

## 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*

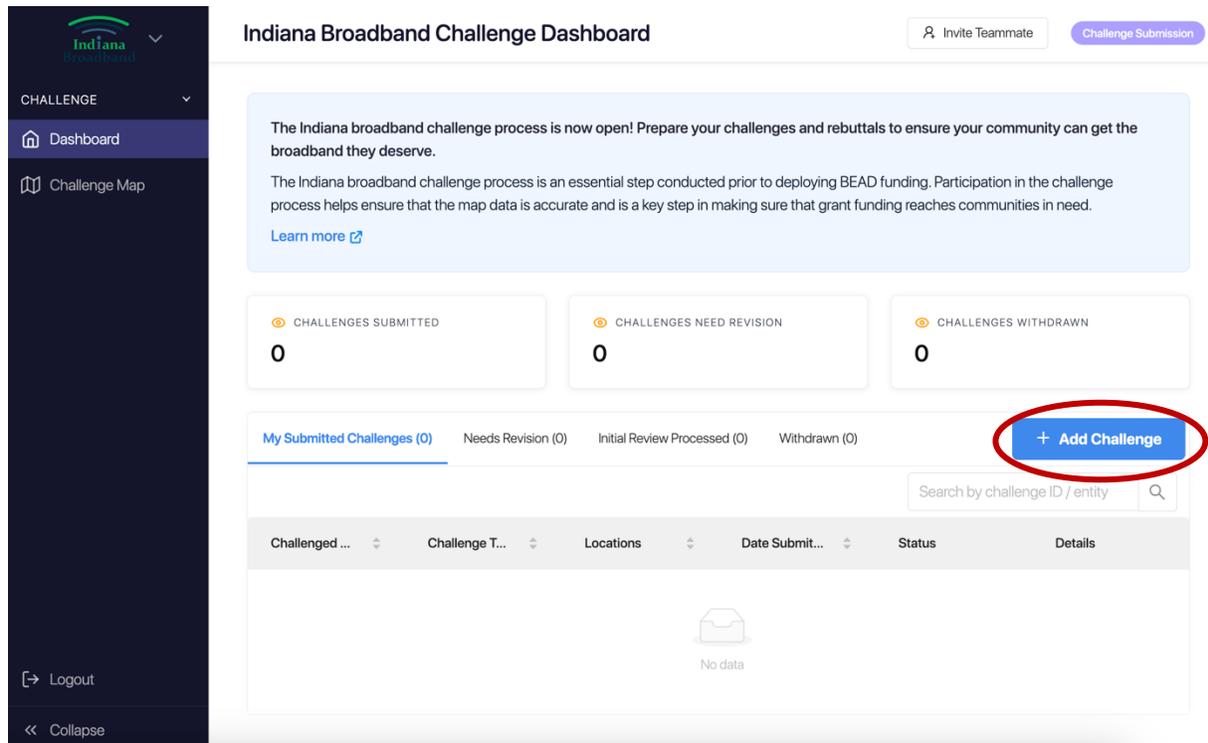
There are several pieces of evidence needed to substantiate a speed challenge. The first of these is three speed tests taken on three separate days that do not predate the challenge by more than 60 days. The Indiana Broadband Office encourages the public and permissible challengers to use the speed test on [ConnectingIndiana.com](http://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](http://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.

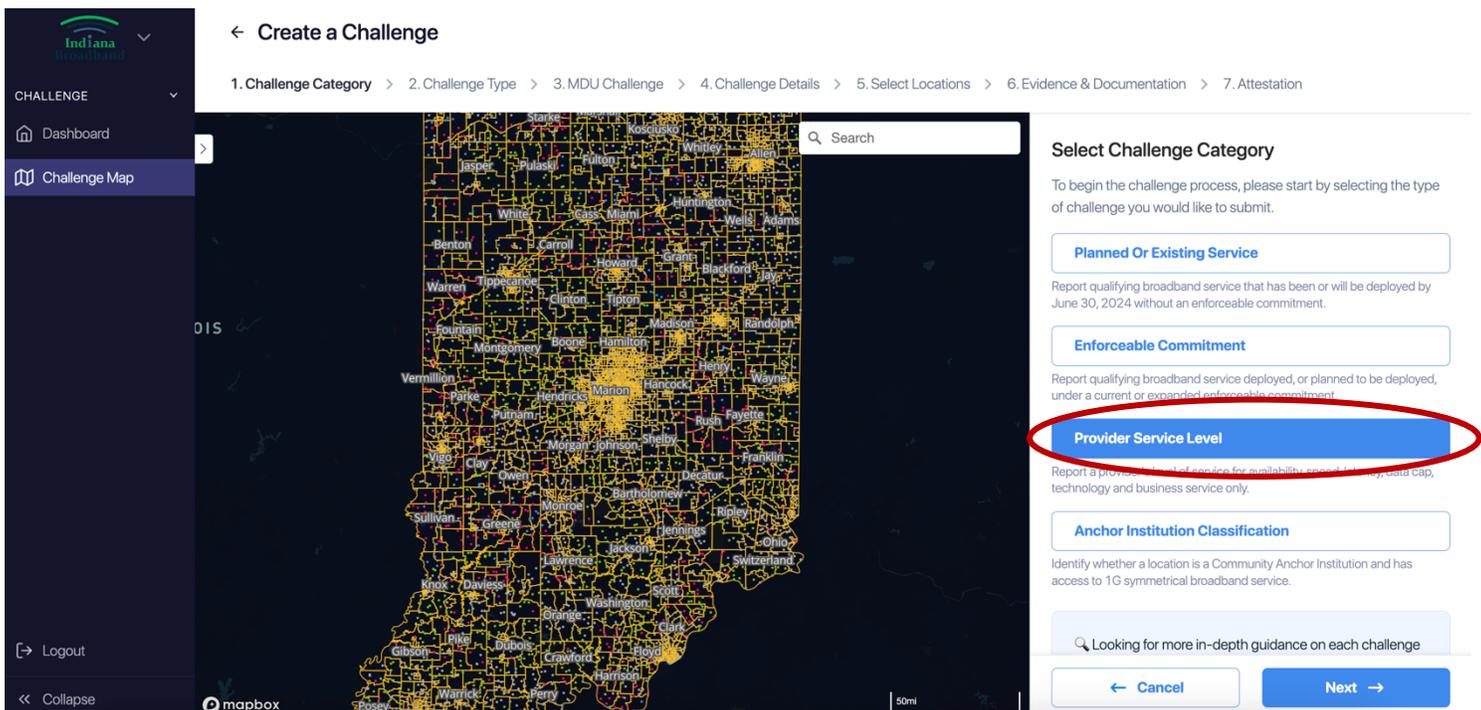
If you have any questions about what information must be gathered before submitting a speed challenge, please attend a virtual office hours sessions, hosted each Tuesday and Thursday from 2-3 PM, or contact the Indiana Broadband Office at [IndianaBroadband@iot.in.gov](mailto:IndianaBroadband@iot.in.gov).

