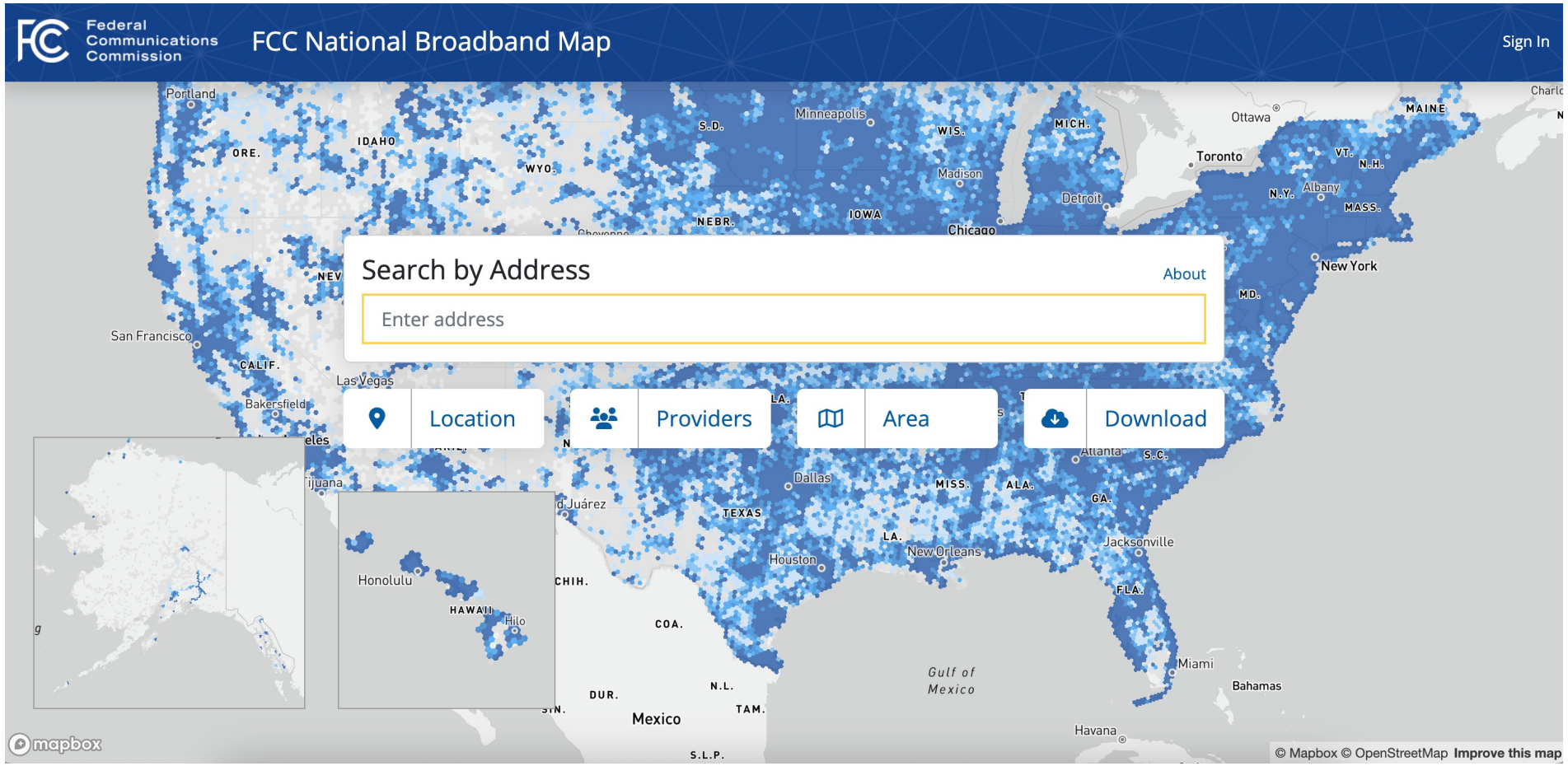
CHALLENGE PROCESS

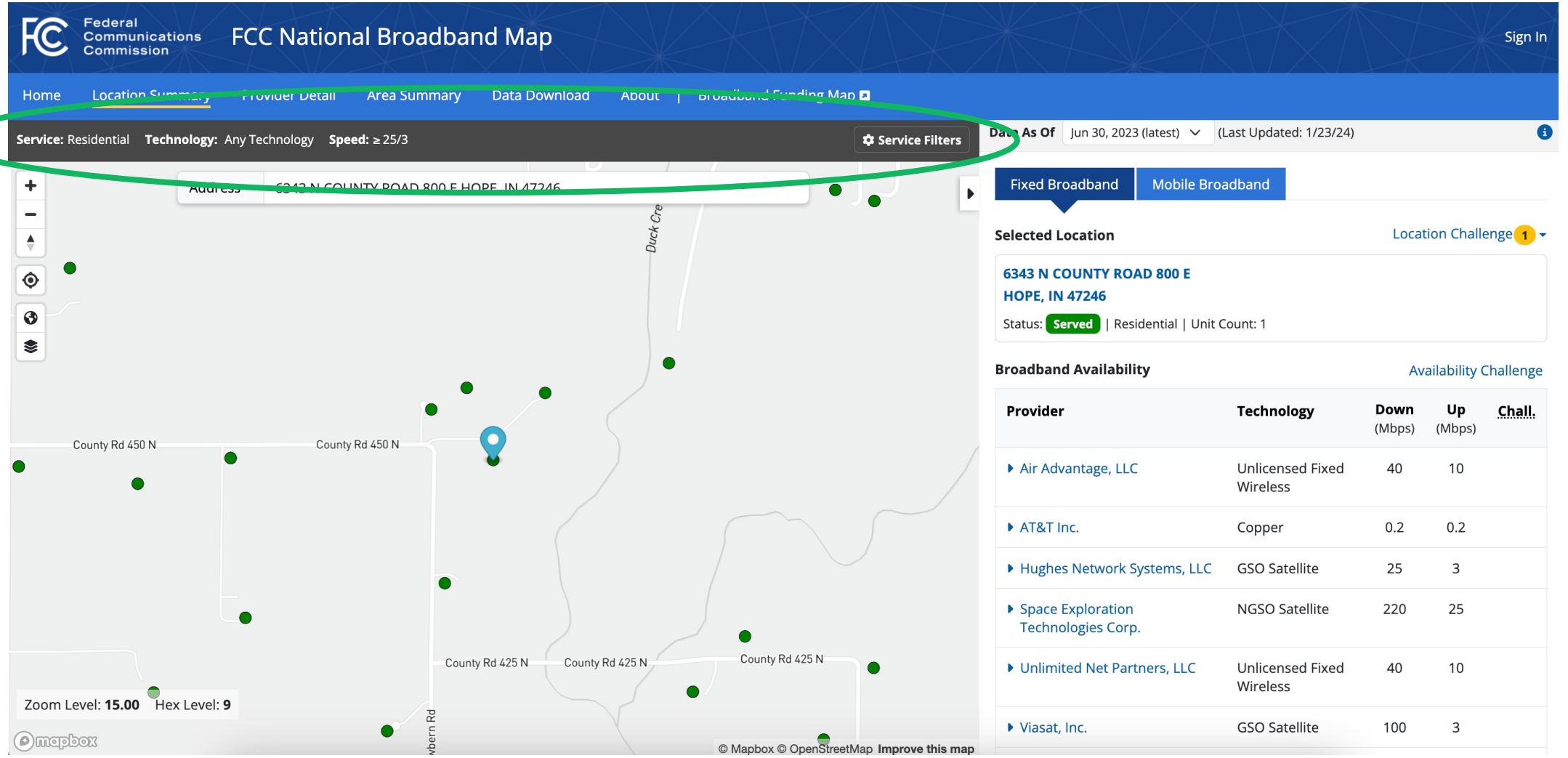
Evidence Collection Tools

COLLECTING EVIDENCE

broadbandmap.fcc.gov



COLLECTING EVIDENCE



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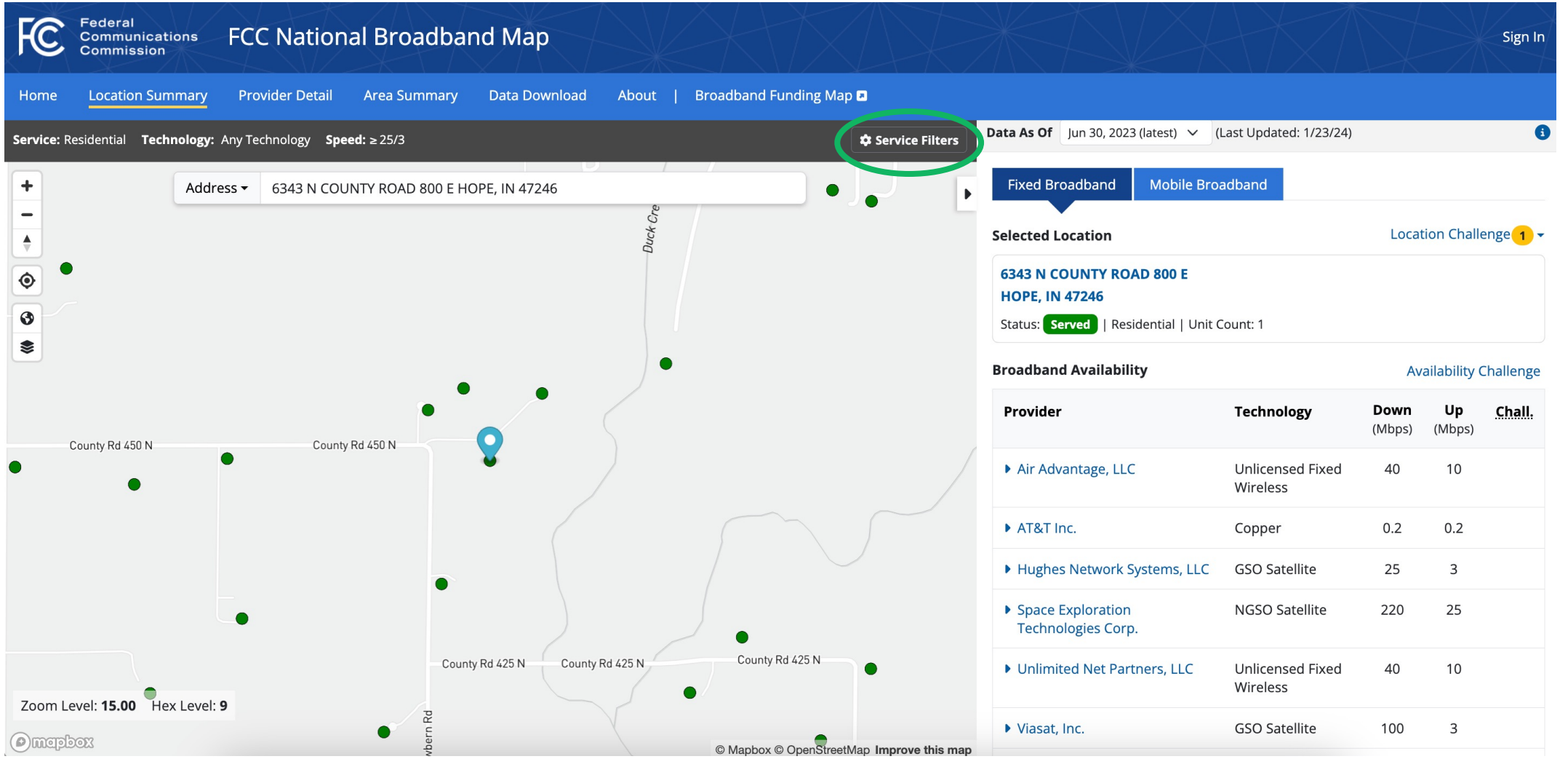
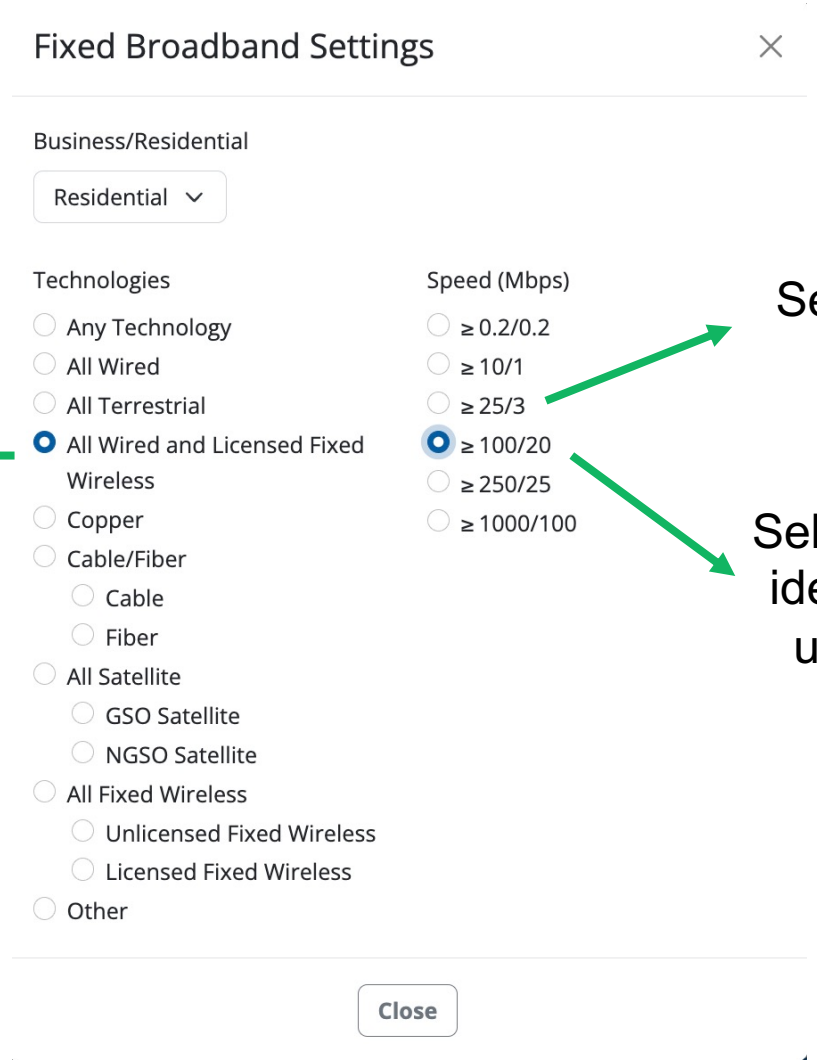


