Speed Challenge Guide

Speed Challenge Overview
A permissible challenger should submit a speed challenge when the actual speed of service at a location falls below unserved or underserved thresholds. For example, you may submit a speed challenge if a customer is paying for 100/20 service, but speed tests consistently show the location receives less than 100/20 service speeds.

Preparing for a Speed Challenge
Before submitting an availability challenge, you will need to prepare the following information for each location being challenged:
1. Address.
2. Provider.
3. Technology type.
4. Three speed test results from speed tests taken on three different days.
5. Proof of the tier of service the customer pays for, which can normally be found on a monthly bill or in an online portal.

Evidence
There are several pieces of evidence needed to substantiate a speed challenge. The first of these is three speed tests taken on three separate days that do not predate the challenge by more than 60 days. The Indiana Broadband Office encourages the public and permissible challengers to use the speed test on ConnectingIndiana.com. When you complete that speed test, either screenshot the results page or download your results. The challenger must know the time and date of each speed test conducted and the IP address of the residential gateway conducting the test. This information will be easily available in your screenshot or download if you use the ConnectingIndiana.com speed test.

Each group of three speed tests must also be accompanied by a certification of the speed tier the customer subscribes to. In simpler terms, there must also be evidence about what level of service the customer pays for. This evidence can typically be found on a copy of the customer's bill or on their online portal.
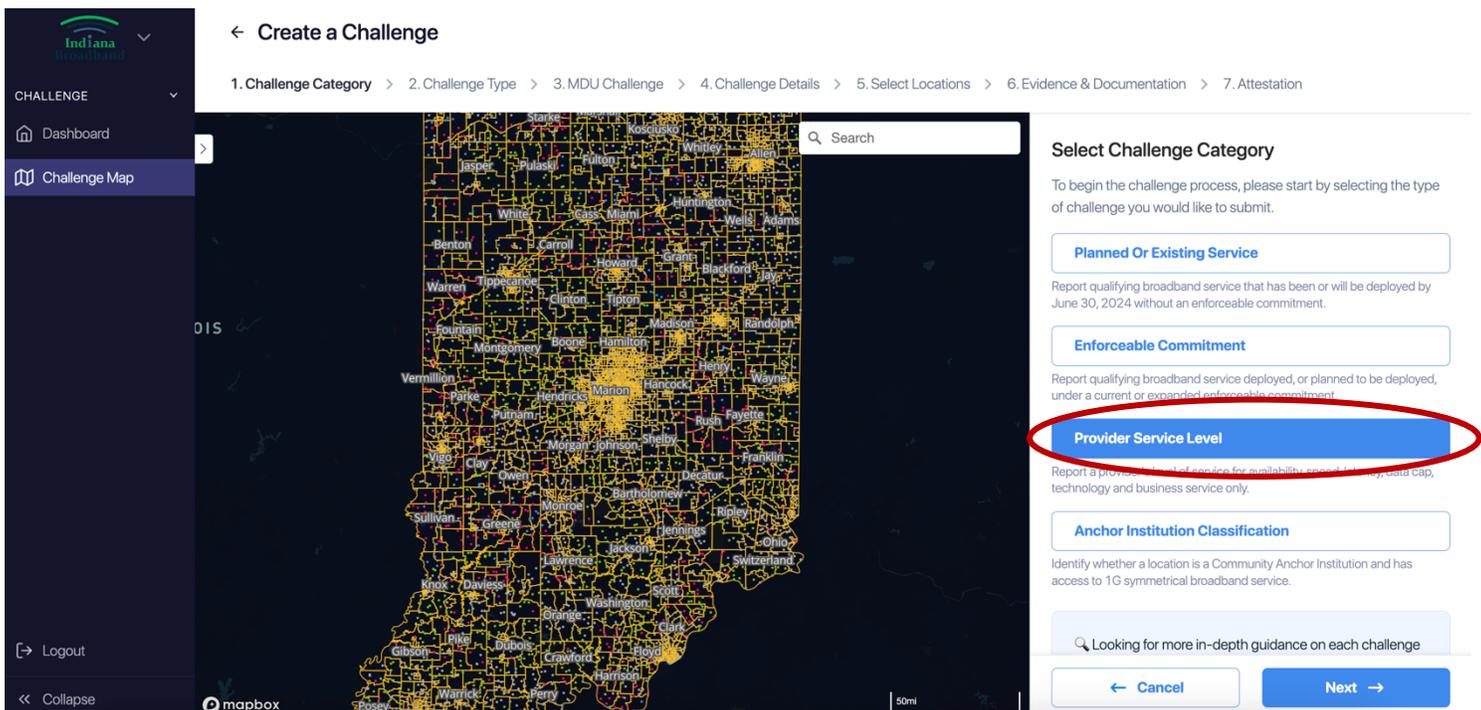
If you have any questions about what information must be gathered before submitting a speed challenge, please attend a virtual office hours sessions, hosted each Tuesday and Thursday from 2-3 PM, or contact the Indiana Broadband Office at IndianaBroadband@iot.in.gov.
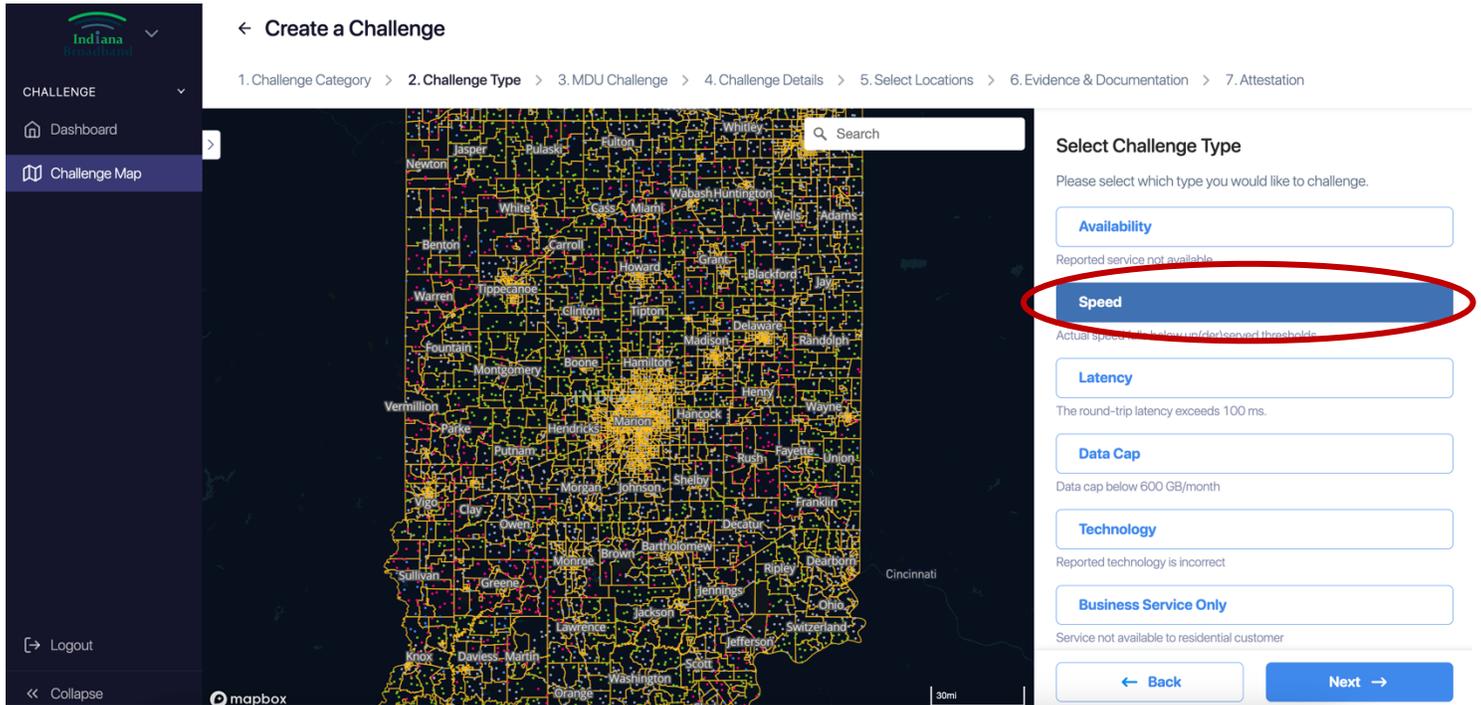
Submitting a Speed Challenge