## Submitting a Speed Challenge

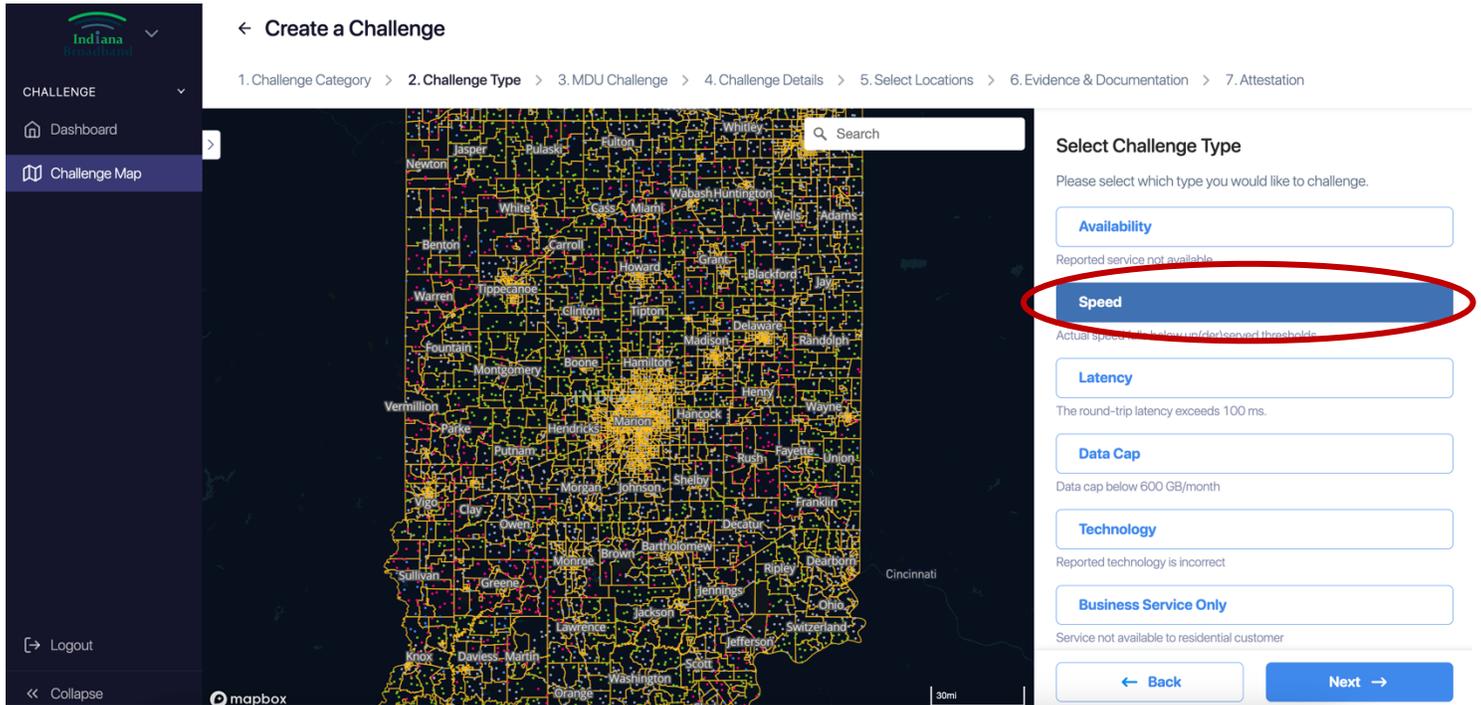
1. Click the “Add Challenge” button.



