

Availability Challenge Guide

Availability Challenge Overview

A permissible challenge should submit an availability challenge when the broadband service identified in Indiana's data does not accurately reflect the actual service offered at that location. For example, you may submit an availability challenge if Indiana's current data shows an address as having 100/20 service, but that level of service is not offered by any provider at that location.

Preparing for an Availability Challenge

Before submitting an availability challenge, you will need to prepare the following information for each location being challenged:

1. Address.
2. Specific reason the service is not available.
3. Provider.
4. Technology type.
5. Evidence for the challenge.
6. The date on which the evidence was gathered.

Reason Codes

When submitting an availability challenge, you will be asked to select a specific reason the service is not available. You can select from the following reasons:

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service at the agreed-upon time.
- Provider requested more than the standard installation fee to connect the location.
- Provider denied the request for service.
- Provider does not offer the technology entered above at this location.
- Provider does not offer the speed(s) shown on the Broadband Map for purchase at this location.
- No wireless signal is available at this location.
- New, non-standard equipment had to be constructed at this location.

Evidence

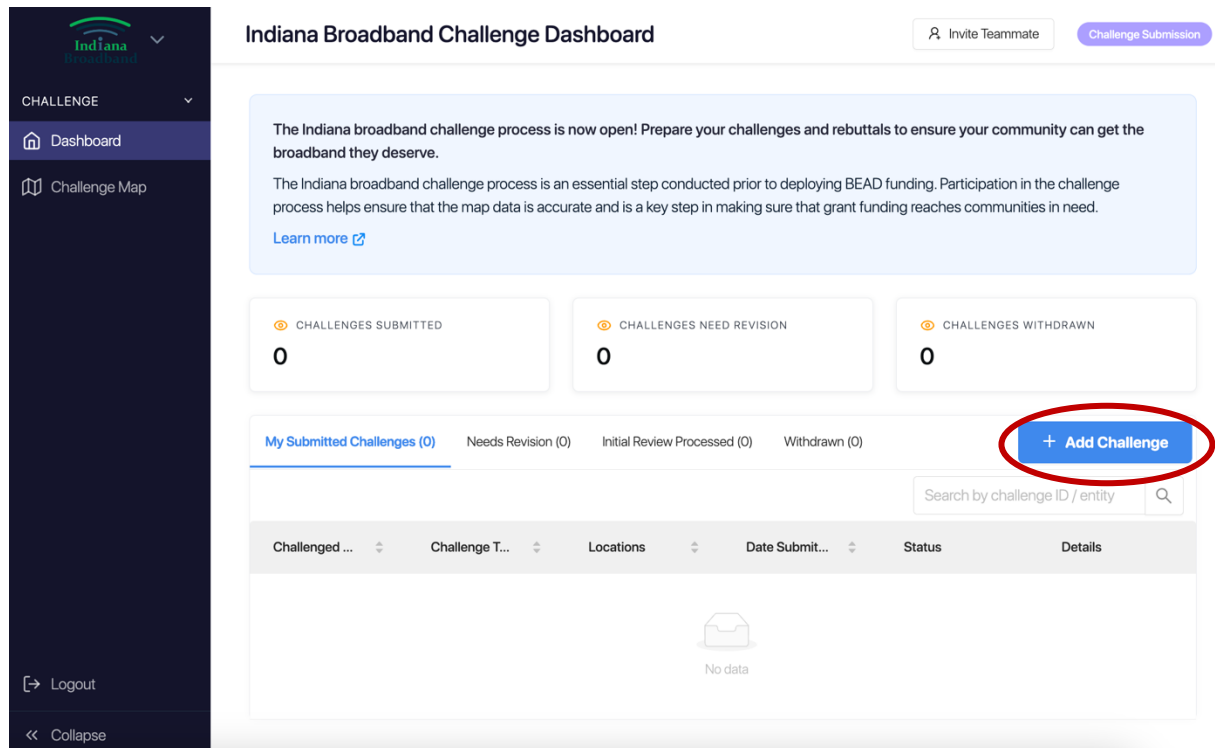
You can submit several different types of evidence to substantiate your availability challenge. The evidence must back up the reason code selected and show that the challenged service is not available at the location. Example piece of evidence may include:

- Screenshot of a provider website.
- A refused service request, either via email or letter.
- A letter or email showing that the provider failed to schedule a service installation.
- A letter or email showing that the provider requested more than the standard installation fee for the location.