1. Click the "Add Challenge" button.
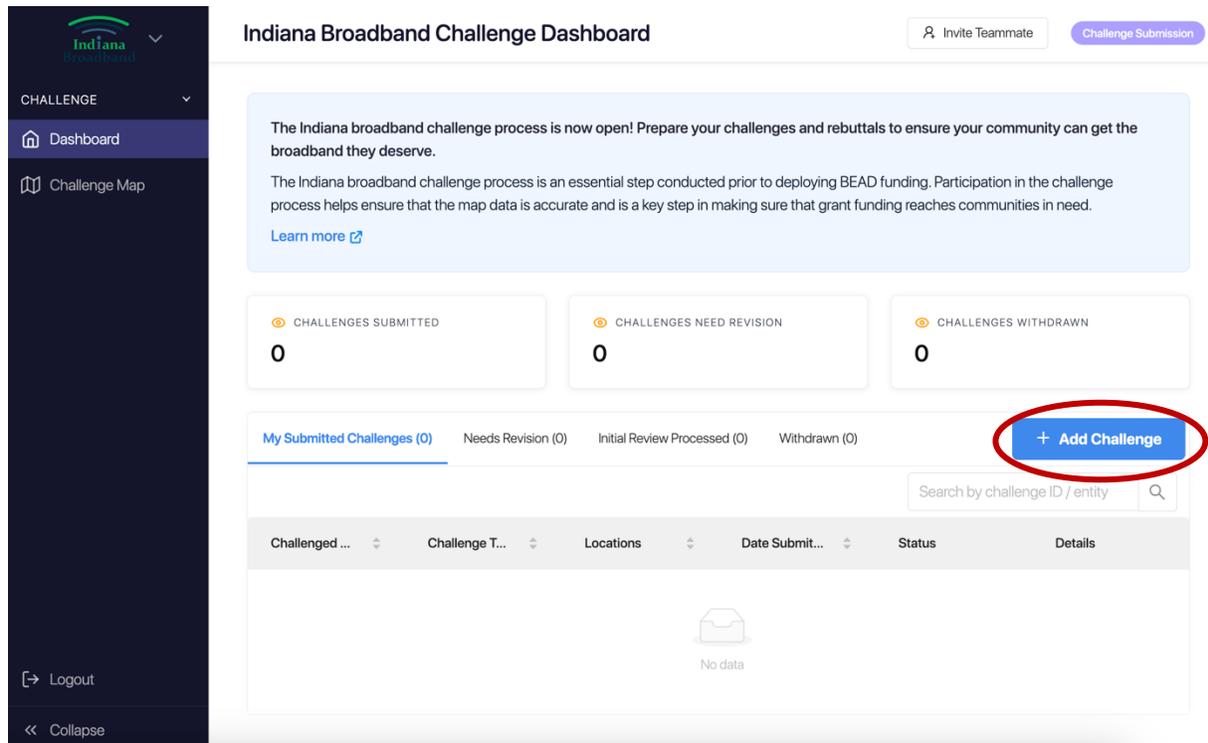
2. Select "Provider Service Level" challenge category and click the "Next" button.