2. Select “Provider Service Level” challenge category and click the “Next” button.



3. Select “Speed” challenge type and click the “Next” button.

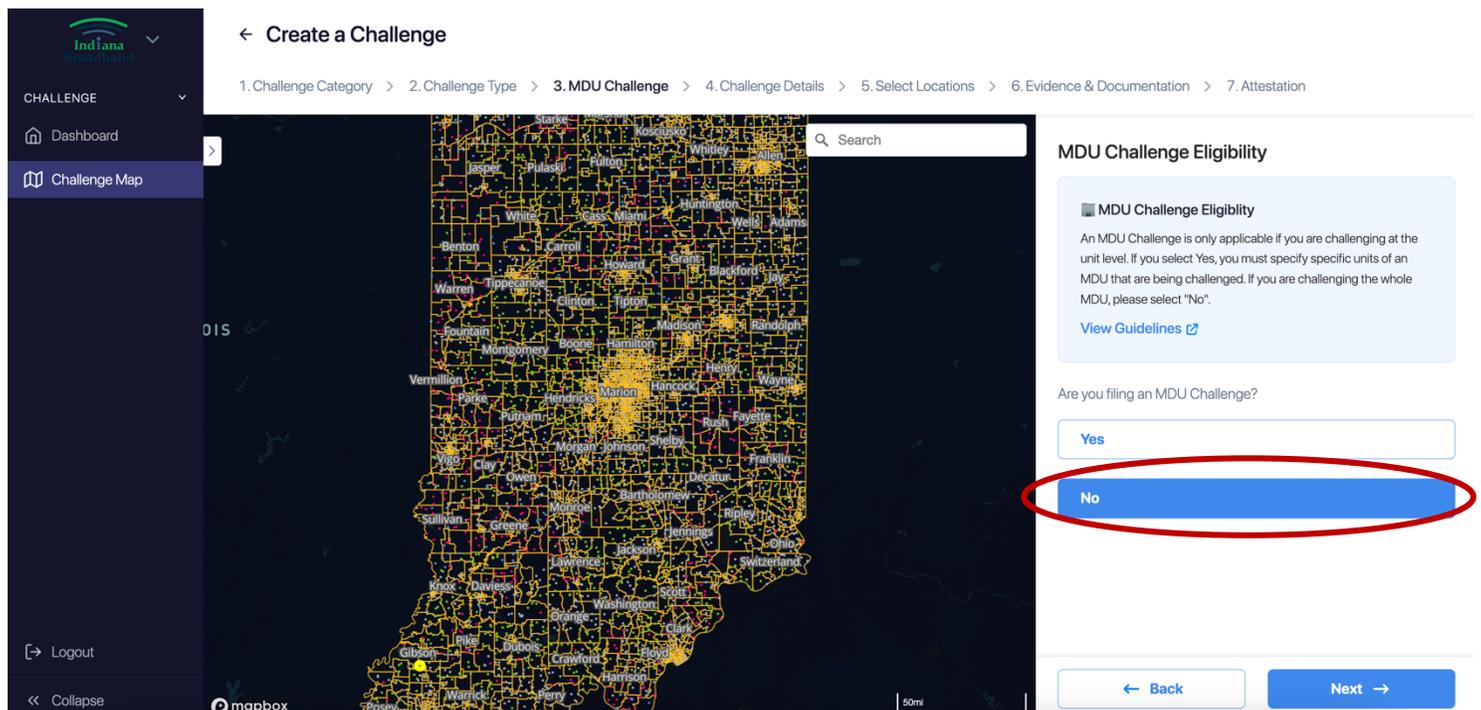


The screenshot shows the 'Create a Challenge' interface. The breadcrumb trail is: 1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation. The 'Select Challenge Type' section is active, with the following options:

- Availability**: Reported service not available.
- Speed**: Actual speed is below provided service thresholds. (This option is circled in red.)
- Latency**: The round-trip latency exceeds 100 ms.
- Data Cap**: Data cap below 600 GB/month.
- Technology**: Reported technology is incorrect.
- Business Service Only**: Service not available to residential customer.

Navigation buttons: Back (left arrow), Next (right arrow).

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



The screenshot shows the 'Create a Challenge' interface. The breadcrumb trail is: 1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation. The 'MDU Challenge Eligibility' section is active, with the following content:

**MDU Challenge Eligibility**

MDU Challenge Eligibility

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".

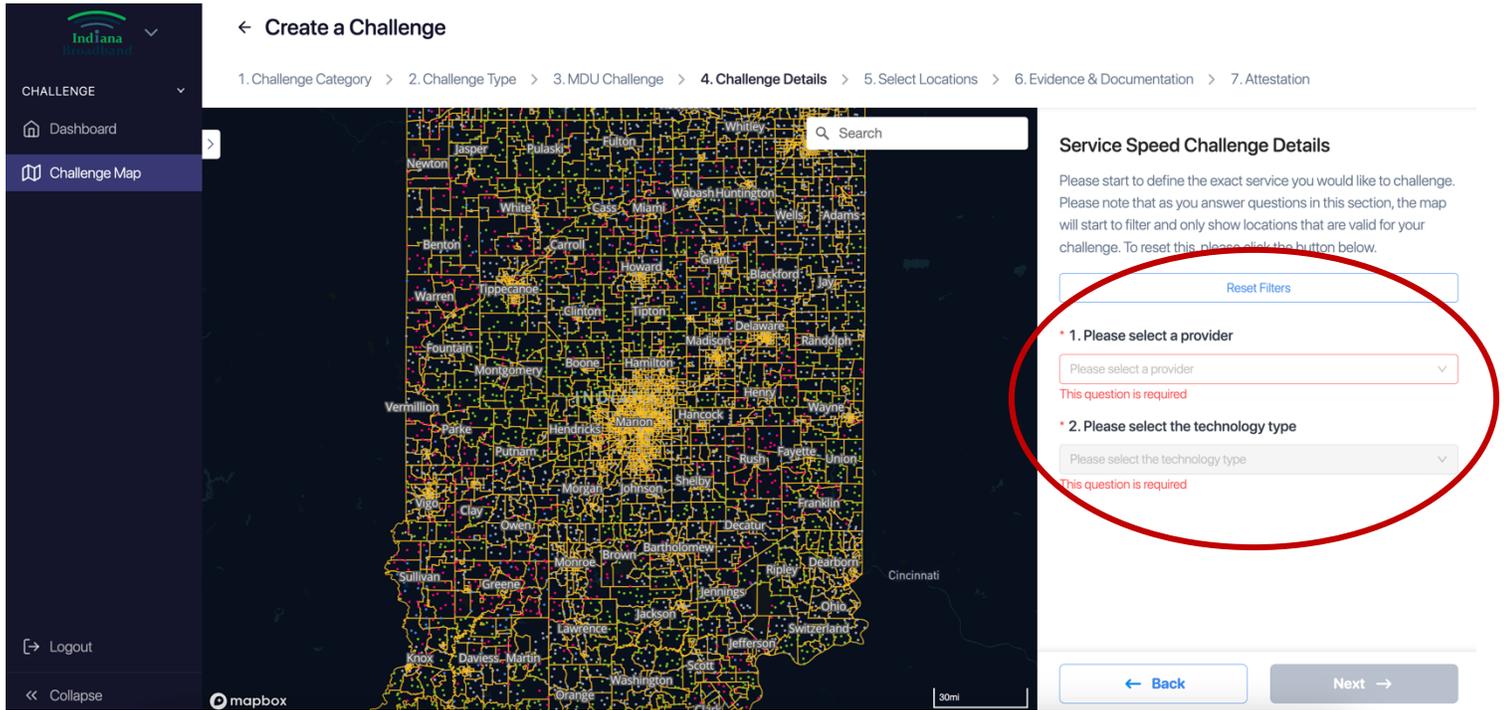
[View Guidelines](#)

Are you filing an MDU Challenge?