COLLECTING EVIDENCE

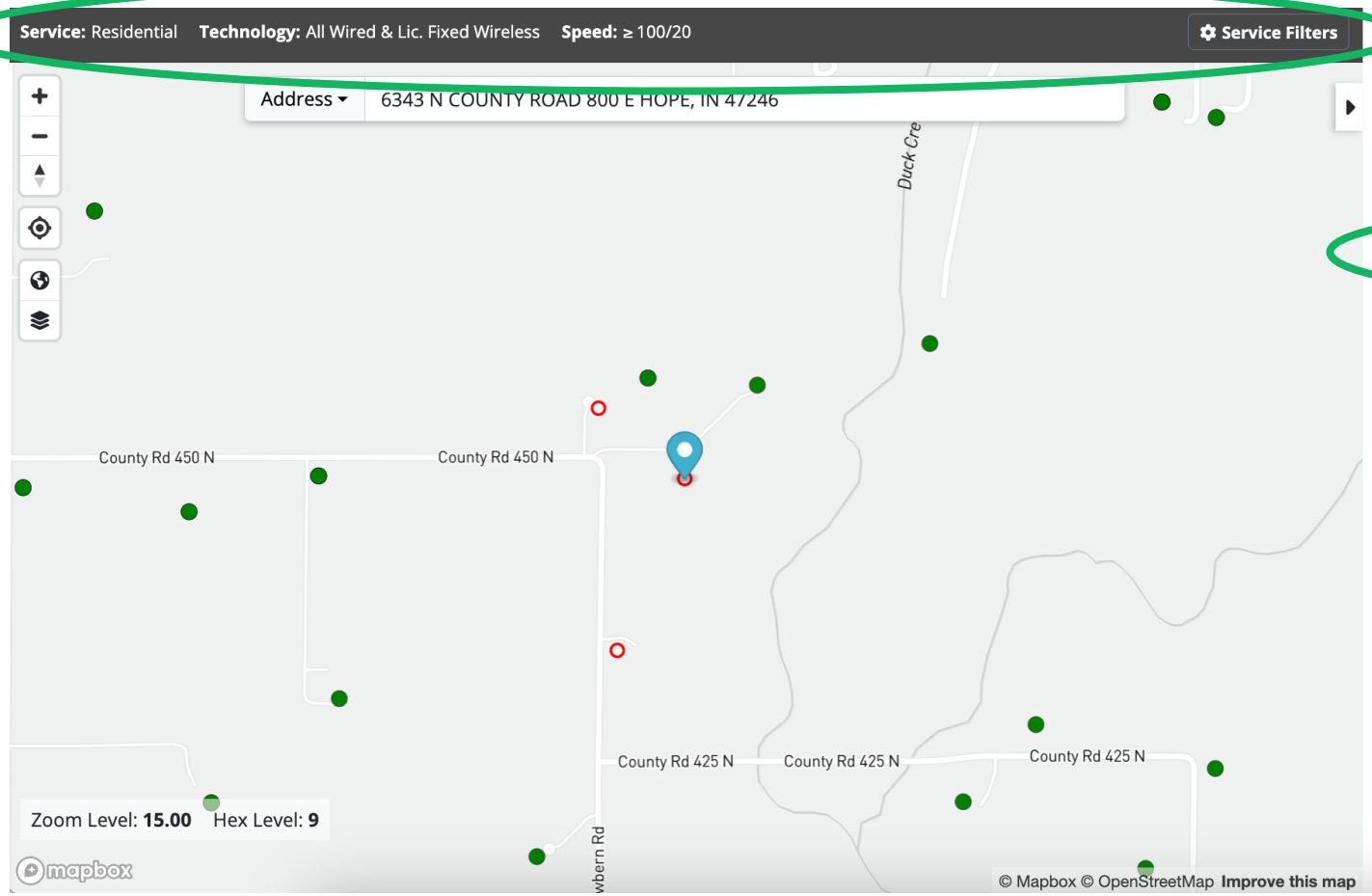
To align with BEAD Program requirements, select “All Wired and Licensed Fixed Wireless.”



Select 25/3 if you’d like to identify unserved addresses.

Select 100/20 if you’d like to identify both unserved and underserved addresses.

COLLECTING EVIDENCE



Fixed Broadband | Mobile Broadband

Selected Location Location Challenge 1

6343 N COUNTY ROAD 800 E
HOPE, IN 47246

Status: **Not Served** | Residential | Unit Count: 1

Broadband Availability Availability Challenge

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
Air Advantage, LLC	Unlicensed Fixed Wireless	40	10	
AT&T Inc.	Copper	0.2	0.2	
Hughes Network Systems, LLC	GSO Satellite	25	3	
Space Exploration Technologies Corp.	NGSO Satellite	220	25	
Unlimited Net Partners, LLC	Unlicensed Fixed Wireless	40	10	
Viasat, Inc.	GSO Satellite	100	3	

Business-only Service

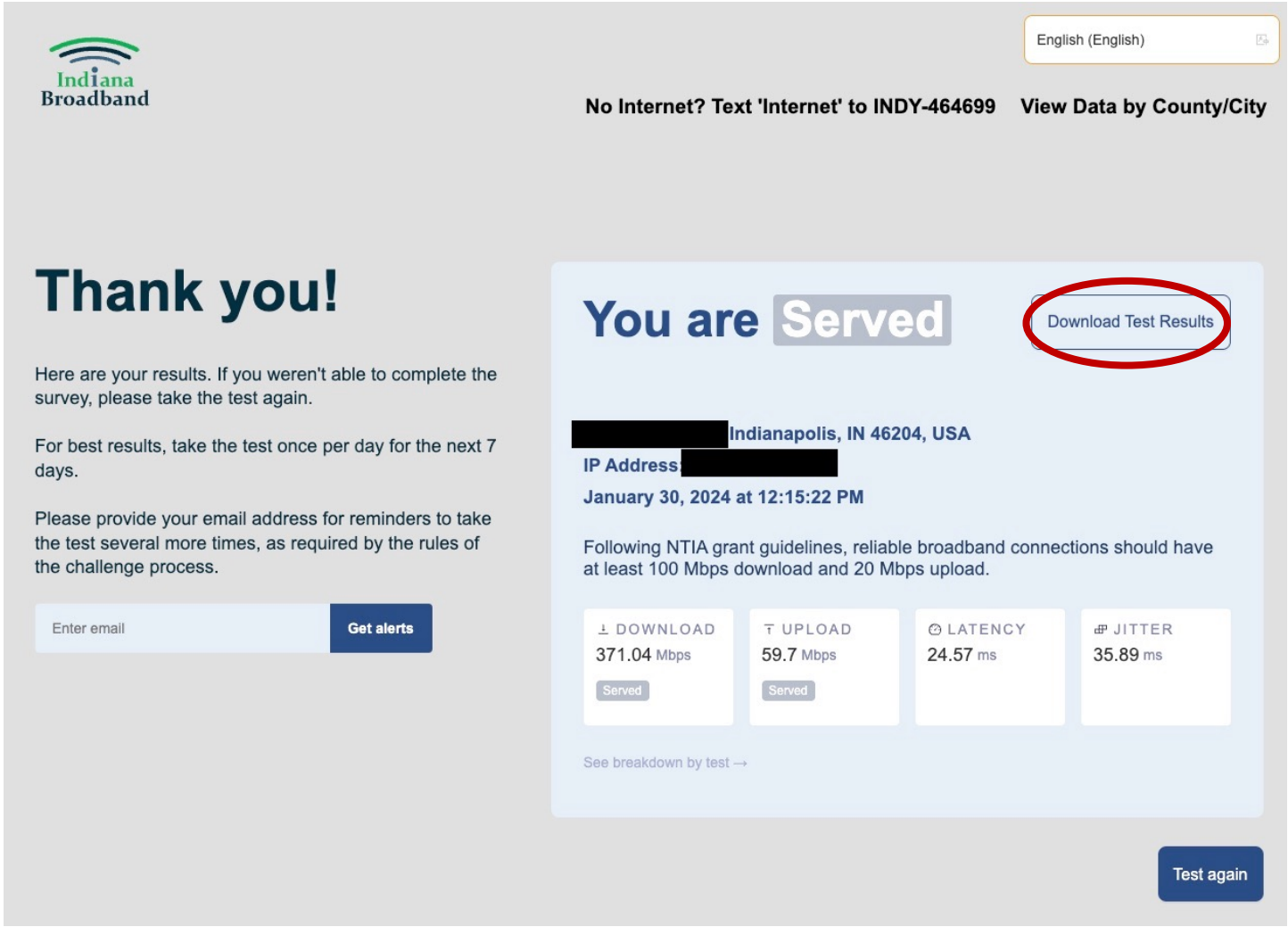
COLLECTING EVIDENCE

ConnectingIndiana.com

When collecting evidence for speed challenges, please use the ConnectingIndiana.com speed test.

By using this speed test, you ensure that you have all the information needed to substantiate your challenge.

When you complete a speed test for evidence, please download the test results PDF to use as evidence.



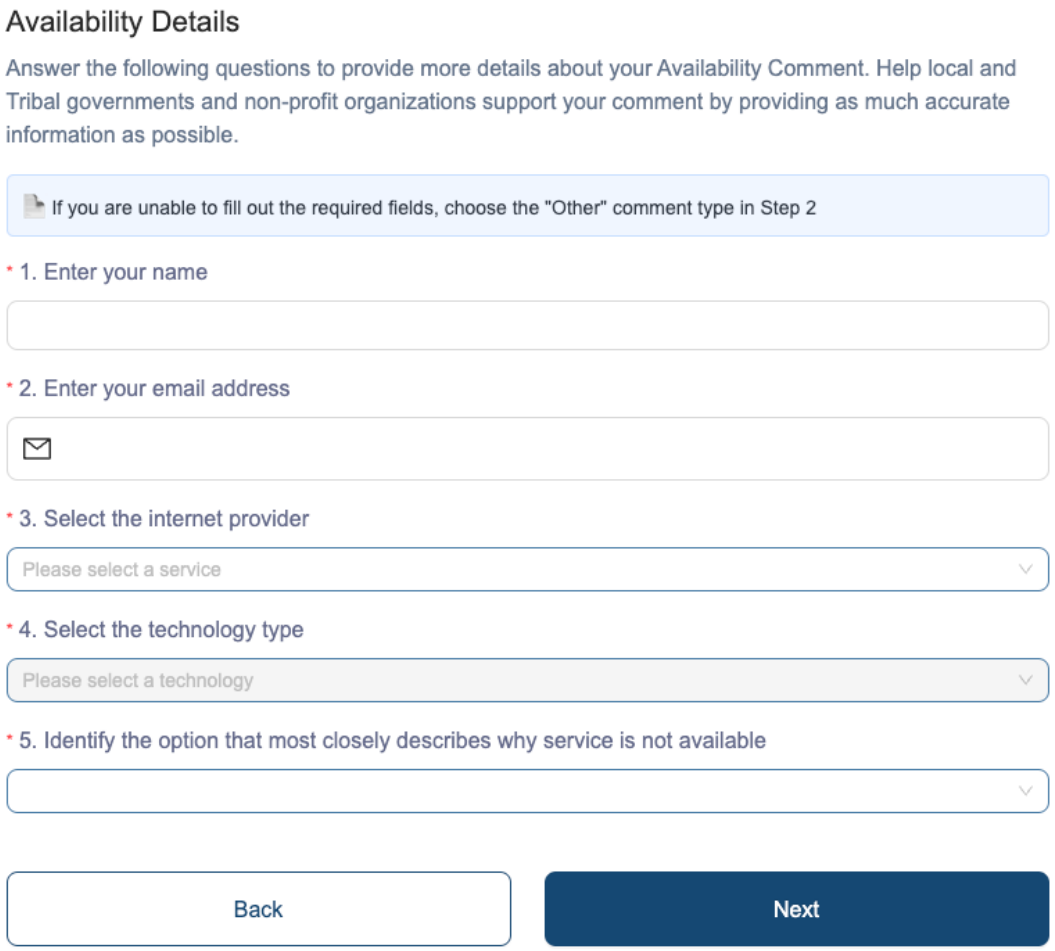
COLLECTING EVIDENCE

SOON TO BE LAUNCHED PUBLIC PORTAL

Anyone from the public will be able to access this portal and submit a provider-level comment about an address.