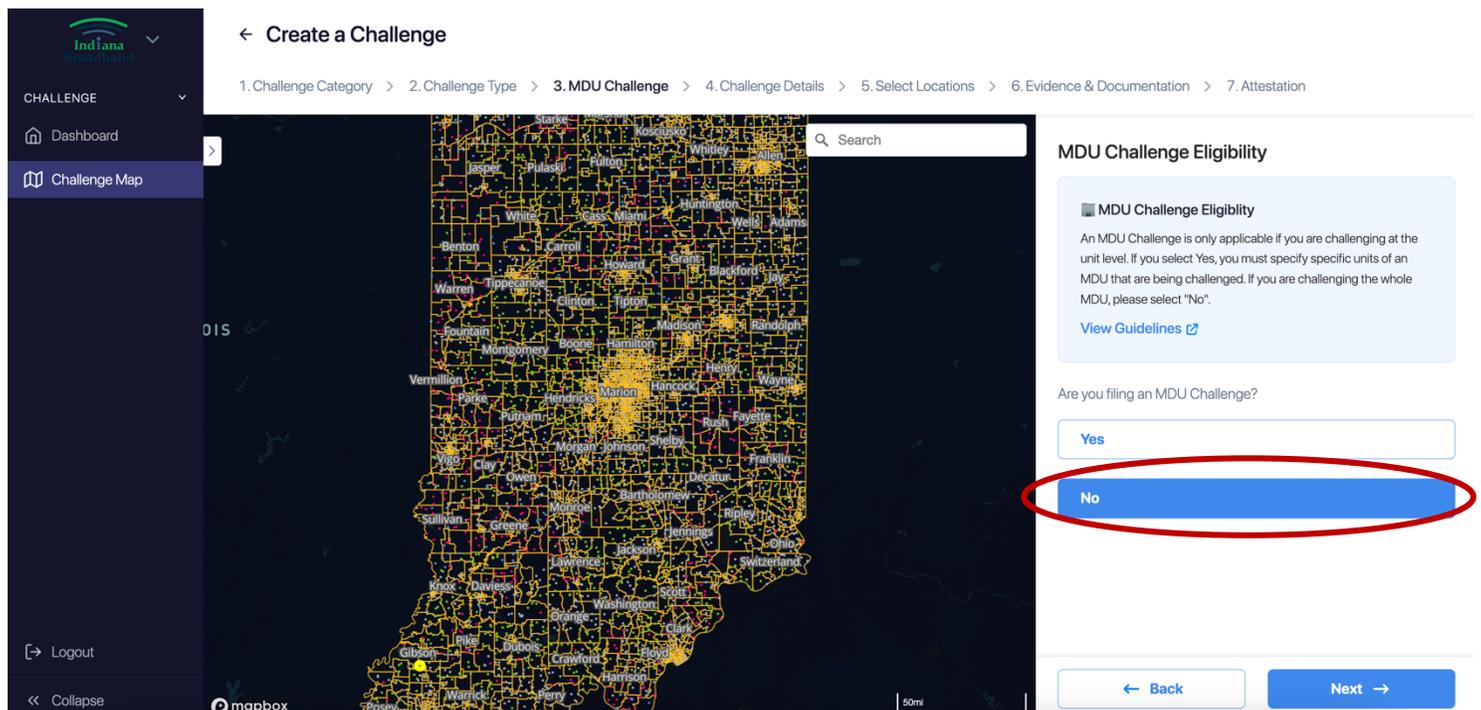3. Select "Speed" challenge type and click the "Next" button.