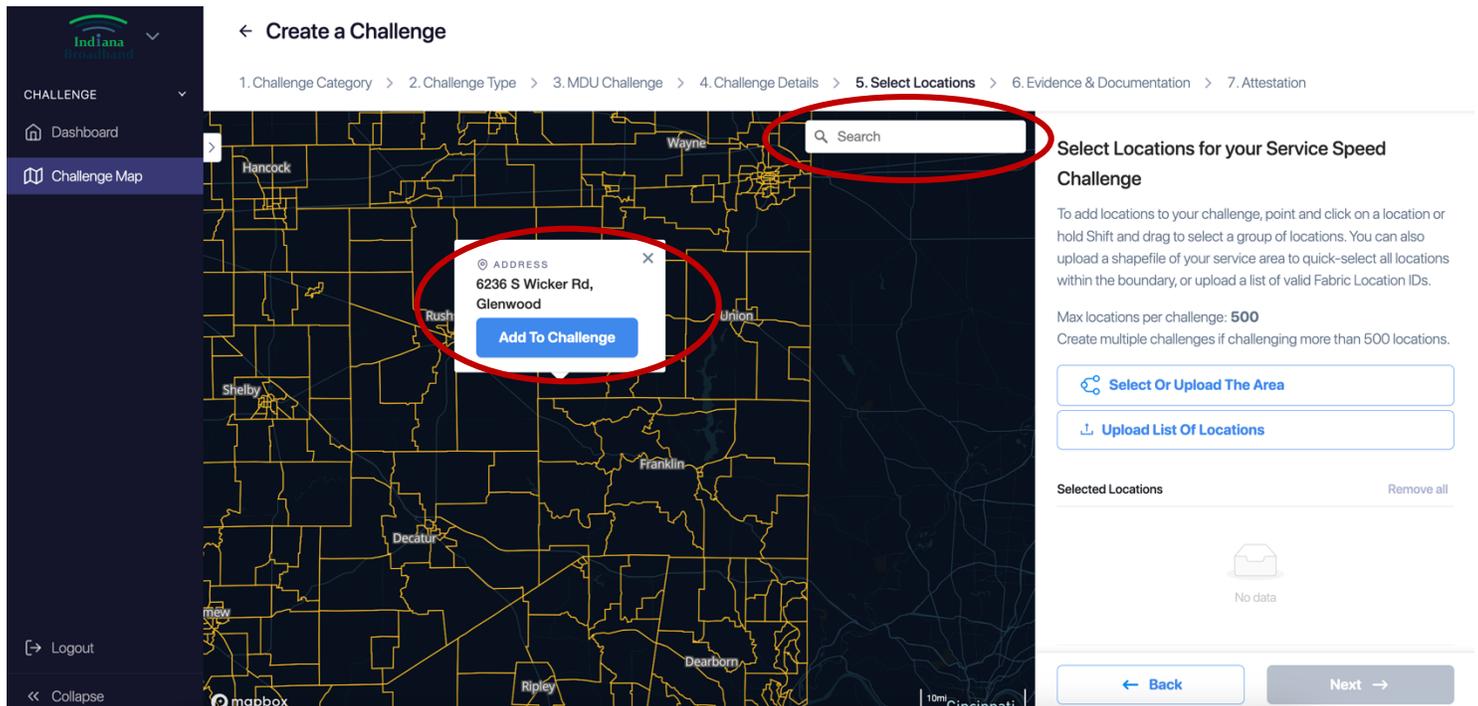
- Yes**
- No** (This option is circled in red.)

Navigation buttons: Back (left arrow), Next (right arrow).

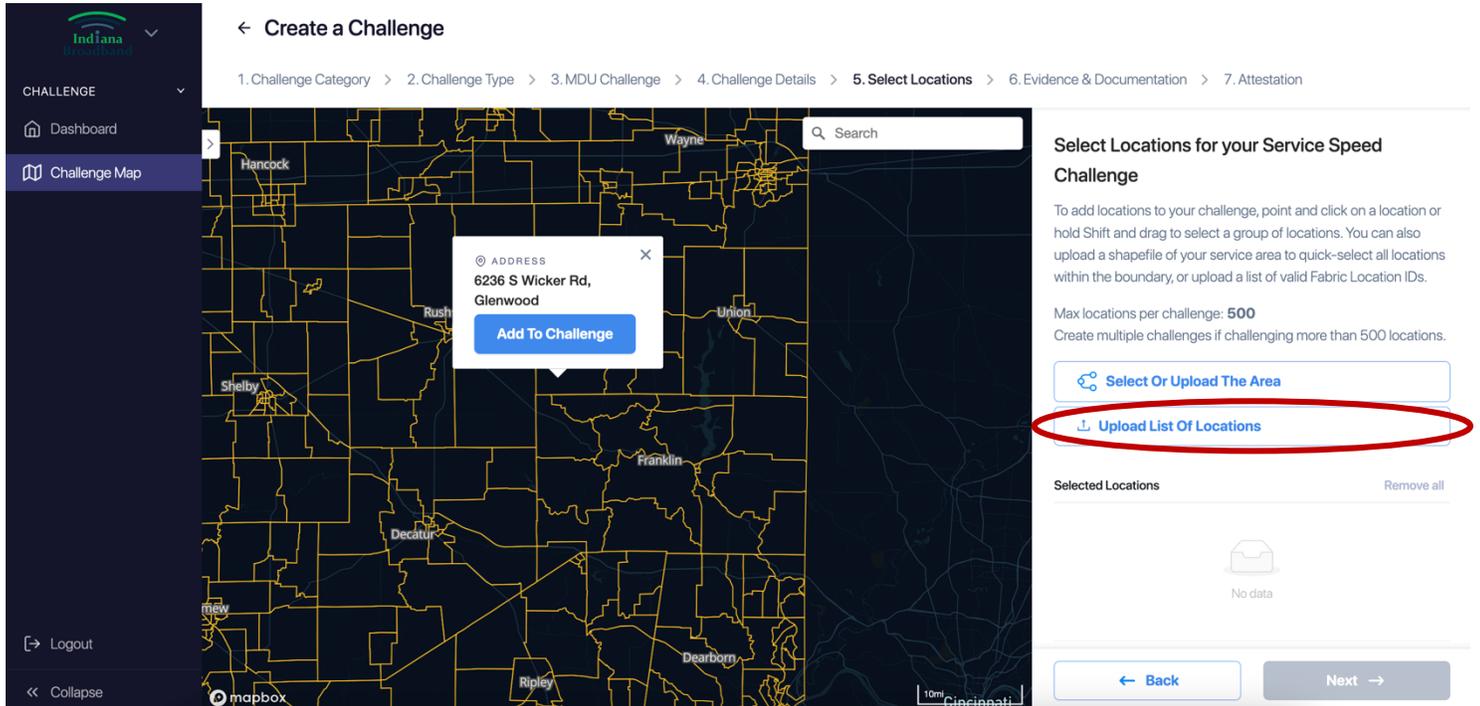
5. Select the provider whose service you are challenging.
6. Select the technology type you are challenging and click the “Next” button.