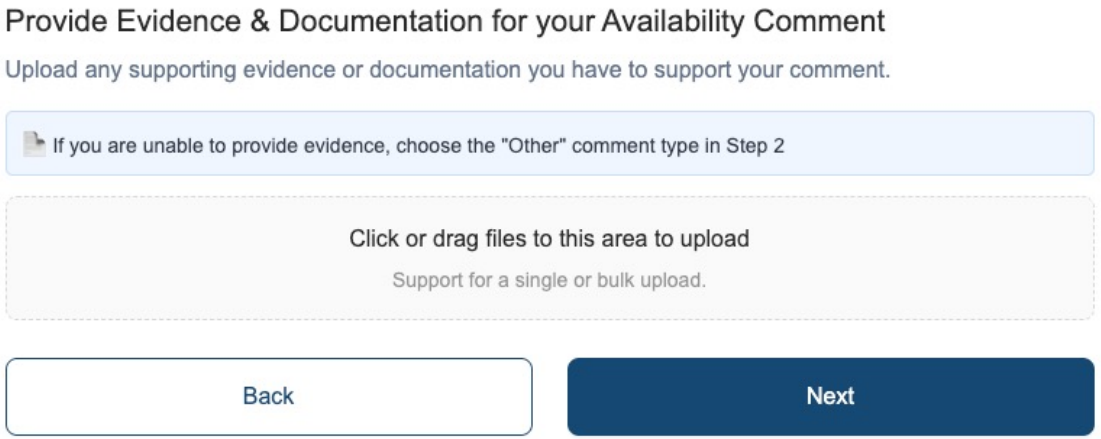
COLLECTING EVIDENCE

SOON TO BE LAUNCHED PUBLIC PORTAL



COLLECTING EVIDENCE

SOON TO BE LAUNCHED PUBLIC PORTAL



After this information is submitted by members of the public, registered local governments and non-profit organizations will be able to review these comments from individuals. If the permissible challenger believes a challenge can be substantiated from this information, **they will be able to directly confirm and submit this evidence as a challenge.**

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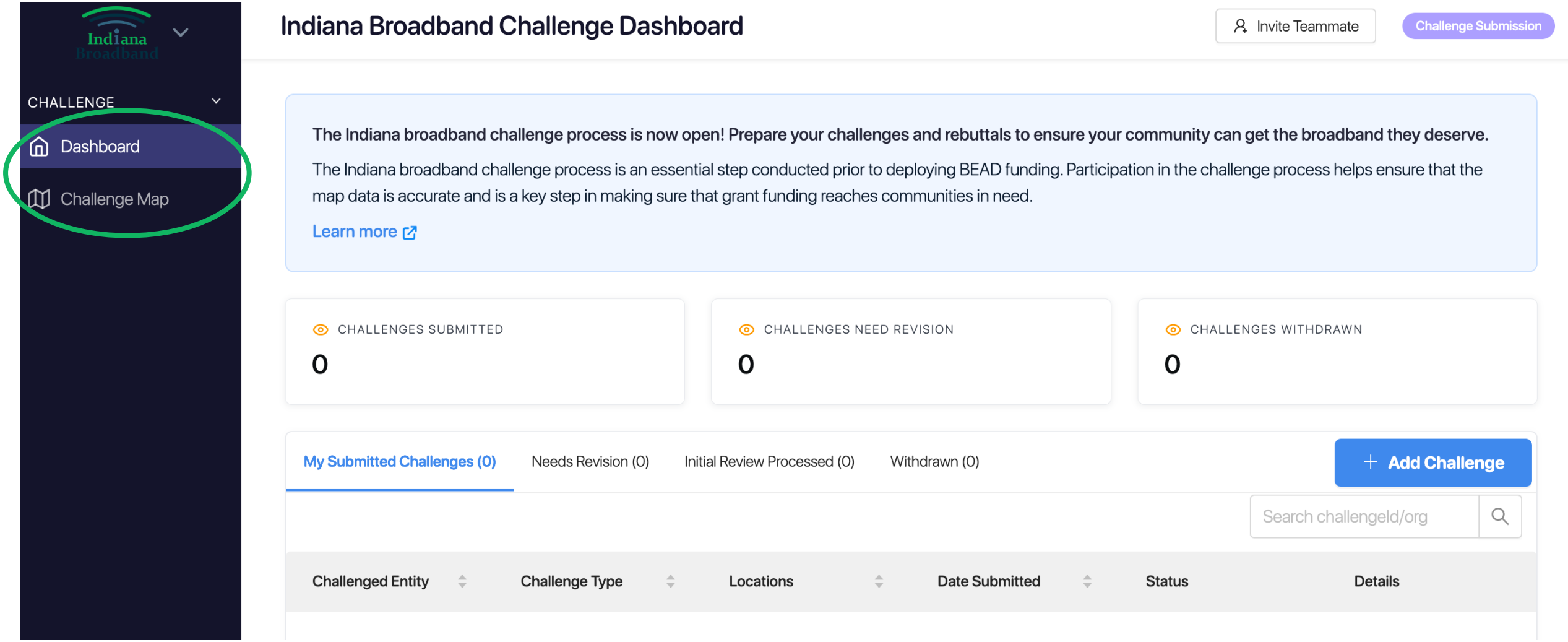
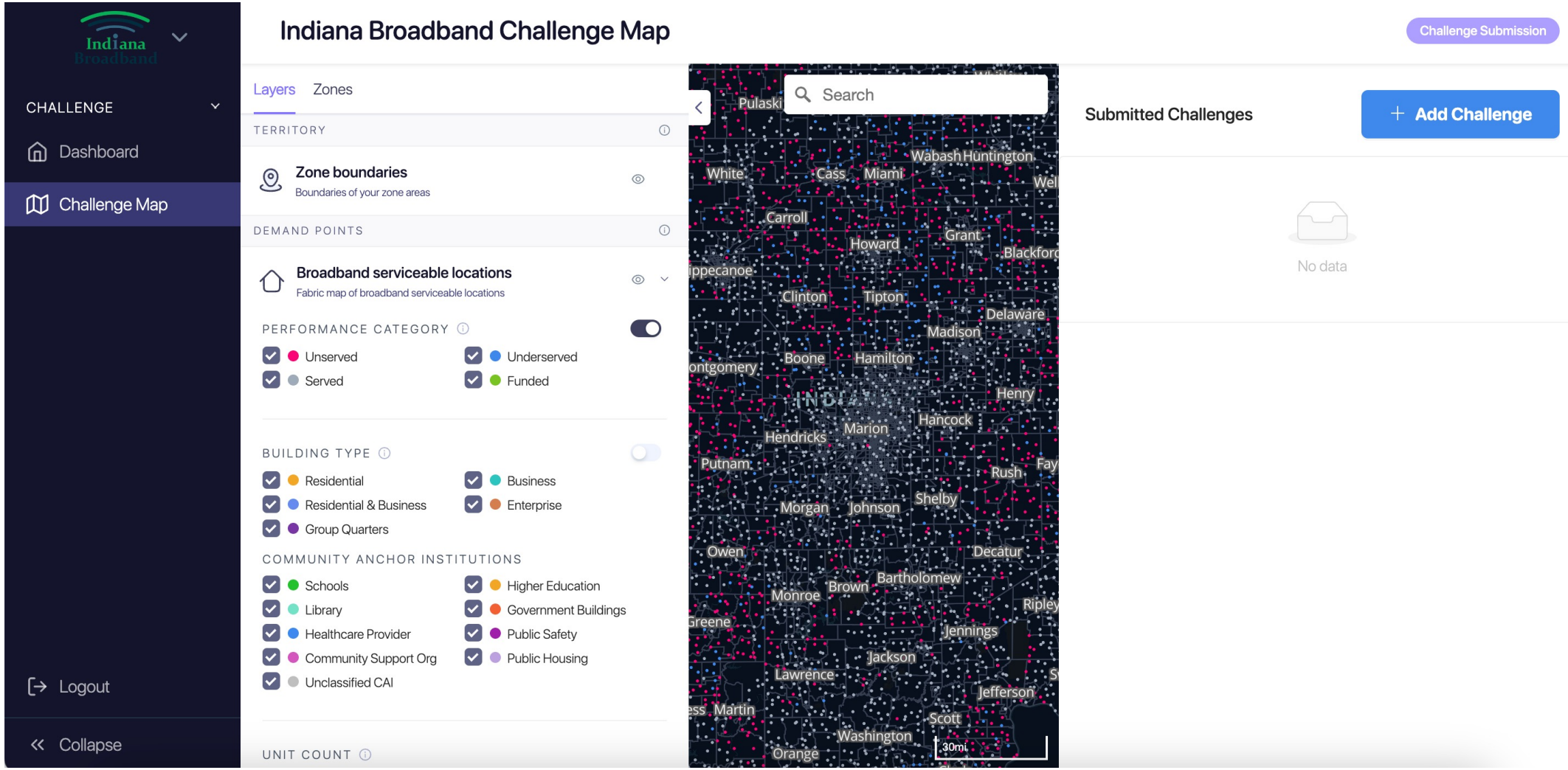
CHALLENGE PROCESS

Challenge Submission Example
Speed Challenge

SPEED


Indiana Broadband
CHALLENGE
Dashboard
Challenge Map
Indiana Broadband Challenge Dashboard
Invite Teammate
Challenge Submission
The Indiana broadband challenge process is now open! Prepare your challenges and rebuttals to ensure your community can get the broadband they deserve.
The Indiana broadband challenge process is an essential step conducted prior to deploying BEAD funding. Participation in the challenge process helps ensure that the map data is accurate and is a key step in making sure that grant funding reaches communities in need.
Learn more
CHALLENGES SUBMITTED
0
CHALLENGES NEED REVISION
0
CHALLENGES WITHDRAWN
0
My Submitted Challenges (0)
Needs Revision (0)
Initial Review Processed (0)
Withdrawn (0)
Add Challenge
Search challengeId/org
Challenged Entity
Challenge Type
Locations
Date Submitted
Status
Details

SPEED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Collapse
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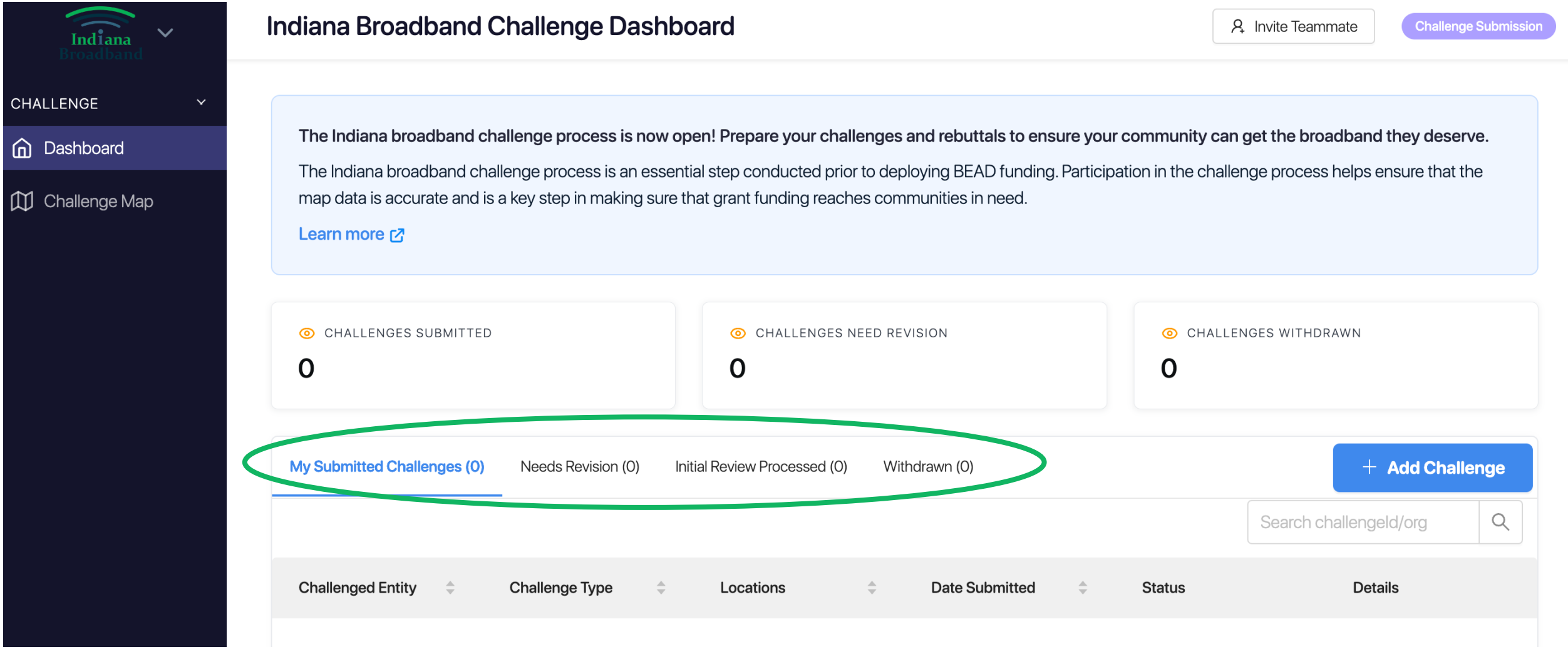
Layers
Zones
TERRITORY
Zone boundaries
Boundaries of your zone areas
DEMAND POINTS
Broadband serviceable locations
Fabric map of broadband serviceable locations
PERFORMANCE CATEGORY
Unserved
Underserved
Served
Funded
BUILDING TYPE
Residential
Business
Residential & Business
Enterprise
Group Quarters
COMMUNITY ANCHOR INSTITUTIONS
Schools
Higher Education
Library
Government Buildings
Healthcare Provider
Public Safety
Community Support Org
Public Housing
Unclassified CAI
UNIT COUNT
Search
Pulaski
White
Cass
Miami
Wabash
Huntington
Carroll
Howard
Grant
Blackford
Clinton
Tipton
Delaware
Madison
Boone
Hamilton
Henry
Hancock
Marion
Hendricks
Putnam
Rush
Shelby
Morgan
Johnson
Owen
Decatur
Bartholomew
Brown
Monroe
Ripley
Jennings
Jackson
Lawrence
Jefferson
Martin
Scott
Washington
Orange
30mi
Submitted Challenges
Add Challenge
No data