4. Select "No" on MDU challenge eligibility unless submitting a multi-dwelling unit challenge. Click the "Next" button.

5. Select the provider whose service you are challenging.
6. Select the technology type you are challenging and click the "Next" button.
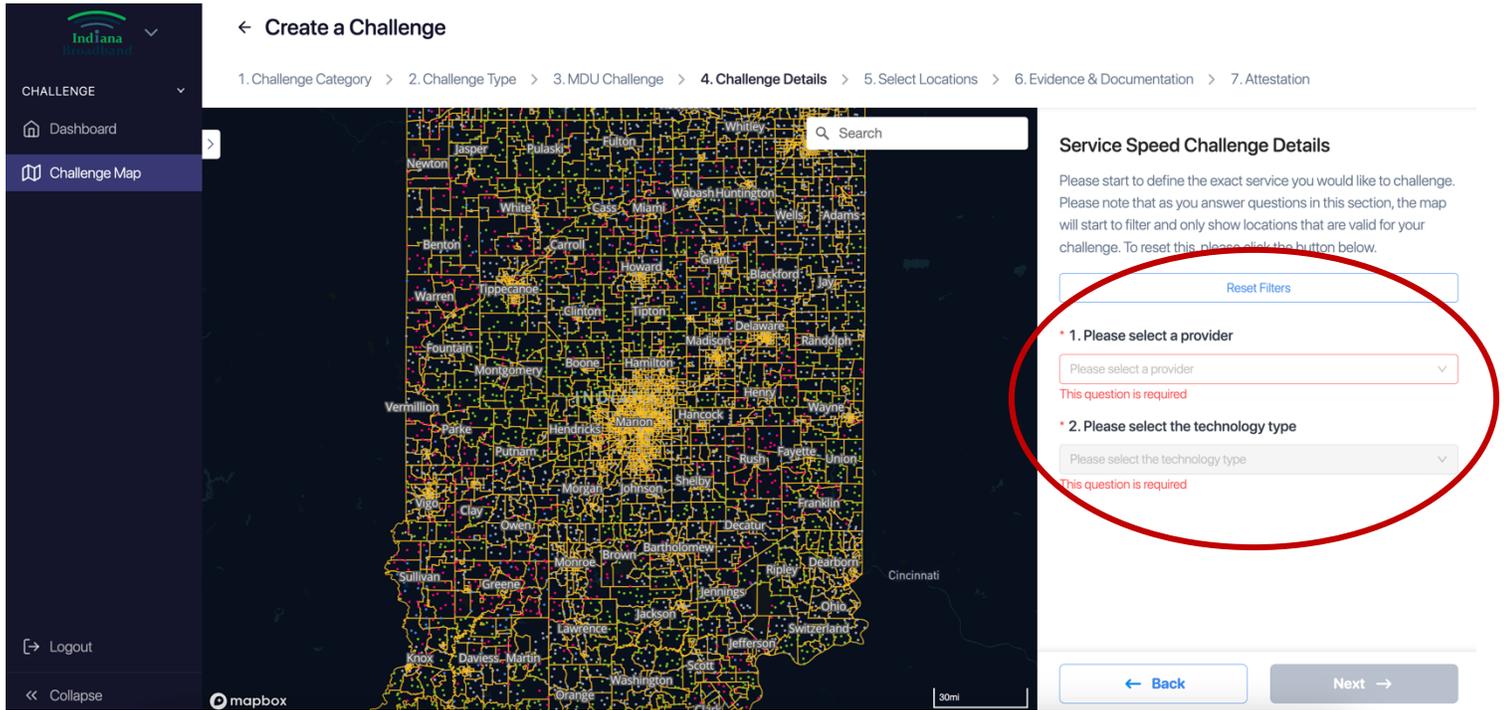
7. Add one or more locations to your challenge. You may choose one of two options for adding locations. The first is manually adding locations by finding them on the map or searching the address in the search bar.