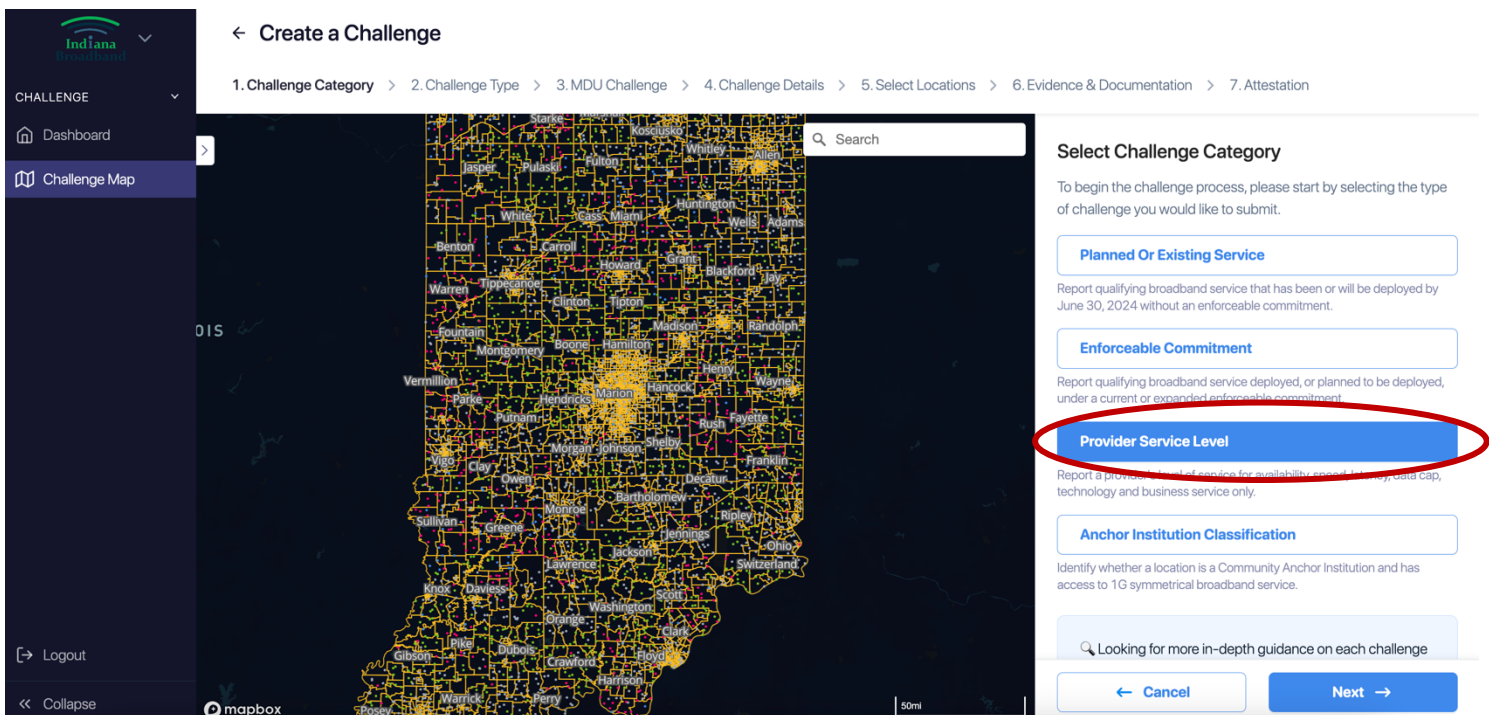
If you have any questions about what information must be gathered before submitting an availability challenge, please attend a virtual office hours sessions, hosted each Tuesday and Thursday from 2-3 PM, or contact the Indiana Broadband Office at IndianaBroadband@iot.in.gov.