SPEED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Search challengeId/org
Challenged Entity
Challenge Type
Locations
Date Submitted
Status
Details

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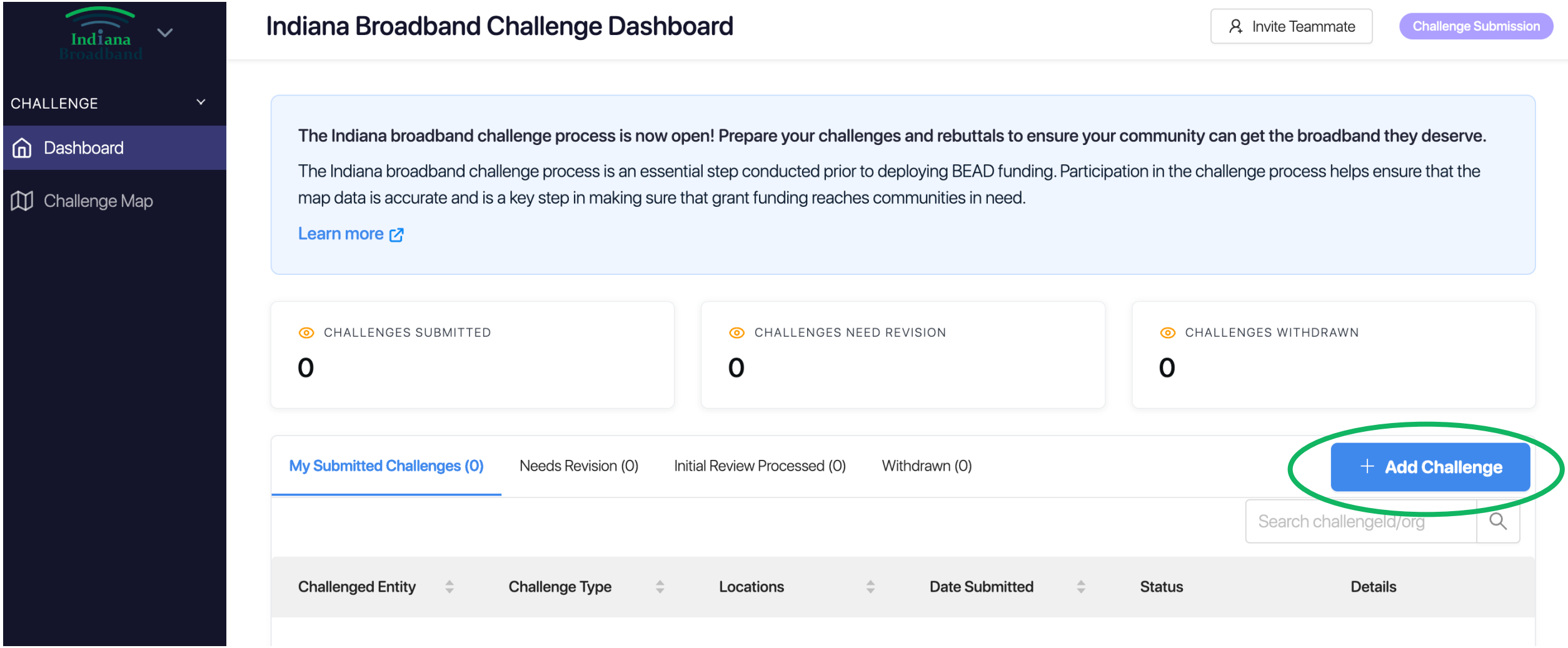
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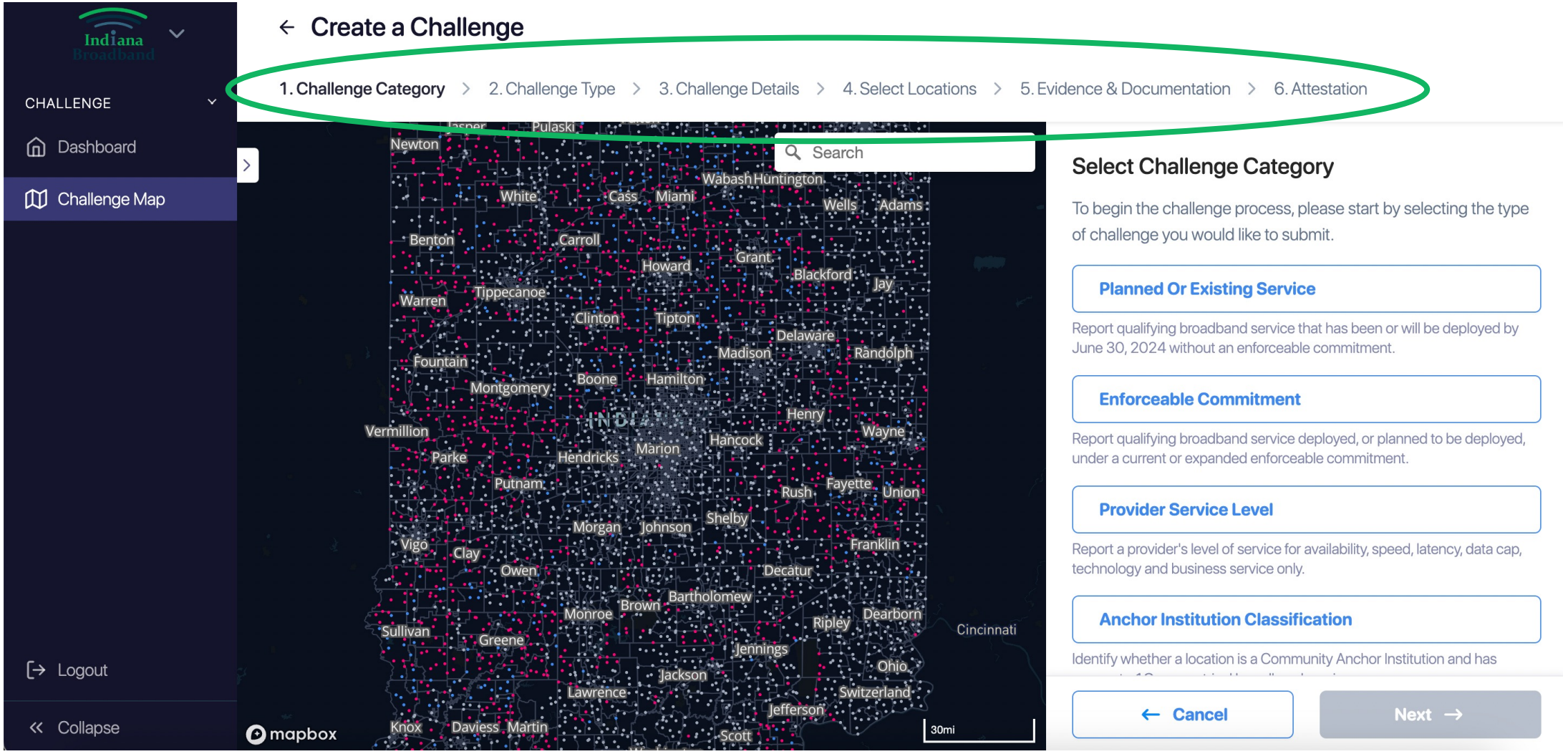
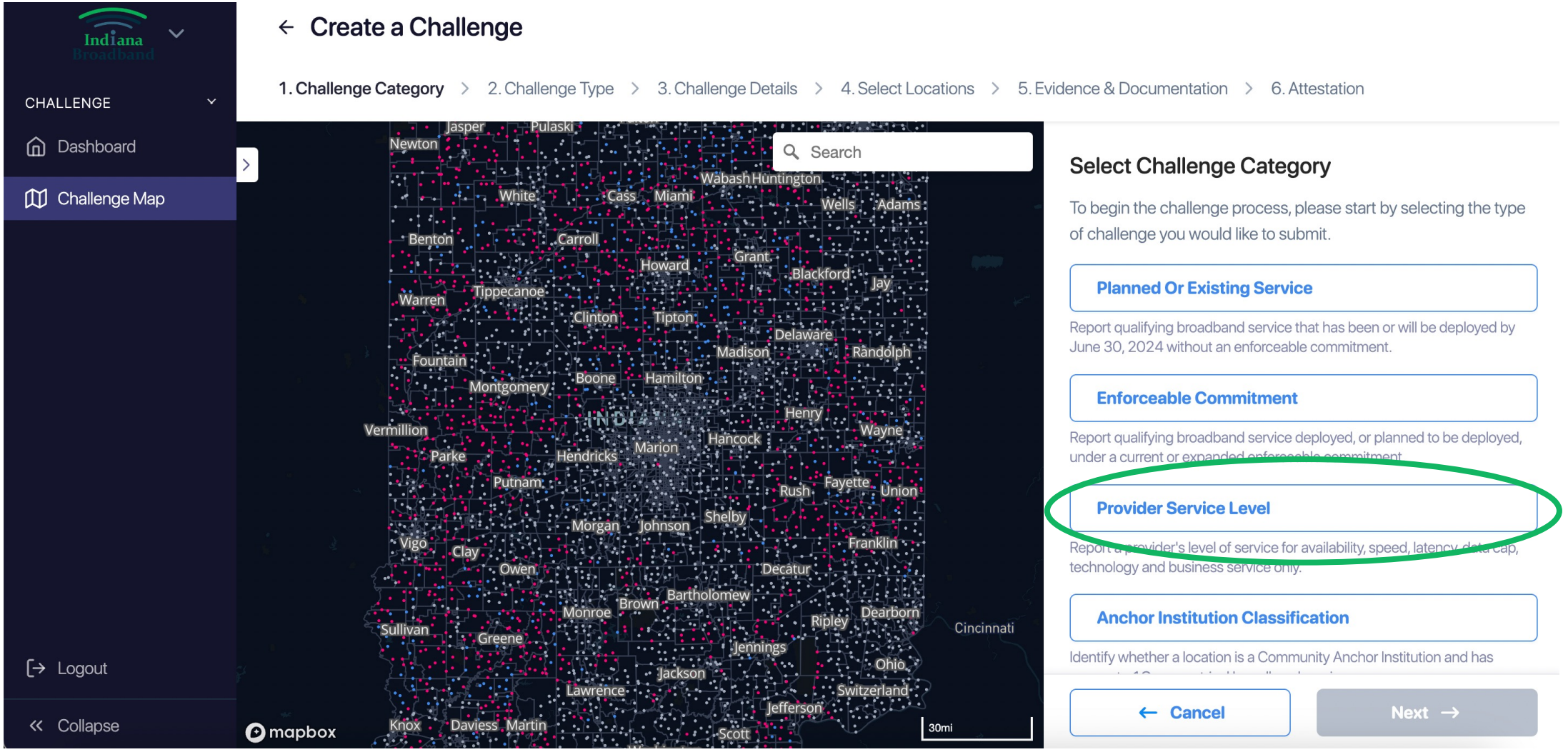