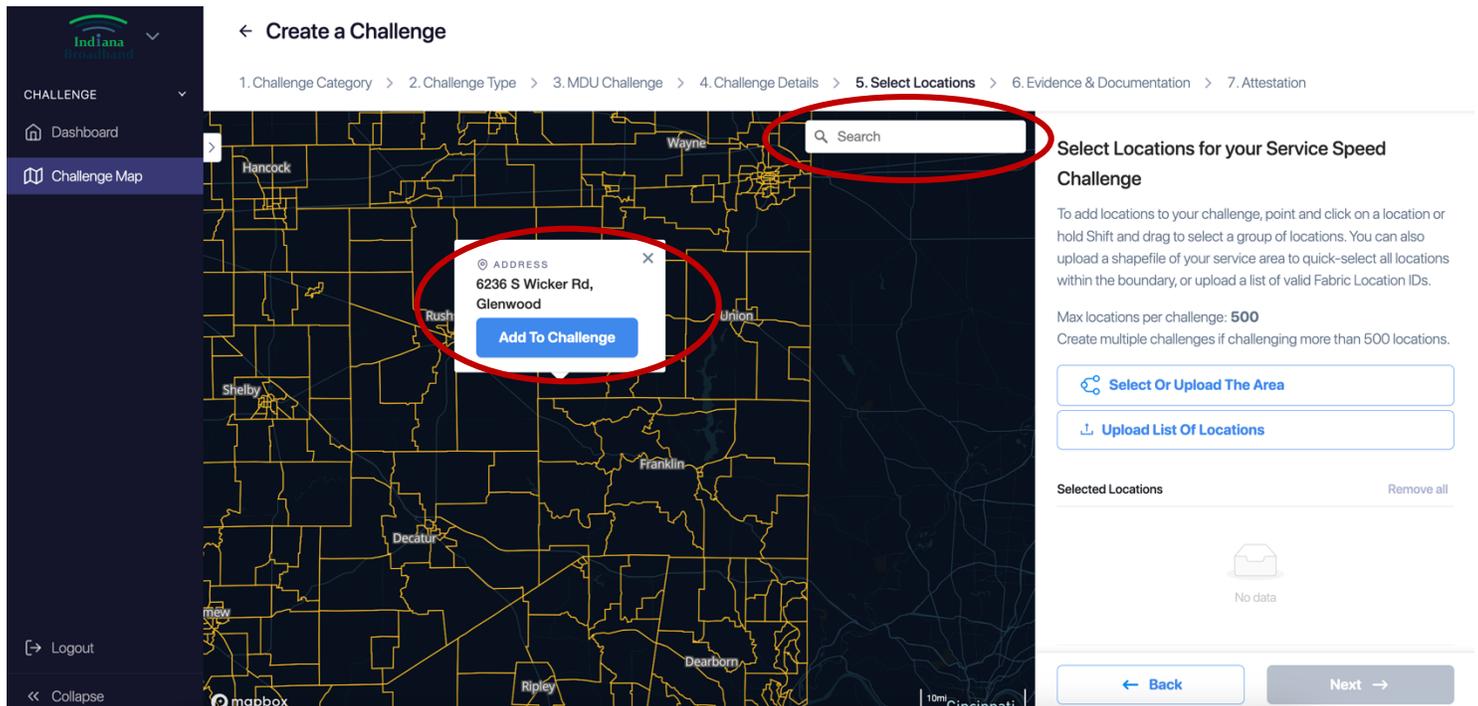
Your second option for adding locations is only applicable if you have a CostQuest license. If you have a CostQuest license, you may also upload a .csv file with the FCC Location ID of all locations you would like to add to your challenge.
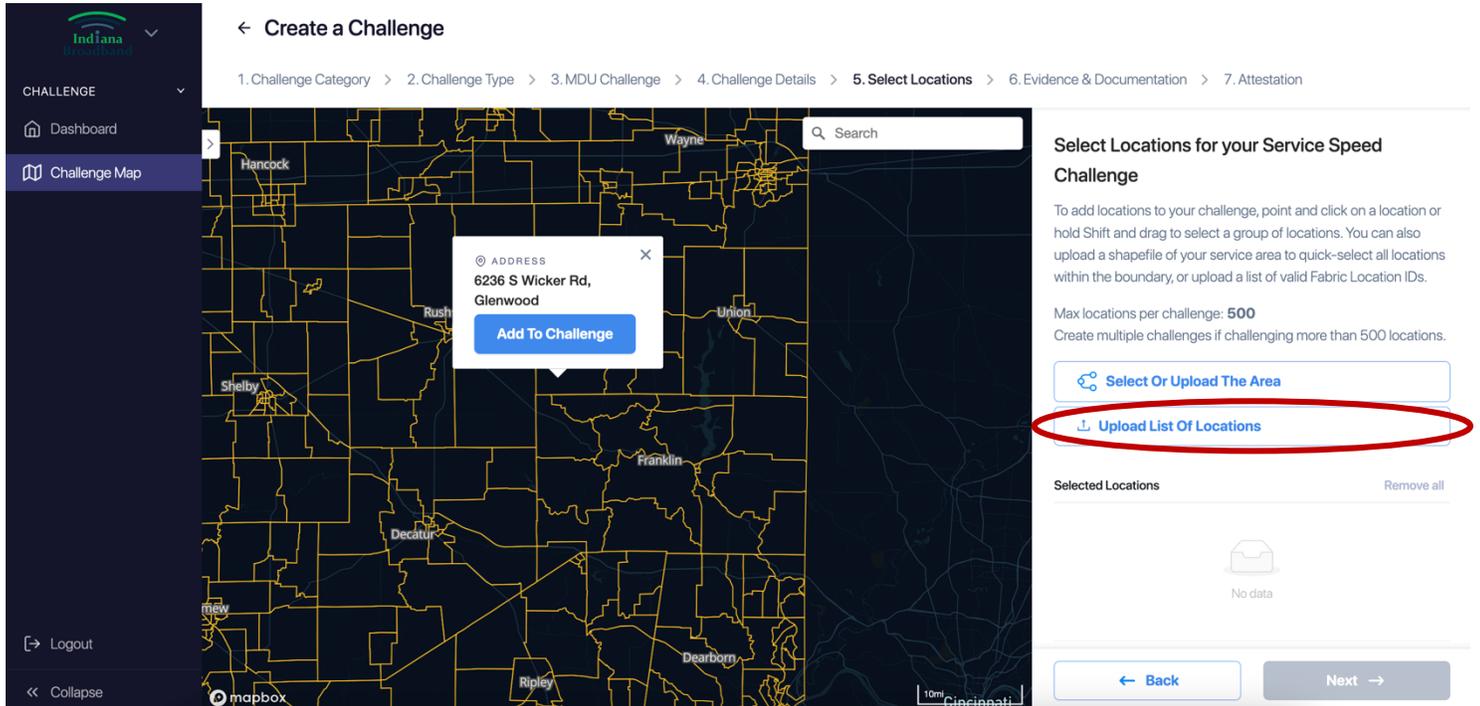
After you have selected or uploaded your locations, they will appear in the righthand side of the screen. After