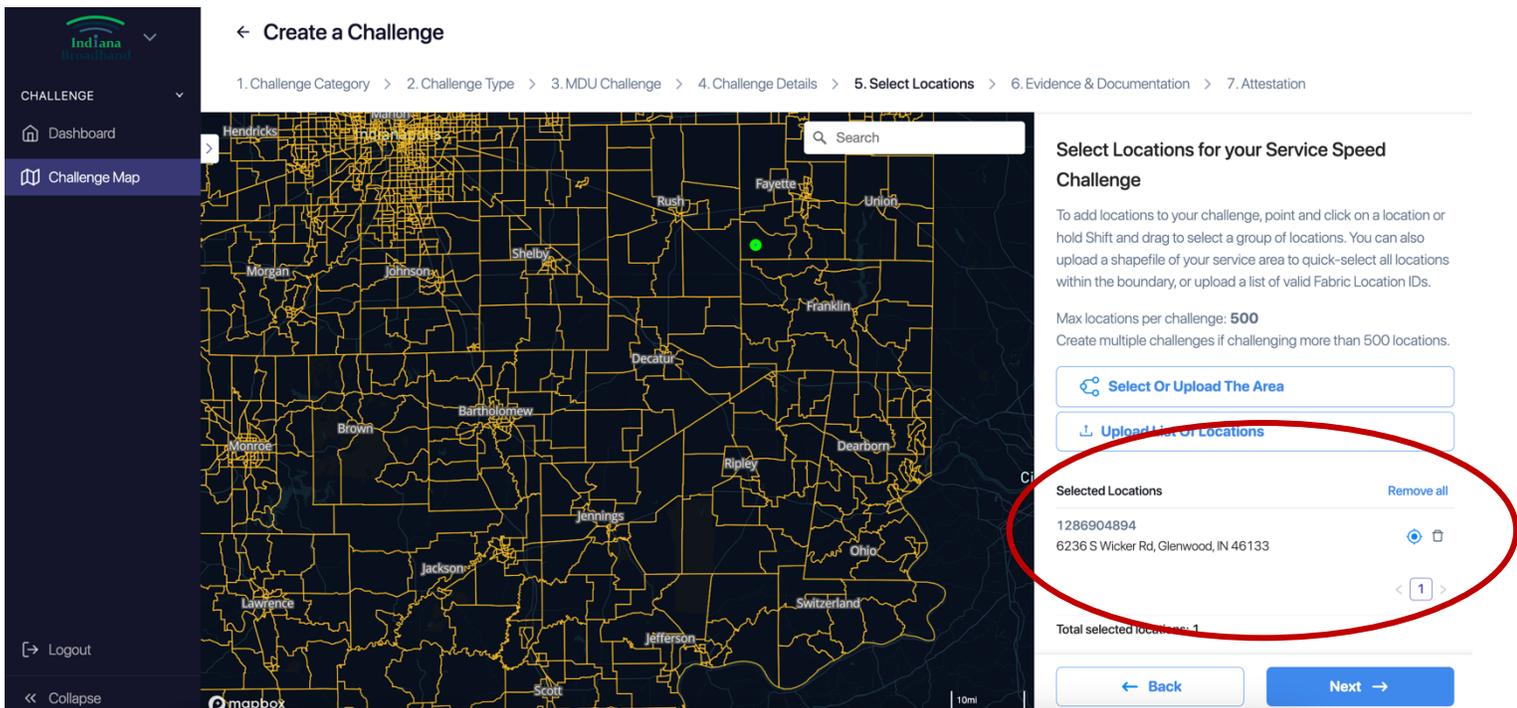
7. Add one or more locations to your challenge. You may choose one of two options for adding locations. The first is manually adding locations by finding them on the map or searching the address in the search bar.