Indiana Broadband
CHALLENGE
Dashboard
Challenge Map
Logout
Collapse
Create a Challenge
1. Challenge Category
2. Challenge Type
3. Challenge Details
4. Select Locations
5. Evidence & Documentation
6. Attestation
Search
Select Challenge Category
To begin the challenge process, please start by selecting the type of challenge you would like to submit.
Planned Or Existing Service
Report qualifying broadband service that has been or will be deployed by June 30, 2024 without an enforceable commitment.
Enforceable Commitment
Report qualifying broadband service deployed, or planned to be deployed, under a current or expanded enforceable commitment.
Provider Service Level
Report a provider's level of service for availability, speed, latency, data cap, technology and business service only.
Anchor Institution Classification
Identify whether a location is a Community Anchor Institution and has
Cancel
Next
mapbox
30mi
Newton
Pulaski
White
Cass
Miami
Wabash
Huntington
Wells
Adams
Benton
Carroll
Howard
Grant
Blackford
Jay
Warren
Tippecanoe
Clinton
Tipton
Delaware
Madison
Randolph
Fountain
Montgomery
Boone
Hamilton
Henry
Vermillion
Parke
Hendricks
Marion
Hancock
Wayne
Putnam
Rush
Fayette
Union
Morgan
Johnson
Shelby
Vigo
Clay
Owen
Franklin
Decatur
Monroe
Brown
Bartholomew
Ripley
Dearborn
Cincinnati
Sullivan
Greene
Jennings
Ohio
Jackson
Lawrence
Switzerland
Jefferson
Knox
Daviess
Martin
Scott

SPEED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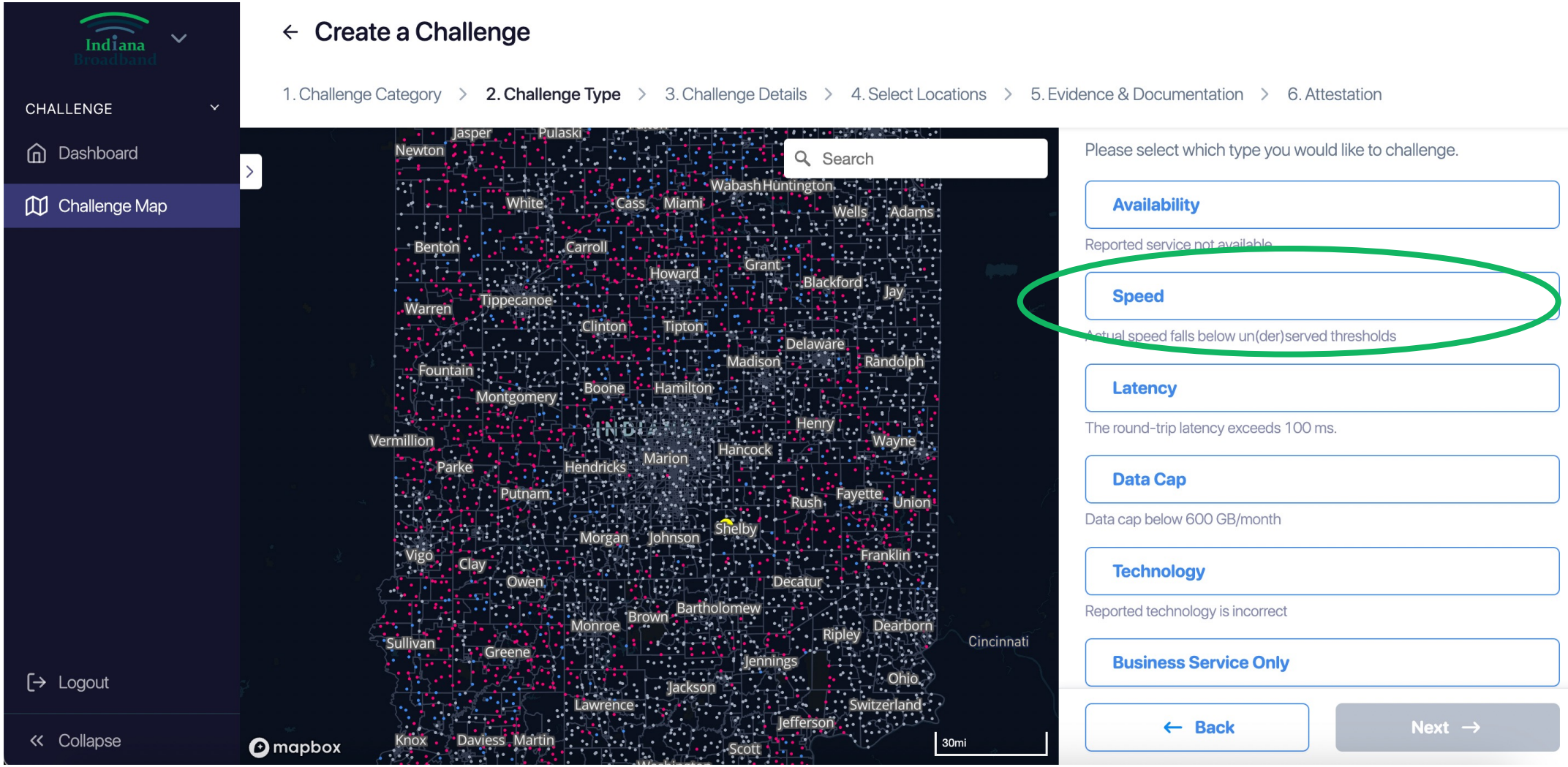
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Create a Challenge
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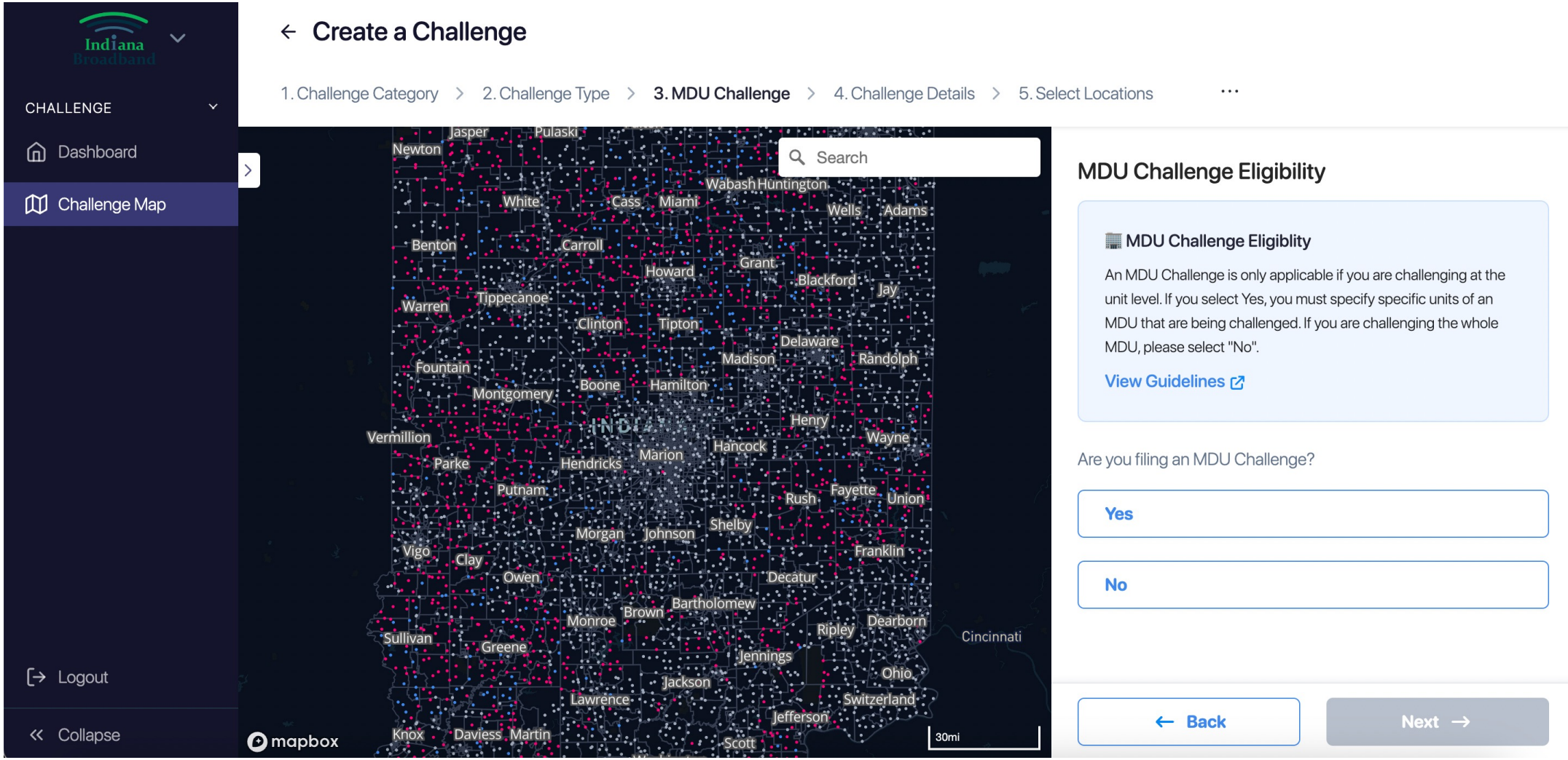
Search
Please select which type you would like to challenge.
Availability
Reported service not available
Speed
Actual speed falls below un(der)served thresholds
Latency
The round-trip latency exceeds 100 ms.
Data Cap
Data cap below 600 GB/month
Technology
Reported technology is incorrect
Business Service Only
Back
Next
mapbox
30mi