you confirm the locations you have selected, click the "Next" button.
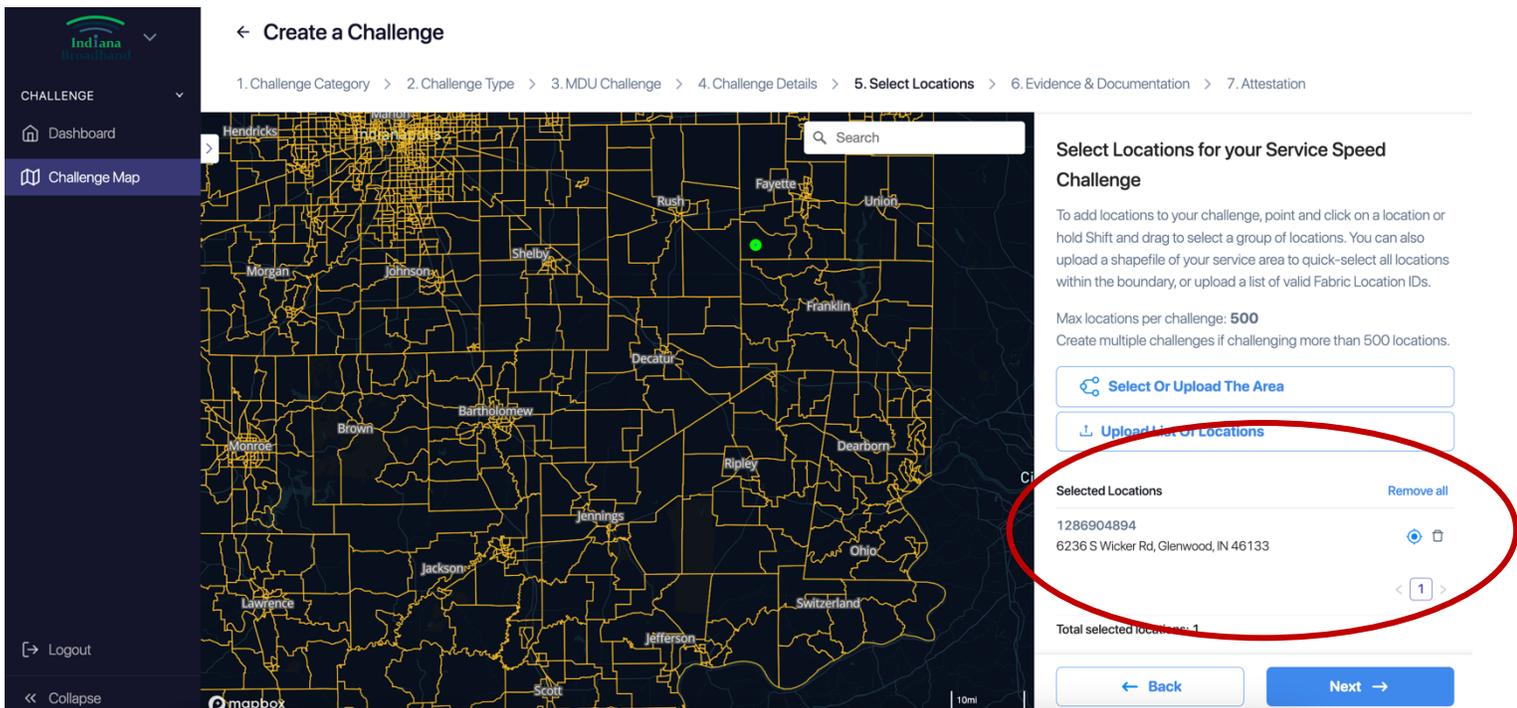
8. Download your evidence .csv file by clicking the "Download Evidence Spreadsheet" button. Complete the required fields for each location on your challenge. You will need to scroll on the right side of the screen to download your .csv. The text above the .csv download gives details for each field in the .csv.
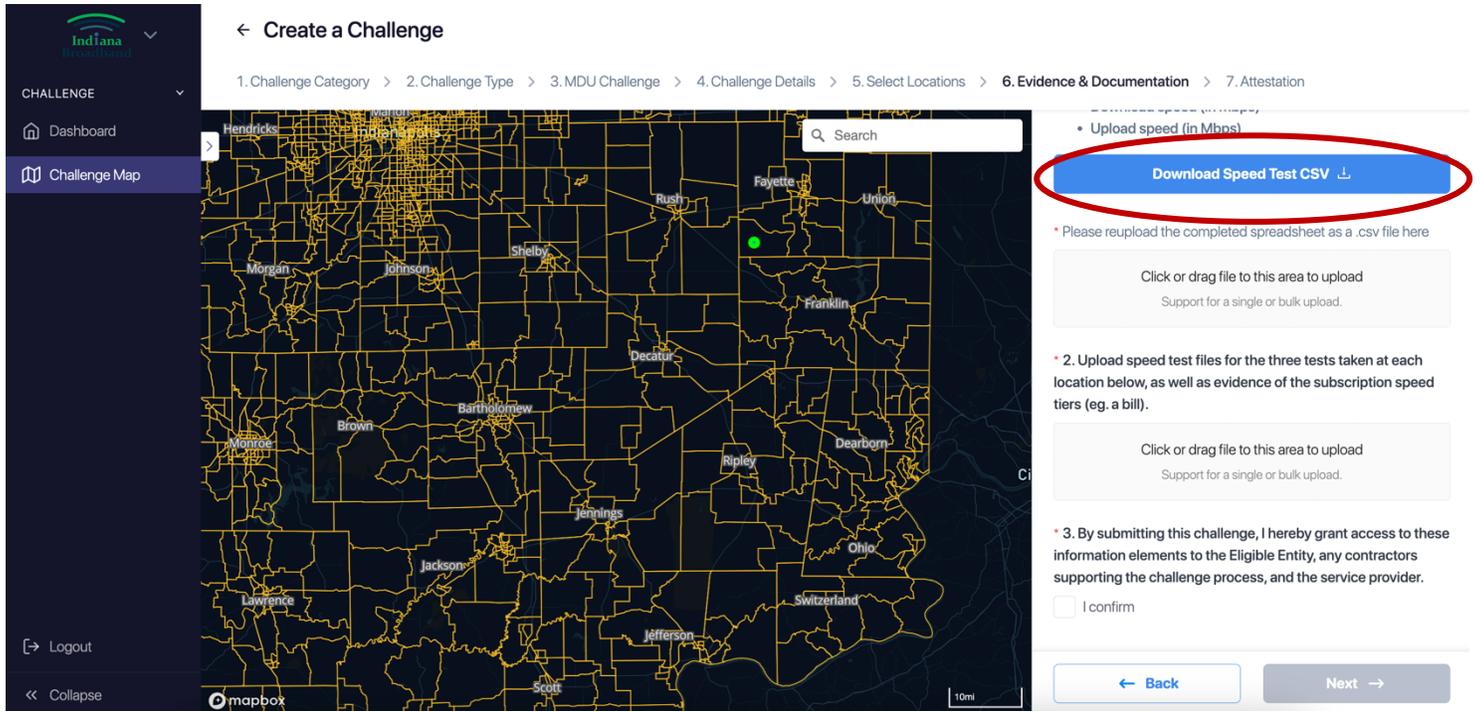