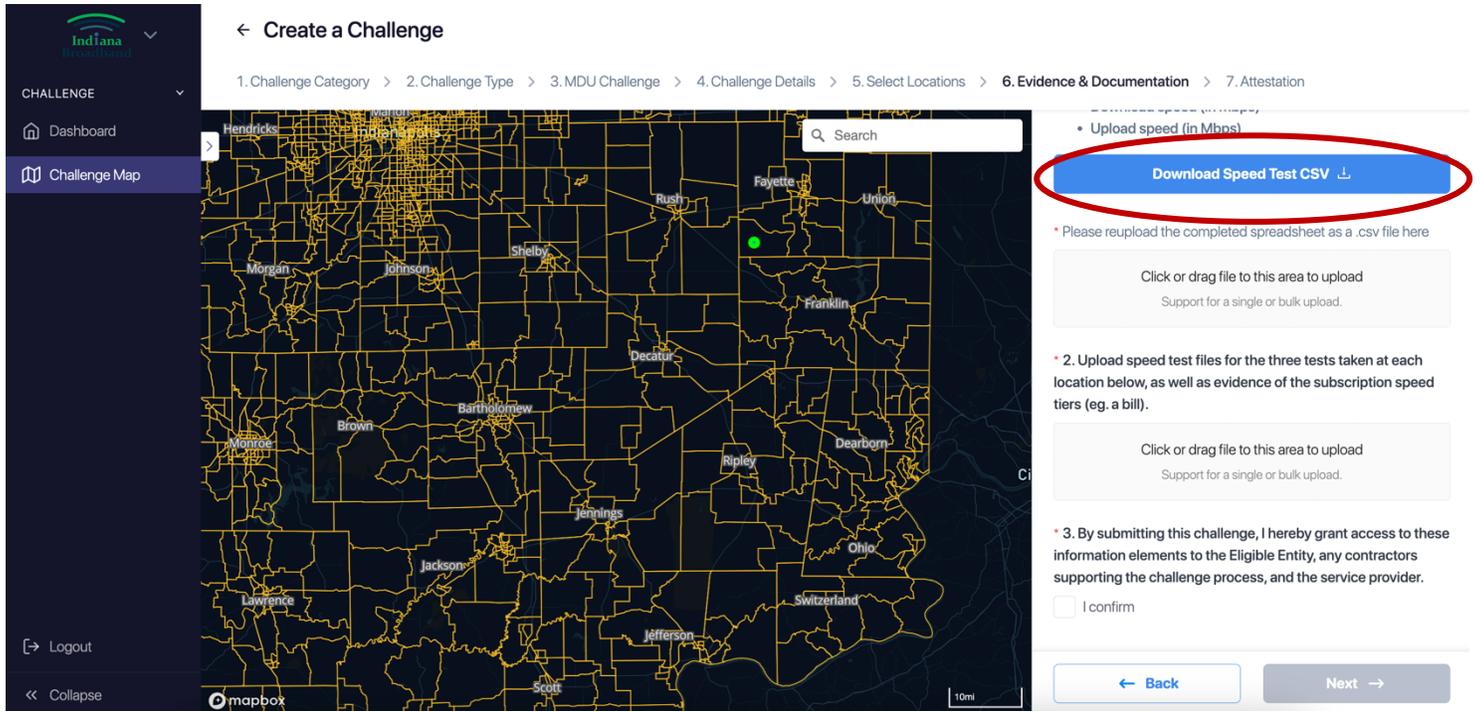
Your second option for adding locations is only applicable if you have a CostQuest license. If you have a CostQuest license, you may also upload a .csv file with the FCC Location ID of all locations you would like to add to your challenge.



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.



- 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.



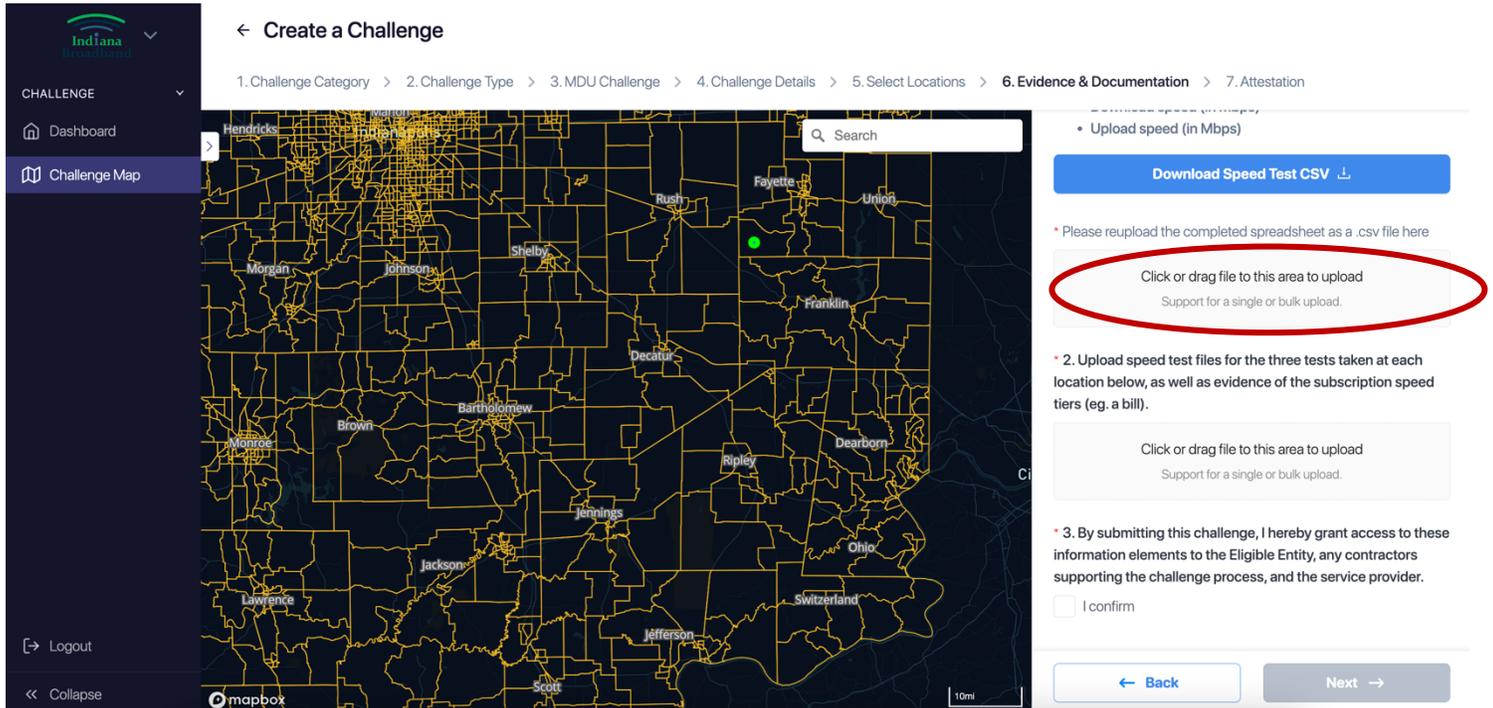
You can access the speed challenge .csv template on the Indiana Broadband Office website. The .csv will have pre-filled the FCC location ID for each address you added to your challenge. Each address will have three rows, one for each of the three speed tests. For each speed test at each location, you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