SPEED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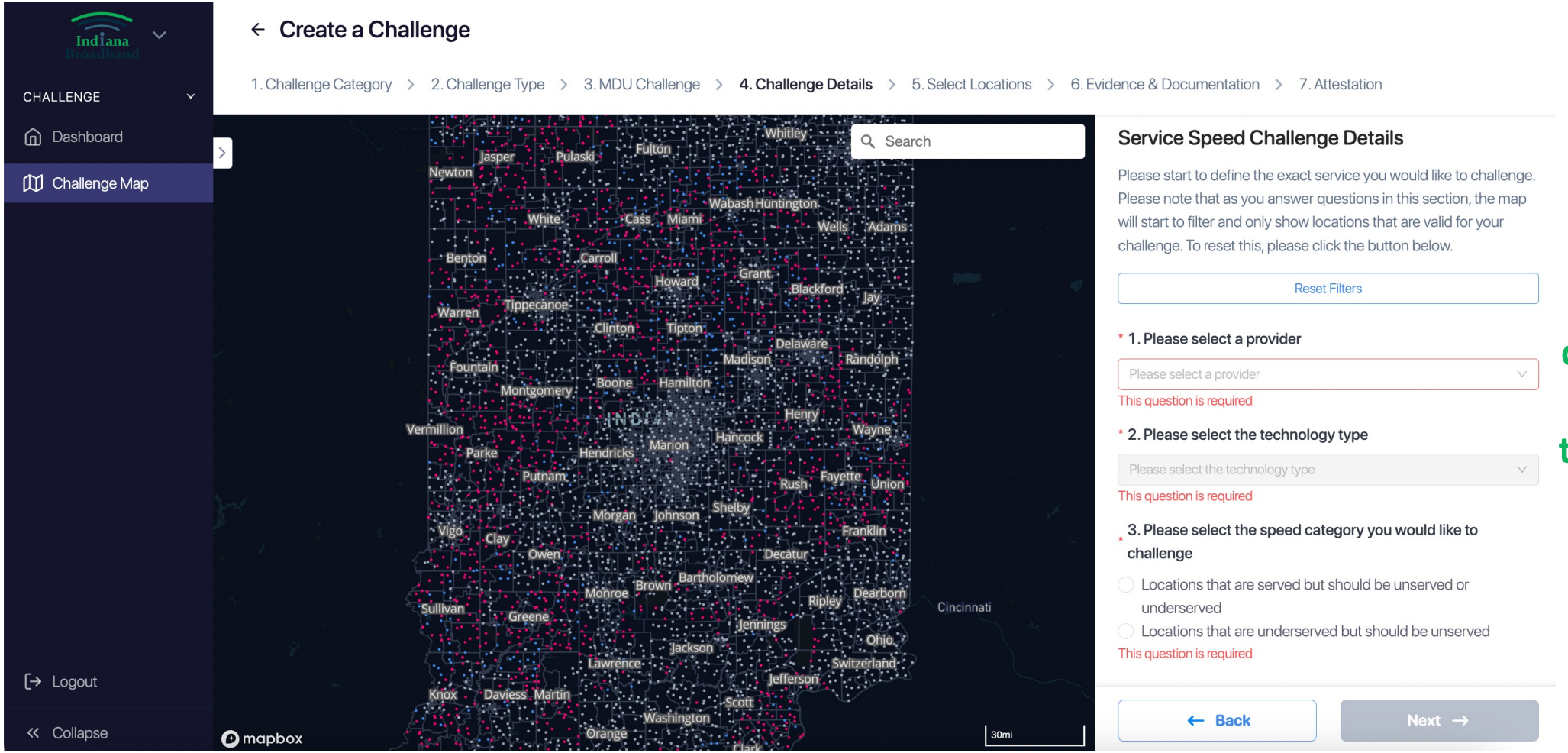
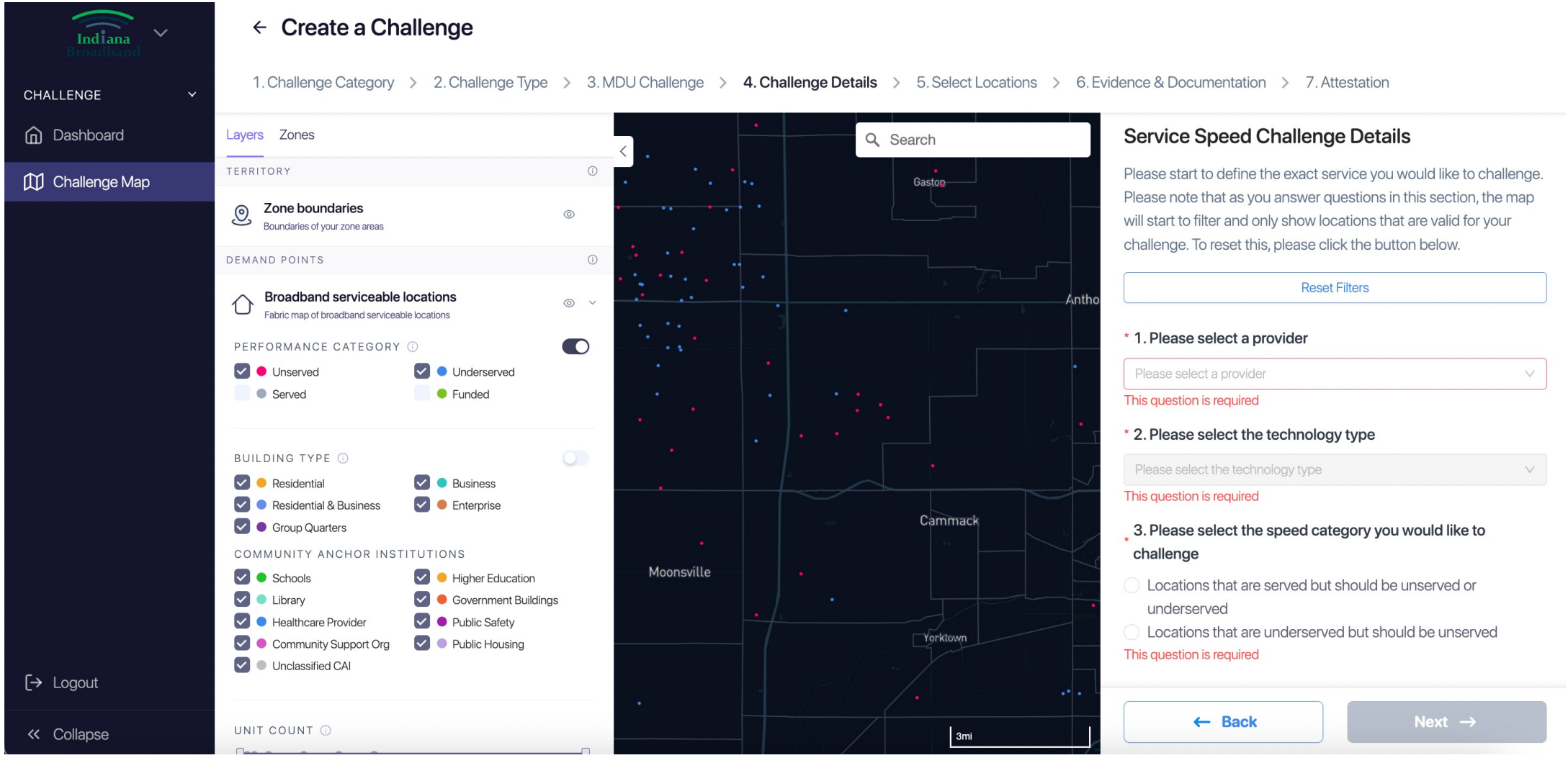
Logout
Collapse
Create a Challenge
1. Challenge Category
2. Challenge Type
3. MDU Challenge
4. Challenge Details
5. Select Locations
Search
MDU Challenge Eligibility
MDU Challenge Eligiblity
An MDU Challenge is only applicable if you are challenging at the unit level. If you select Yes, you must specify specific units of an MDU that are being challenged. If you are challenging the whole MDU, please select "No".
View Guidelines
Are you filing an MDU Challenge?
Yes
No
Back
Next
mapbox
30mi

SPEED



Prepare speed and other provider-level challenges organized by provider, technology type, and level challenged.

SPEED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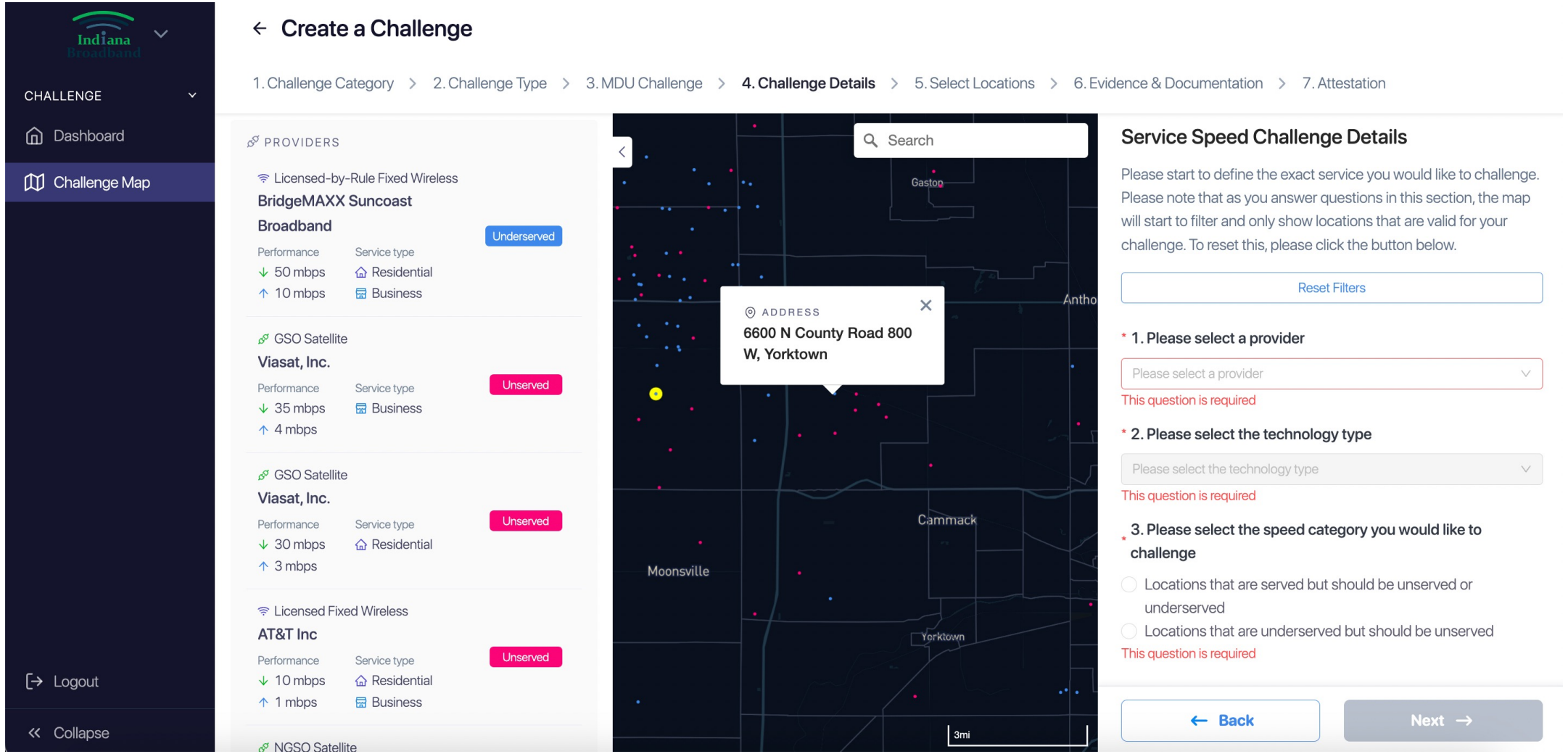
Layers
Zones
TERRITORY
Zone boundaries
Boundaries of your zone areas
DEMAND POINTS
Broadband serviceable locations
Fabric map of broadband serviceable locations
PERFORMANCE CATEGORY
Unserved
Underserved
Served
Funded
BUILDING TYPE
Residential
Business
Residential & Business
Enterprise
Group Quarters
COMMUNITY ANCHOR INSTITUTIONS
Schools
Higher Education
Library
Government Buildings
Healthcare Provider
Public Safety
Community Support Org
Public Housing
Unclassified CAI
UNIT COUNT
Search
Gaston
Antho
Cammack
Moonsville
Yorktown
3mi
Service Speed Challenge Details
Please start to define the exact service you would like to challenge. Please note that as you answer questions in this section, the map will start to filter and only show locations that are valid for your challenge. To reset this, please click the button below.
Reset Filters
* 1. Please select a provider
Please select a provider
This question is required
* 2. Please select the technology type
Please select the technology type
This question is required
* 3. Please select the speed category you would like to challenge
Locations that are served but should be unserved or underserved
Locations that are underserved but should be unserved
This question is required
Back
Next