You can access the speed challenge .csv template on the Indiana Broadband Office website. The .csv will have pre-filled the FCC location ID for each address you added to your challenge. Each address will have three rows, one for each of the three speed tests. For each speed test at each location, you will need to provide the following information:

- The name of the speed test evidence file.
- The customer's name.
- The customer's address.
- The name of the speed tier certification file.
- The test method
  - If you used the ConnectingIndiana.com speed test, please input "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)."
- The test date.
- The test time.
- The IP address of the residential gateway.
- The download speed reported by the speed test.
- The upload speed reported by the speed test.

Below is a screenshot of a blank speed challenge evidence .csv file.

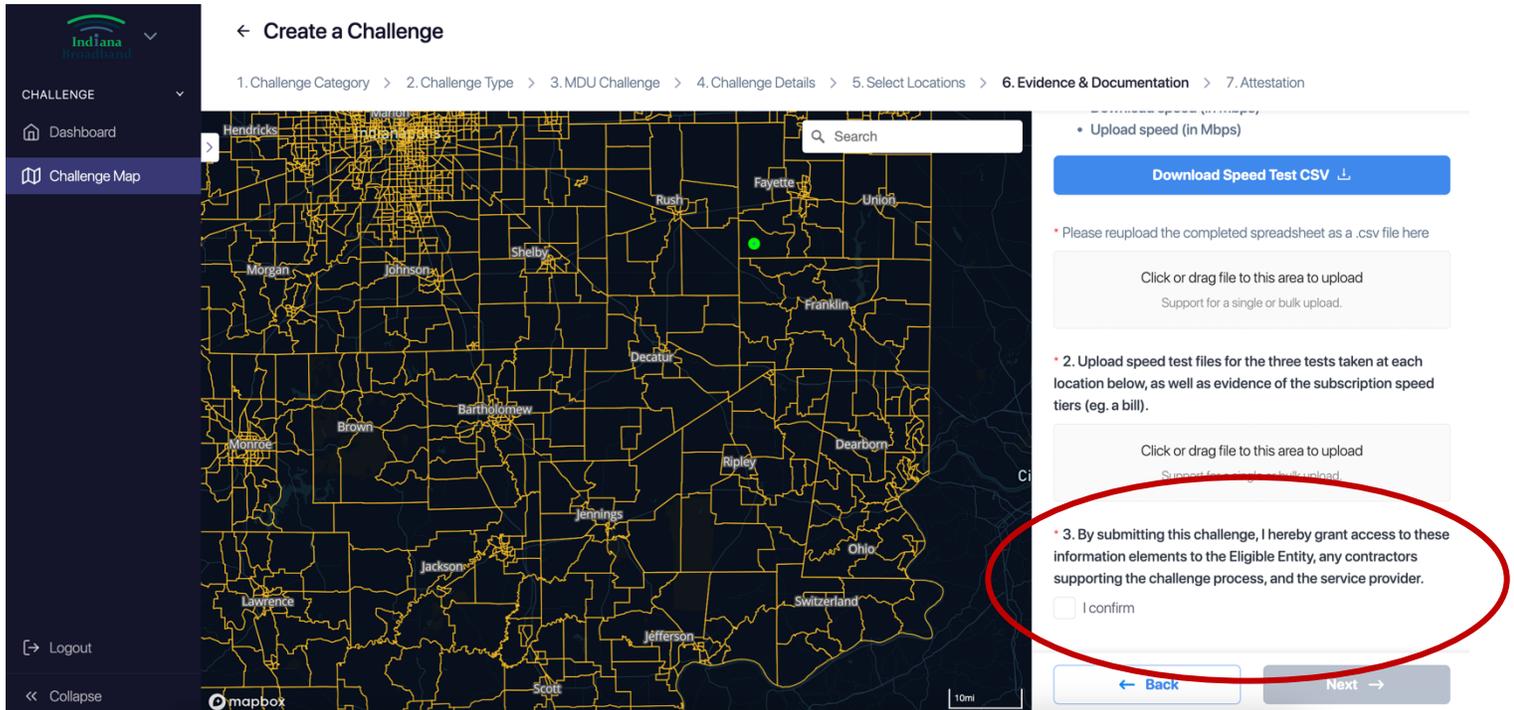|	A	B	C	D	E	F	G	H	I	J	K	L
1	location_id	test_number	speed_test_files	customer_name	customer_address	speed_tier_certification_files	test_method	date	time	ip_address	download_speed	upload_speed
2		1										
3		2										
4		3										
5												