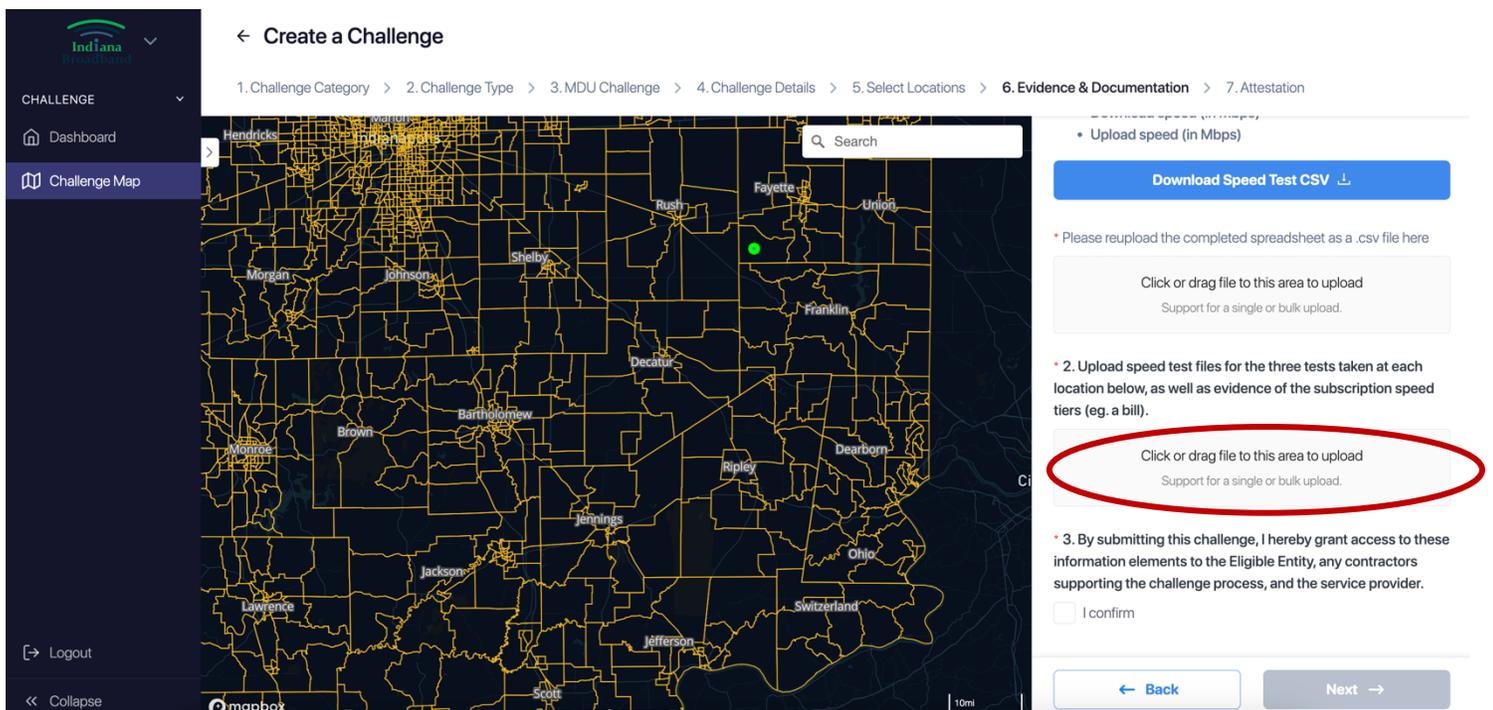
Below is a screenshot of a blank speed challenge evidence .csv file.