SPEED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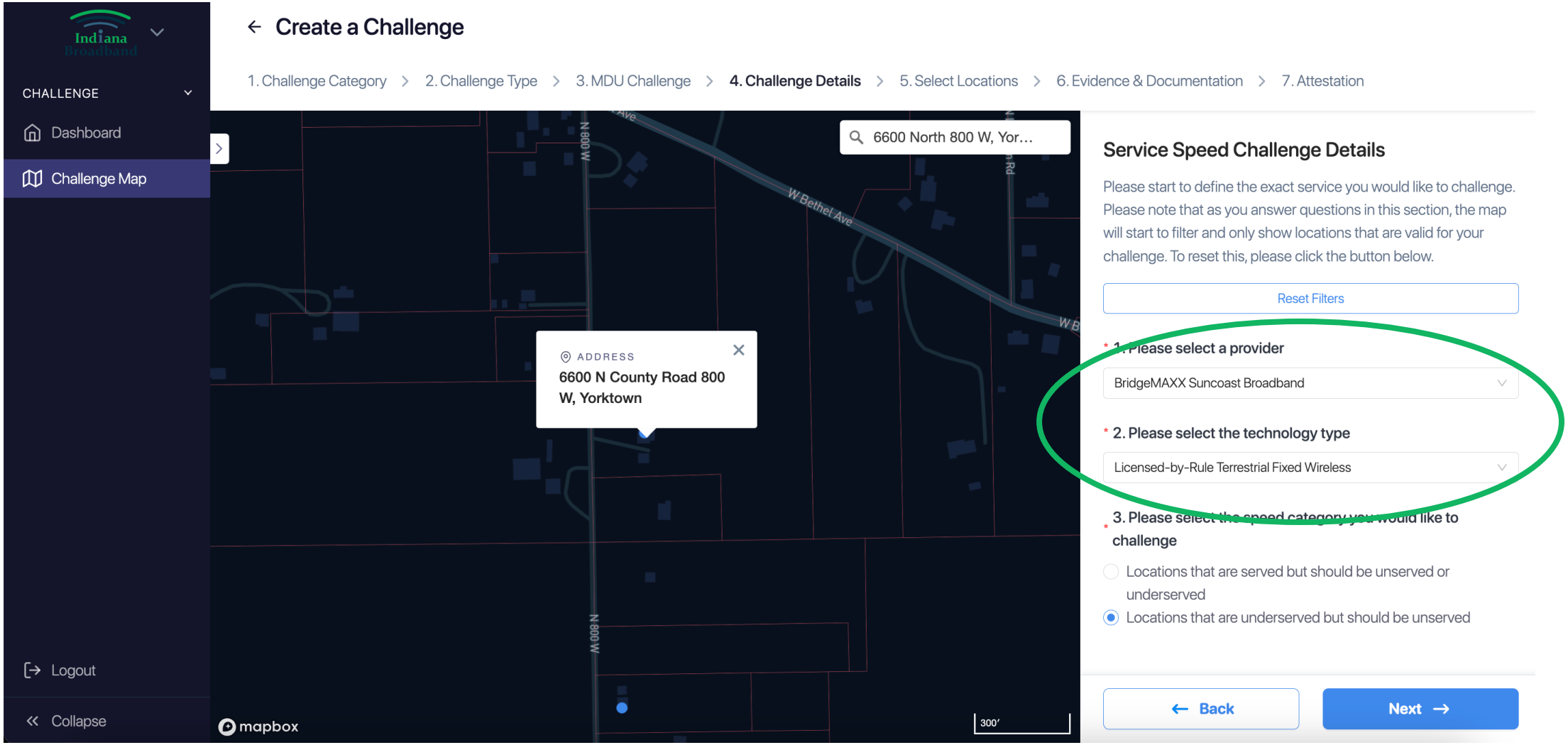
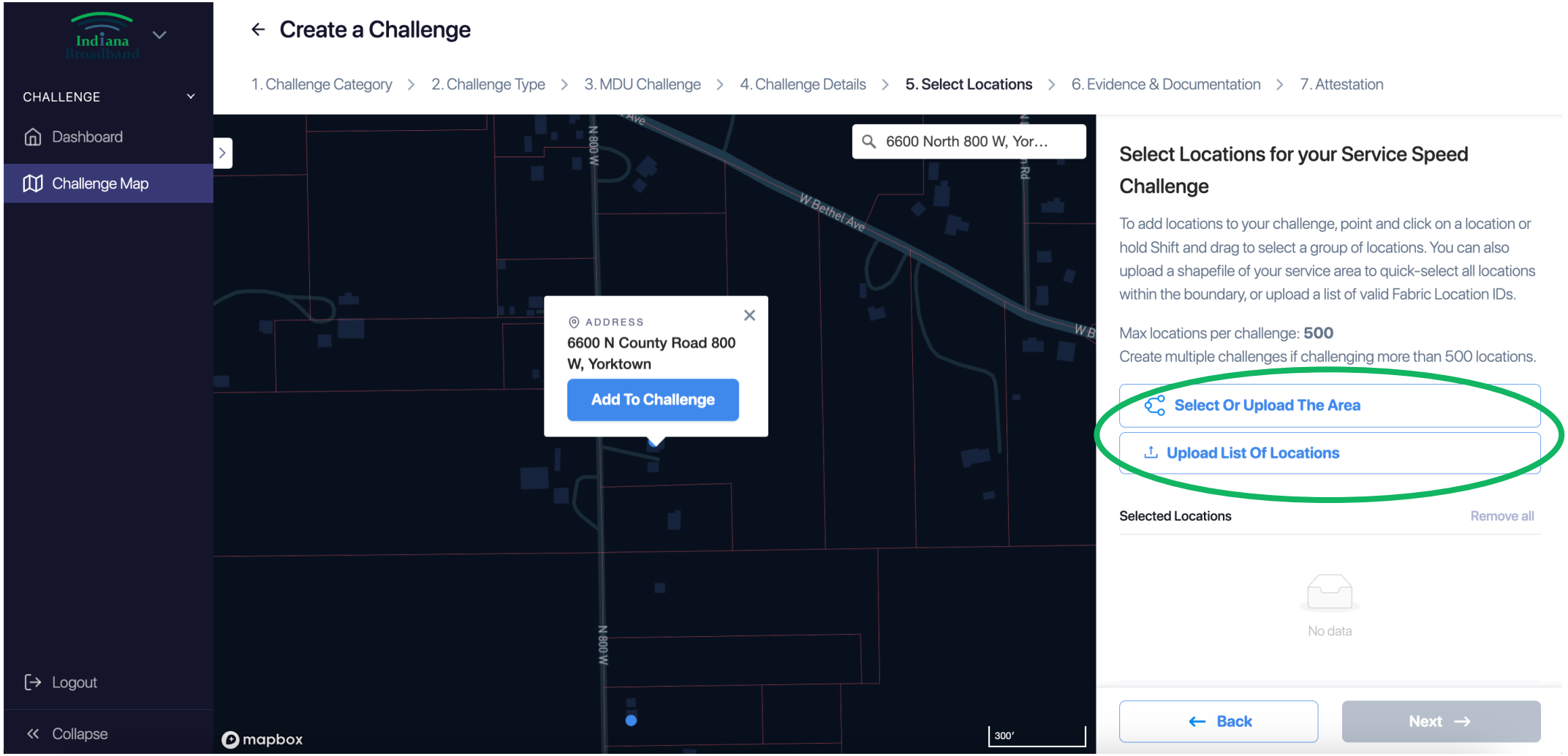
3. MDU Challenge
4. Challenge Details
5. Select Locations
6. Evidence & Documentation
7. Attestation
PROVIDERS
Licensed-by-Rule Fixed Wireless
BridgeMAXX Suncoast Broadband
Underserved
Performance
50 mbps
10 mbps
Service type
Residential
Business
GSO Satellite
Viasat, Inc.
Unserved
Performance
35 mbps
4 mbps
Service type
Business
GSO Satellite
Viasat, Inc.
Unserved
Performance
30 mbps
3 mbps
Service type
Residential
Licensed Fixed Wireless
AT&T Inc
Unserved
Performance
10 mbps
1 mbps
Service type
Residential
Business
NGSO Satellite
Search
Gastop
ADDRESS
6600 N County Road 800 W, Yorktown
Antho
Cammack
Moonsville
Yorktown
3mi
Service Speed Challenge Details
Please start to define the exact service you would like to challenge. Please note that as you answer questions in this section, the map will start to filter and only show locations that are valid for your challenge. To reset this, please click the button below.
Reset Filters
* 1. Please select a provider
Please select a provider
This question is required
* 2. Please select the technology type
Please select the technology type
This question is required
* 3. Please select the speed category you would like to challenge
Locations that are served but should be unserved or underserved
Locations that are underserved but should be unserved
This question is required
Back
Next

SPEED


Indiana Broadband
CHALLENGE
Dashboard
Challenge Map
Logout
Collapse
Create a Challenge
1. Challenge Category
2. Challenge Type
3. MDU Challenge
4. Challenge Details
5. Select Locations
6. Evidence & Documentation
7. Attestation
6600 North 800 W, Yor...
W Bethel Ave
N 800 W
ADDRESS
6600 N County Road 800 W, Yorktown
mapbox
300'
Service Speed Challenge Details
Please start to define the exact service you would like to challenge. Please note that as you answer questions in this section, the map will start to filter and only show locations that are valid for your challenge. To reset this, please click the button below.
Reset Filters
* 1. Please select a provider
BridgeMAXX Suncoast Broadband
* 2. Please select the technology type
Licensed-by-Rule Terrestrial Fixed Wireless
* 3. Please select the speed category you would like to challenge
Locations that are served but should be unserved or underserved
Locations that are underserved but should be unserved
Back
Next

SPEED


Indiana Broadband
CHALLENGE
Dashboard
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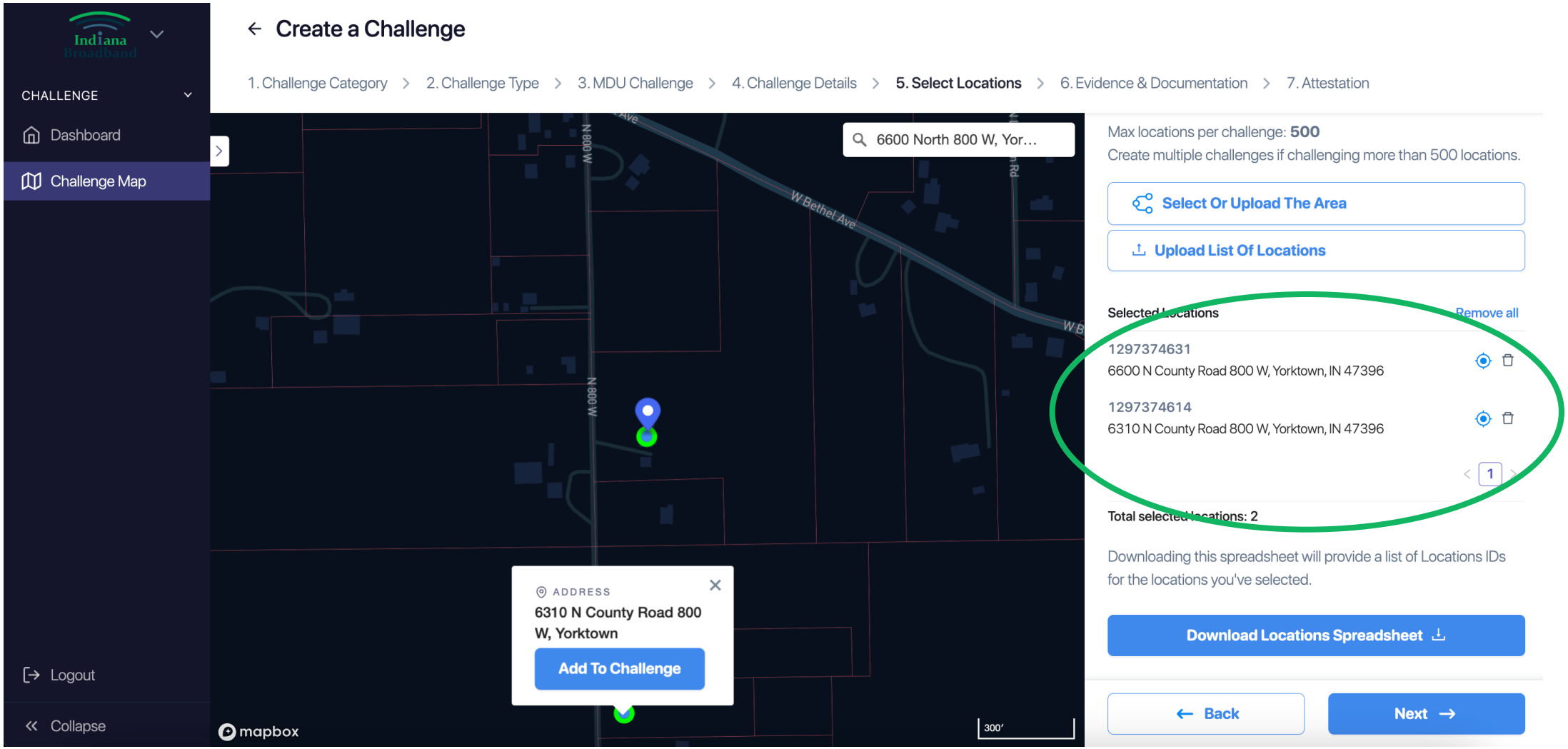
Logout
Collapse
Create a Challenge
1. Challenge Category
2. Challenge Type
3. MDU Challenge
4. Challenge Details
5. Select Locations
6. Evidence & Documentation
7. Attestation
6600 North 800 W, Yor...
W Bethel Ave
N 800 W
ADDRESS
6600 N County Road 800 W, Yorktown
Add To Challenge
mapbox
300'
Select Locations for your Service Speed Challenge
To add locations to your challenge, point and click on a location or hold Shift and drag to select a group of locations. You can also upload a shapefile of your service area to quick-select all locations within the boundary, or upload a list of valid Fabric Location IDs.
Max locations per challenge: 500
Create multiple challenges if challenging more than 500 locations.
Select Or Upload The Area
Upload List Of Locations
Selected Locations
Remove all
No data
Back
Next

SPEED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Create a Challenge
1. Challenge Category
2. Challenge Type
3. MDU Challenge
4. Challenge Details
5. Select Locations
6. Evidence & Documentation
7. Attestation
6600 North 800 W, Yor...
W Bethel Ave
N 800 W
ADDRESS
6310 N County Road 800 W, Yorktown
Add To Challenge
mapbox
300'
Max locations per challenge: 500
Create multiple challenges if challenging more than 500 locations.
Select Or Upload The Area
Upload List Of Locations
Selected Locations
Remove all
1297374631
6600 N County Road 800 W, Yorktown, IN 47396
1297374614
6310 N County Road 800 W, Yorktown, IN 47396
1
Total selected locations: 2
Downloading this spreadsheet will provide a list of Locations IDs for the locations you've selected.
Download Locations Spreadsheet
Back
Next

SPEED

Provide Evidence & Documentation for your Service Speed Challenge

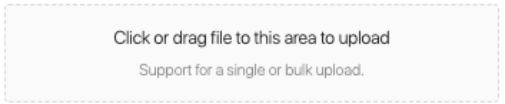
Please submit evidence to support your challenge. The state broadband office reserves the right to request more information at any point in the challenge process. For questions that require file upload, please compress all files over 100MB in size to a .zip file. Total file upload size is capped at 500MB.