9. After you have filled in the .csv file, reupload it immediately under the "Download Evidence Spreadsheet" button.
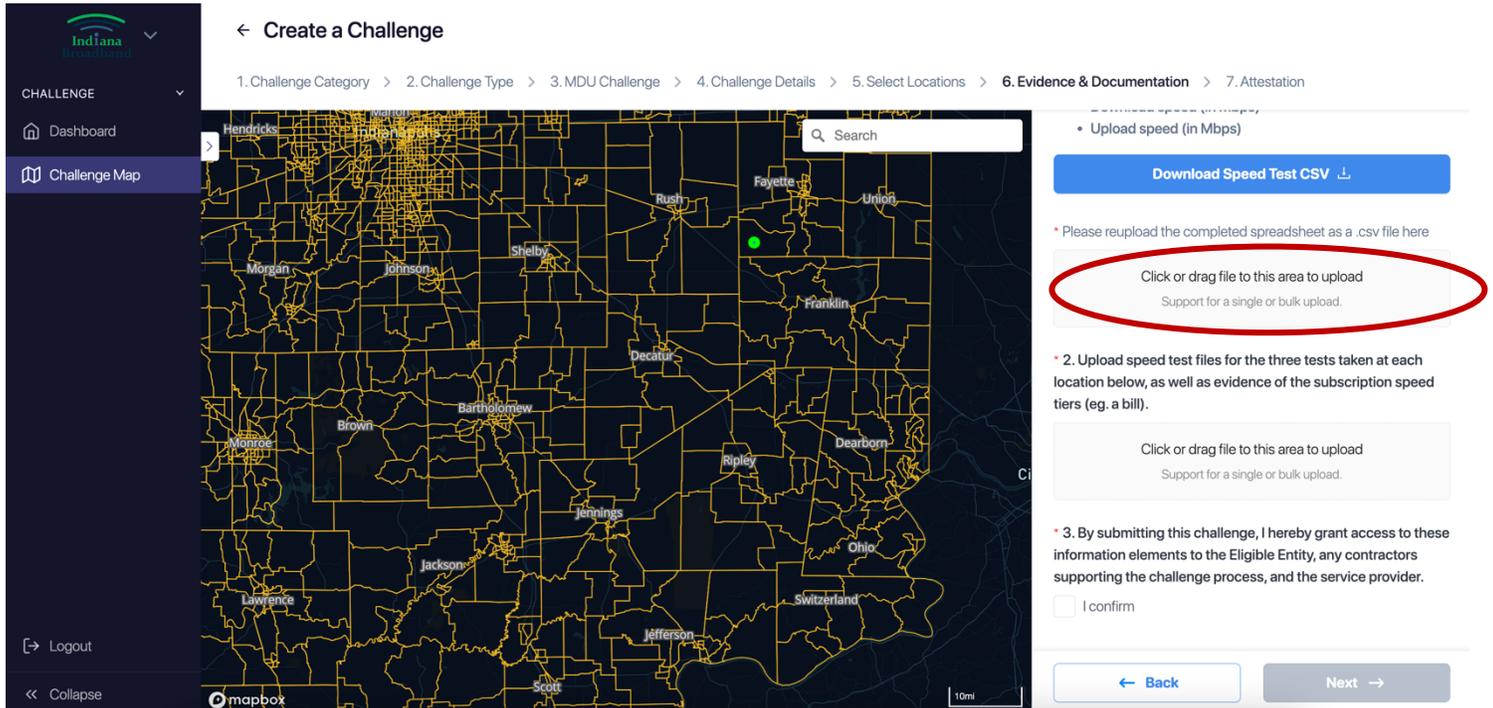
10. Upload the speed test and customer service tier certification files that substantiate your challenge for each location included in your challenge. You can do so by clicking or dragging files under the "Upload speed test files for the three tests taken at each location below, as well as evidence of the subscription speed tiers" header.
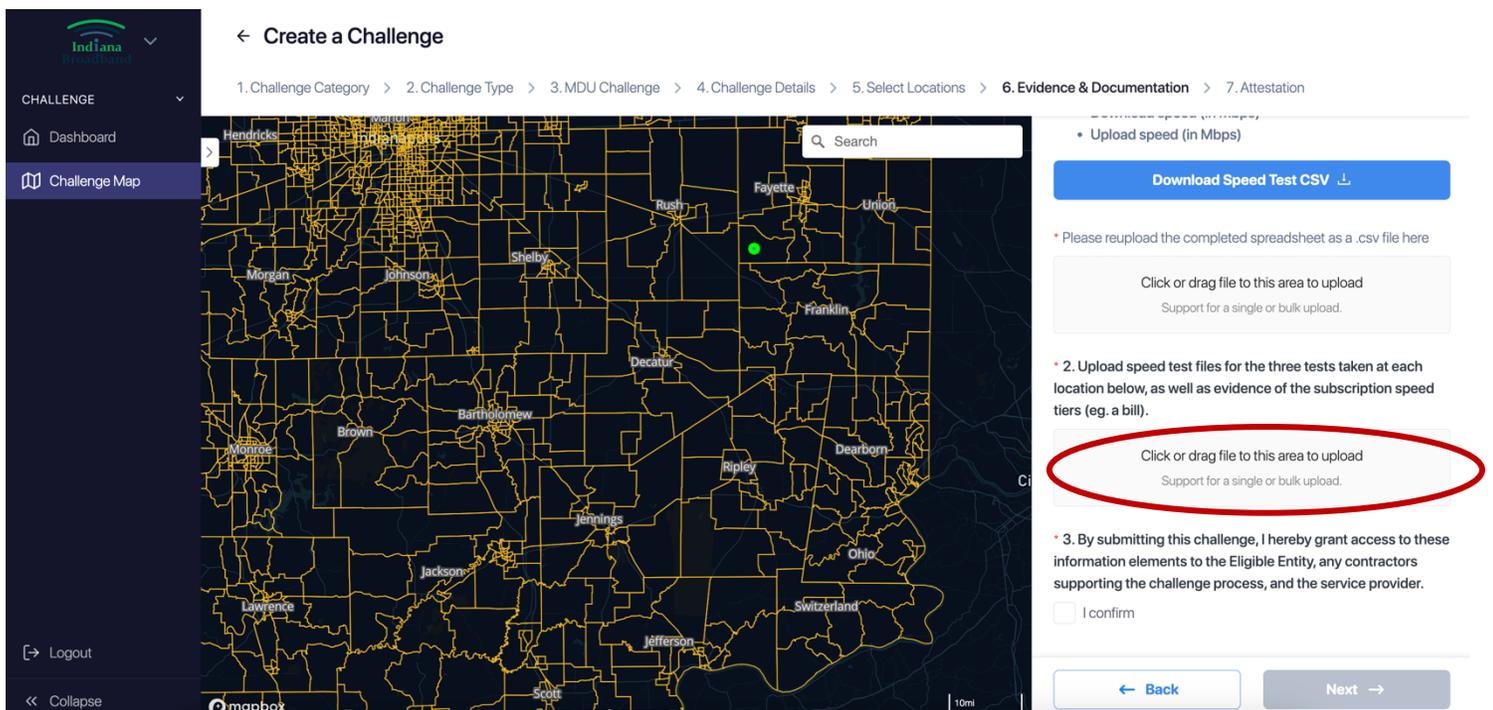
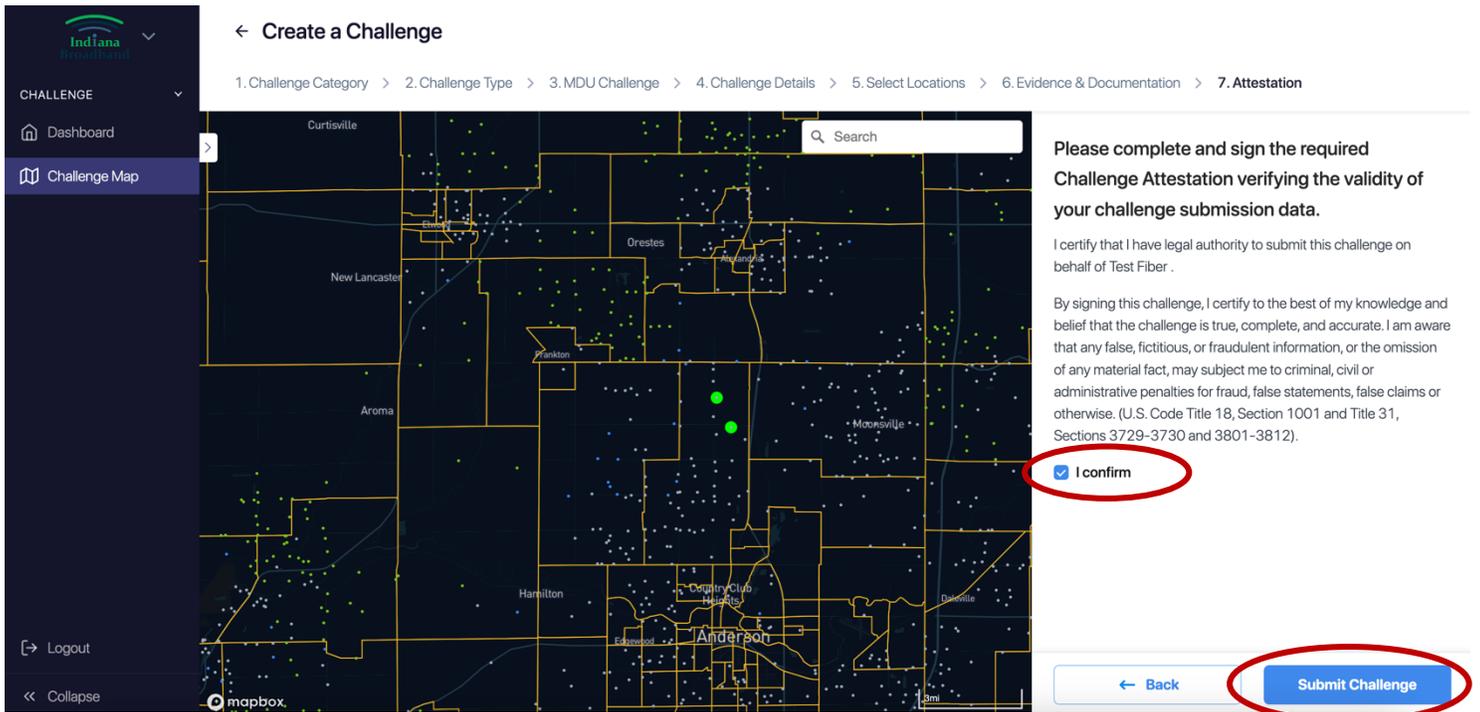11. Click the check box to grant the IBO, any contractors, and the service provider access to the uploaded data. This step is an NTIA requirement for the IBO to be able to use the speed test evidence. When finished, click the "Next" button.

12. Complete your attestation by clicking the checkbox "I confirm." Then, press the "Submit Challenge" button

After Submission

After every challenge is submitted, the Indiana Broadband Office will review the information submitted to confirm it meets the minimum level of evidence required for its challenge type. You can track the status of your submitted challenges and whether they have passed initial review on your main dashboard page. If a challenge you submit does not pass initial review, you will have an opportunity to make the needed revisions until the Challenge Phase is over on April 3, 2024.

Technical Assistance

The Indiana Broadband Office and its contractors can provide technical assistance to permissible challengers as they prepare their submissions. If you need help with the challenge portal or in putting together your .csv file, please contact the Indiana Broadband Office at IndianaBroadband@iot.in.gov.