	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												

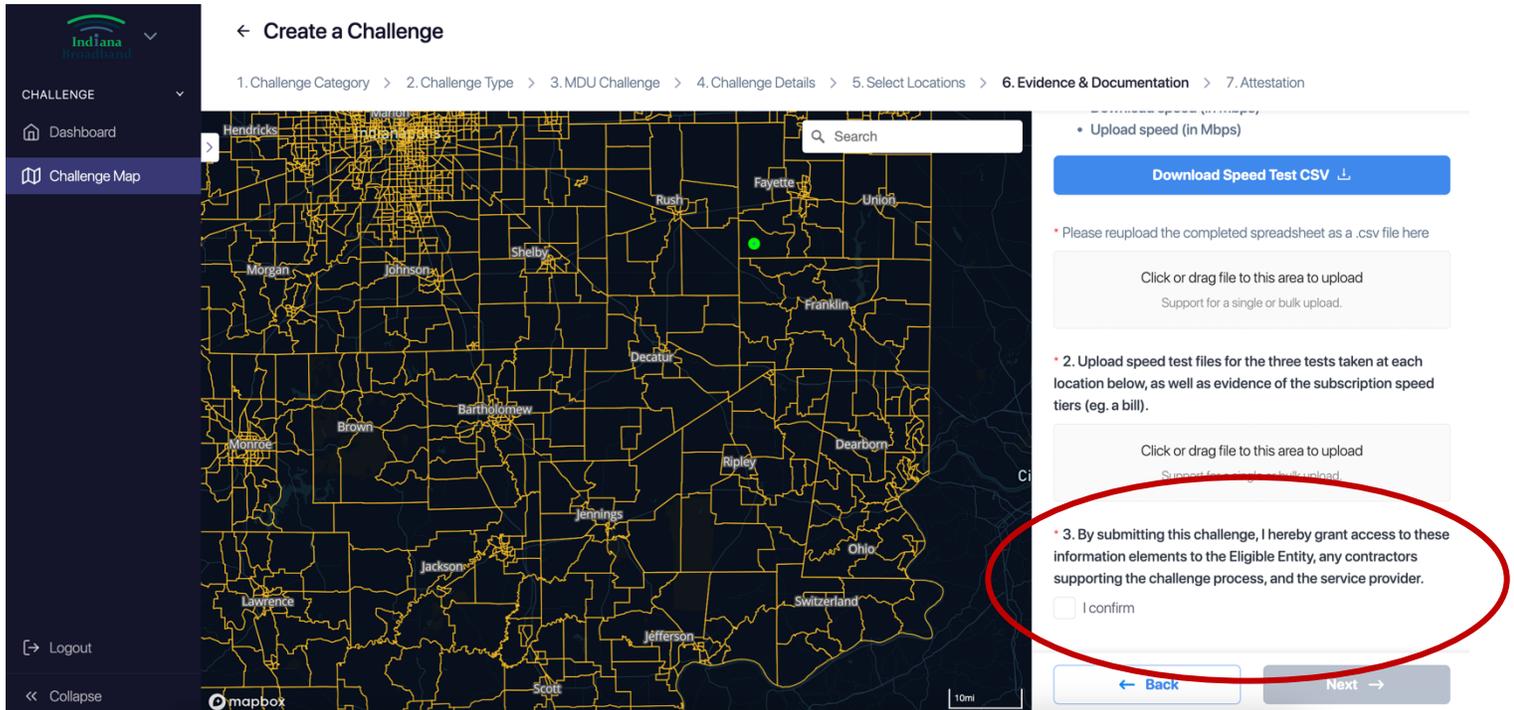
9. After you have filled in the .csv file, reupload it immediately under the “Download Evidence Spreadsheet” button.



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.



← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation

• Upload speed (in Mbps)

[Download Speed Test CSV](#)

\* Please reupload the completed spreadsheet as a .csv file here

Click or drag file to this area to upload  
Support for a single or bulk upload.

\* 2. Upload speed test files for the three tests taken at each location below, as well as evidence of the subscription speed tiers (eg. a bill).

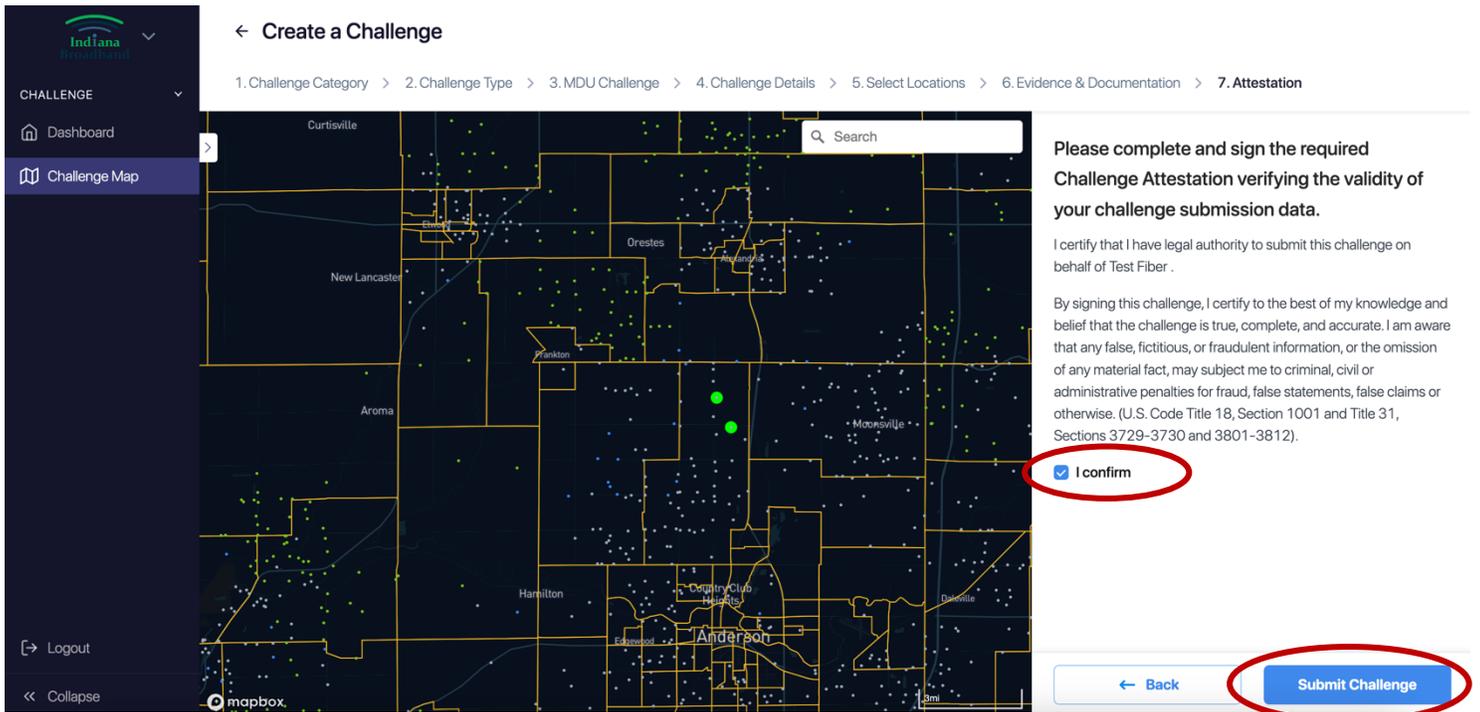
Click or drag file to this area to upload  
Support for a single or bulk upload.

\* 3. By submitting this challenge, I hereby grant access to these information elements to the Eligible Entity, any contractors supporting the challenge process, and the service provider.

I confirm

[← Back](#) [Next →](#)

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



← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation

**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 Test Fiber .

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](#)



### **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](mailto:IndianaBroadband@iot.in.gov).