1. Evidence mapping and meta data

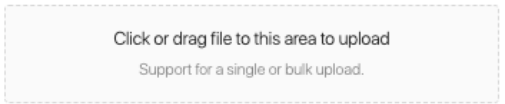
Please download the .csv file below and fill in the following details for each of the locations selected:

- **Speed test file names**: Comma separated list of speed test file names related to each location. You can upload the files in the next step.
- **Customer name**: Name of the customer
- **Customer address**: Street address of the customer
- **Speed tier customization files**: Comma separated list of file names related to each location. You can upload the files in the next step.
- **Customer consent files**: Comma separated list of file names related to each location. You can upload the files in the next step.
- **Test method**: How the Speed Test was performed. Select from the following options:
  - Measurement from wired connection to provider gateway, ONT or fixed wireless subscriber module
  - Speed test available within the residential gateway interface
  - Speed test on providers web page
  - Speed test performed on laptop or desktop computer within immediate proximity of the residential gateway (e.g. WiFi connection in the same room as gateway)
- **Date**: Date the speed test was taken
- **Time**: Time the speed test was taken
- **IP address**
- **Download speed (in Mbps)**
- **Upload speed (in Mbps)**

Please reupload the completed evidence spreadsheet as a .csv file here

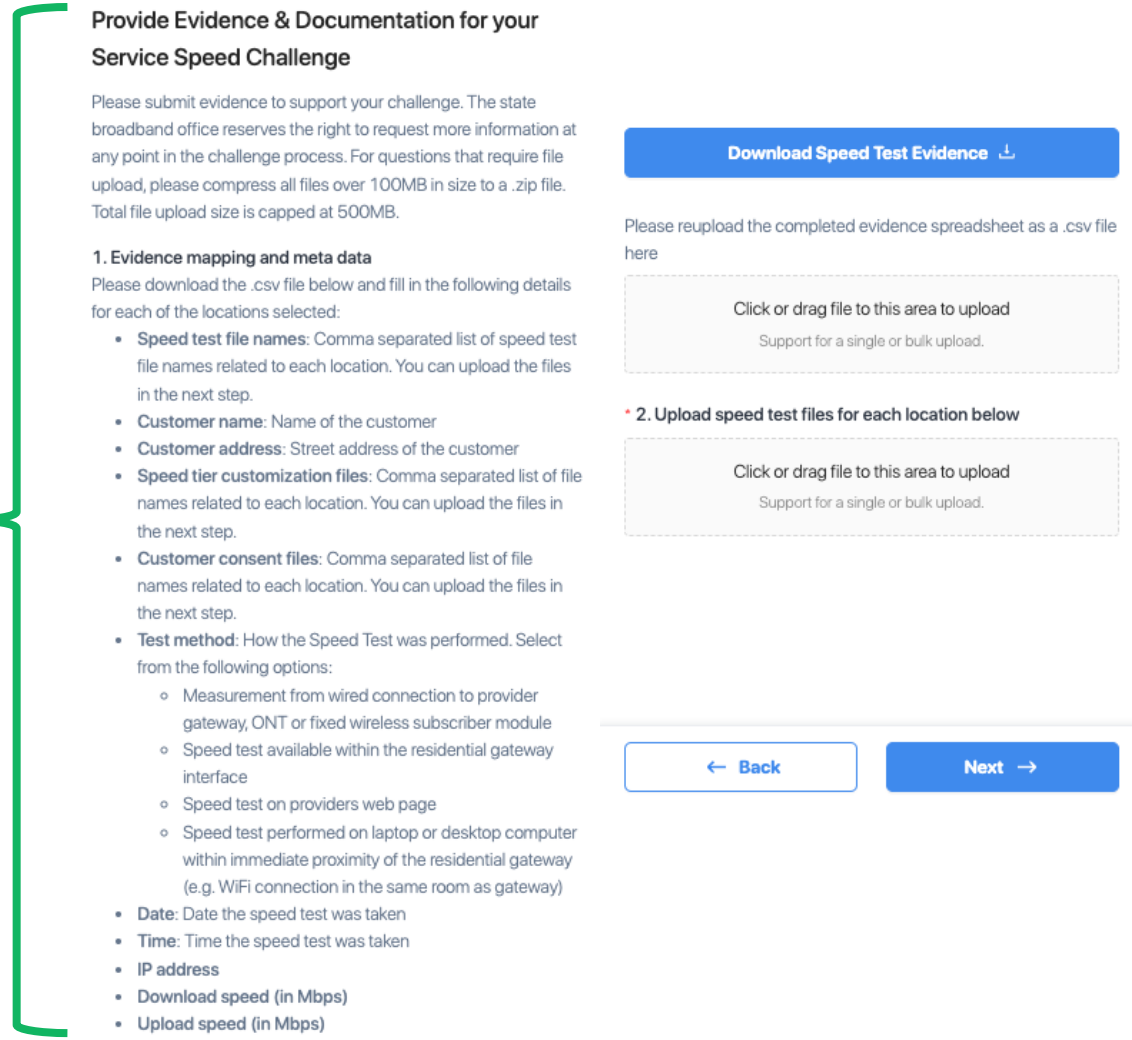


*** 2. Upload speed test files for each location below**



SPEED

Instructions for filling out the .csv file.



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- **Time**: Time the speed test was taken
- **IP address**
- **Download speed (in Mbps)**
- **Upload speed (in Mbps)**

Download .csv file with pre-filled location IDs.

Re-upload the .csv file after it has been filled out.

Upload evidence files, i.e. speed test PDFs, screenshots of tier of service the consumer is paying for.

SPEED

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	location_id	test_number	speed_test_files	customer_name	customer_address	speed_tier_certification_files	customer_consent_files	test_method	date	time	ip_address	download_speed	upload_speed
2	1297374631	1											
3	1297374631	2											
4	1297374631	3											
5	1297374614	1											
6	1297374614	2											
7	1297374614	3											
8													

SPEED

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	location_id	test_number	speed_test_files	customer_name	customer_address	speed_tier_certification_files	customer_consent_files	test_method	date	time	ip_address	download_speed	upload_speed
2	1297374631	1											
3	1297374631	2											
4	1297374631	3											
5	1297374614	1											
6	1297374614	2											
7	1297374614	3											
8													

For each test:

- Name of evidence file
- Customer name
- Customer address
- Name of speed tier certification file
- Name of customer consent file
- Test method
- Date
- Time
- IP address
- Download speed
- Upload speed

SPEED

Provide Evidence & Documentation for your Service Speed Challenge

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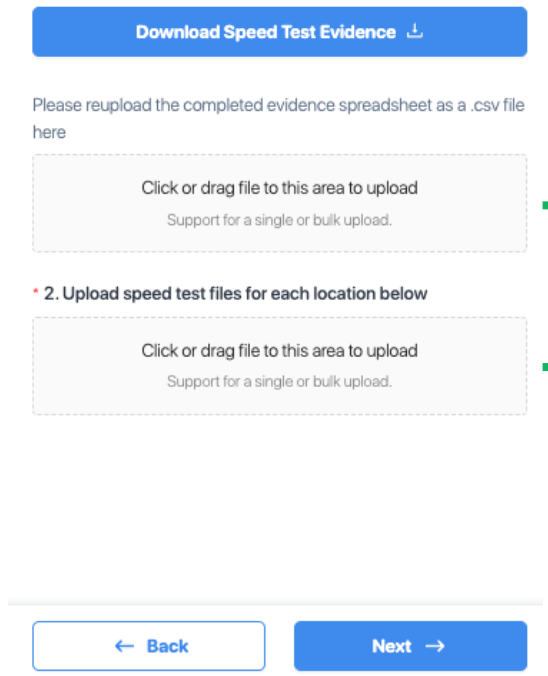

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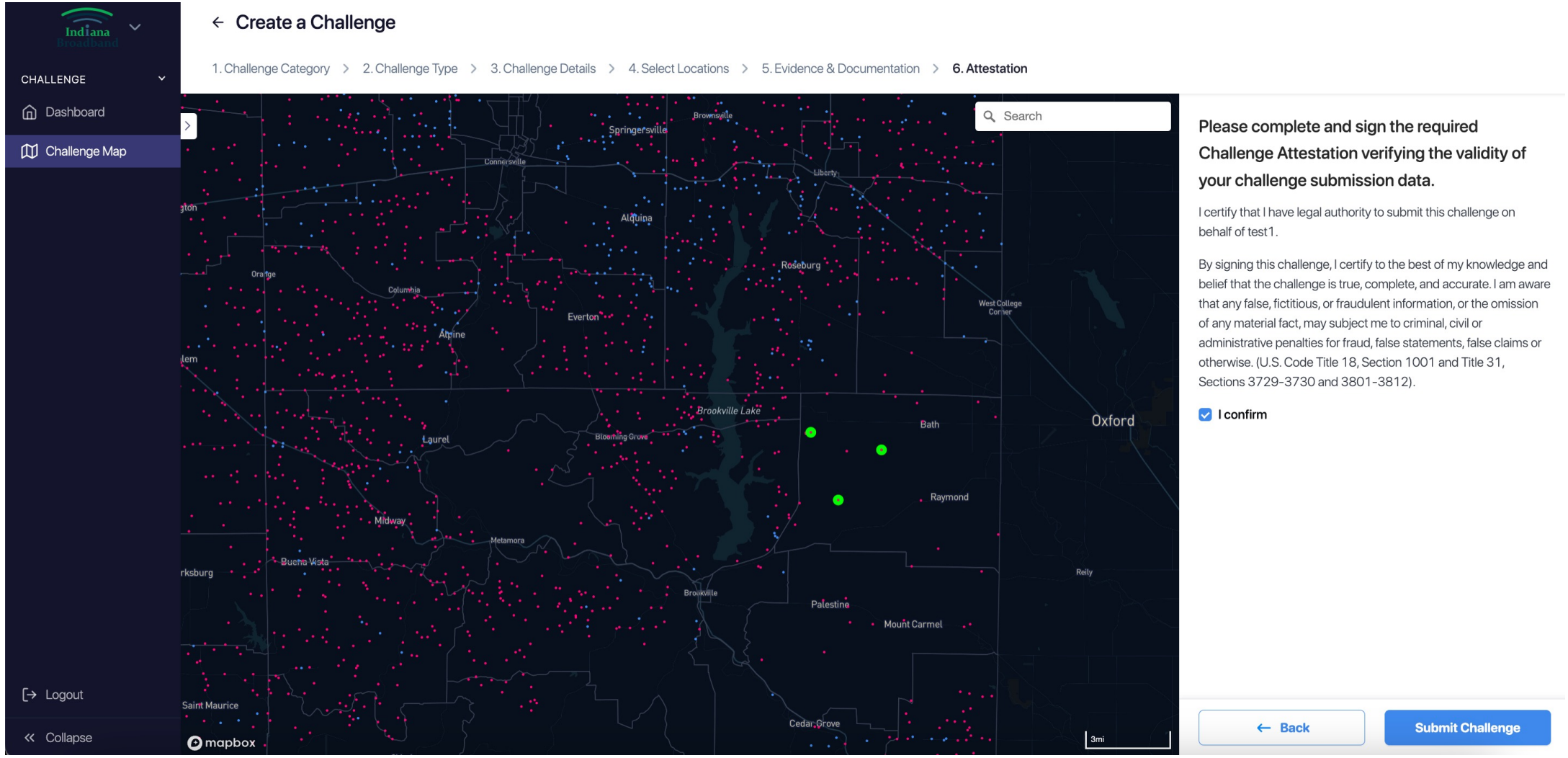
Upload evidence files, i.e. speed test PDFs, screenshots of tier of service the consumer is paying for.

SPEED


Indiana Broadband
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Search
Springersville
Brownsville
Connersville
Liberty
Alquina
Roseburg
Orange
Columbia
Everton
West College Corner
Alpine
Brookville Lake
Bath
Oxford
Laurel
Bloomming Grove
Raymond
Midway
Metamora
Buena Vista
Reily
Brookville
Palestine
Mount Carmel
Saint Maurice
Cedar Grove
mapbox
3mi
Please complete and sign the required Challenge Attestation verifying the validity of your challenge submission data.
I certify that I have legal authority to submit this challenge on behalf of test1.
By signing this challenge, I certify to the best of my knowledge and belief that the challenge is true, complete, and accurate. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise. (U.S. Code Title 18, Section 1001 and Title 31, Sections 3729-3730 and 3801-3812).
I confirm
Back
Submit Challenge

IBO CHALLENGE PROCESS

Looking Ahead

RESOURCES AVAILABLE FOR COMMUNITY ORGANIZATIONS

Resources to participate in the Challenge Process will be made available in several platforms:

ONLINE RESOURCES

- IBO website to serve as the primary source for all information on the Challenge Process;
- Webinars to be made available for review.
- Recorded demos for how to submit every challenge type.
- Checklist to help community organizations get organized prior to the Challenge Process.
- CSV templates for all provider service level challenges.
- A public-facing portal where constituents can submit evidence to respective community organizations for review.

TECHNICAL ASSISTANCE

- IBO Office Hours - prior to the Challenge Phase beginning for questions from community organizations.
- Call center that can be reached via email and phone once the Challenge Phase commences.
- Step-by-step, real-time guidance for submitting Challenges for those who need it.

AFTER THE CHALLENGE PHASE

CHALLENGE PHASE	REBUTTAL PHASE	FINAL DETERMINATION PHASE
MARCH 4 to APRIL 3 Challengers will have 30 days to submit challenges. Challengers can begin collecting evidence now!	**APRIL 4 to MAY 3** After the Challenge Phase is complete, internet service providers will have 30 days to submit rebuttal evidence.	**FINISHES JUNE 3** As rebuttals are received, the IBO will review all locations that have both challenge and rebuttal evidence and make a final determination.

ACTIONS FOR NON-PROFITS AND LOCAL GOVERNMENTS

1. **Secure CostQuest license if using this method for challenge submissions**
2. Determine the type of challenge(s) your organization may submit
3. Gather evidence to support challenge submissions
4. Reach out to the IBO if you believe you can participate, but only with technical assistance
5. Register your organization on the Ready.net portal when it opens
6. Be prepared to submit all challenges and evidence beginning March 4th through April 3rd

IBO OFFICE HOURS

The Indiana Broadband Office will be offering several office hours opportunities for any organizations that want to ask questions about the Challenge Process:

Tuesday February 20th 2-3 PM	Thursday February 22nd 2-3 PM	Tuesday February 27th 2-3 PM	Thursday February 29th 2-3 PM

The IBO is always reachable for questions at: ibochallenge@iot.in.gov