Submitting an Availability Challenge

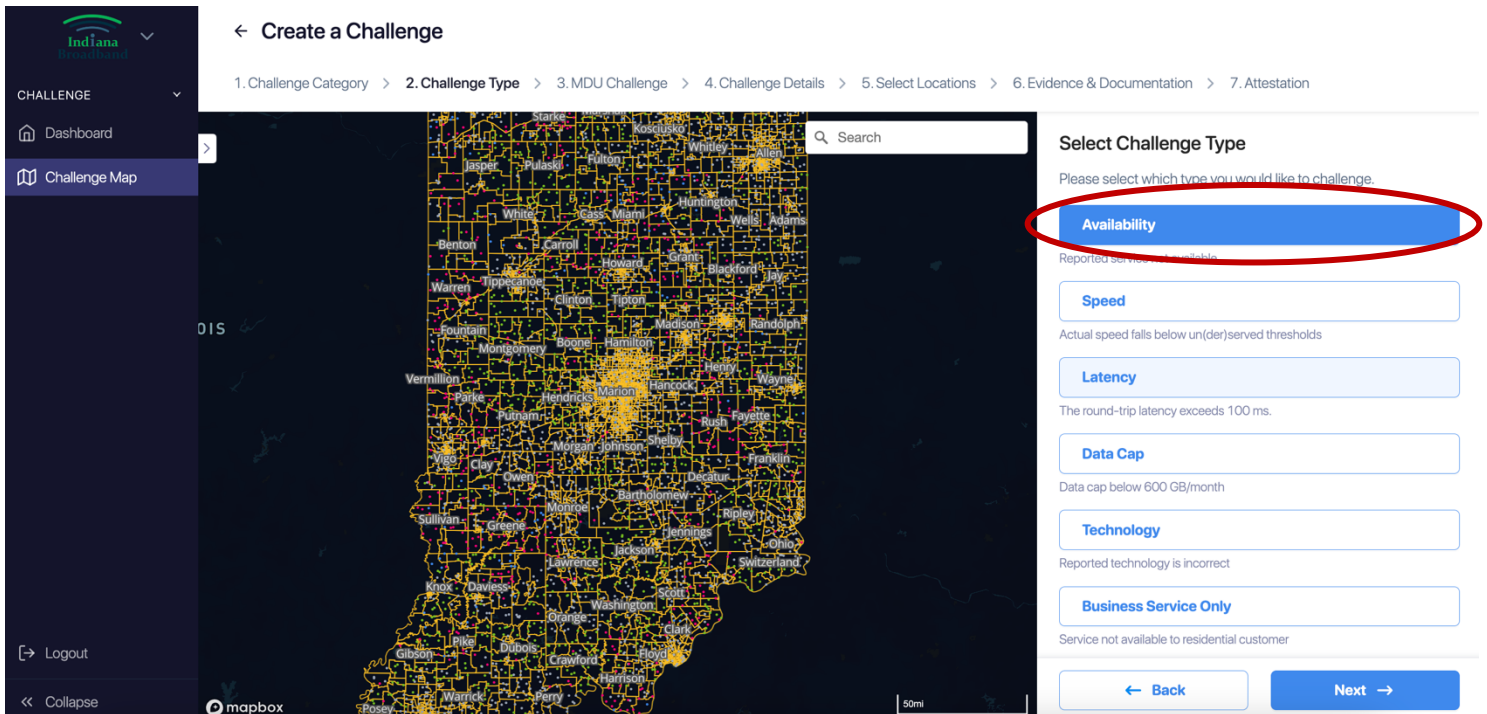
1. Click the “Add Challenge” button.



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

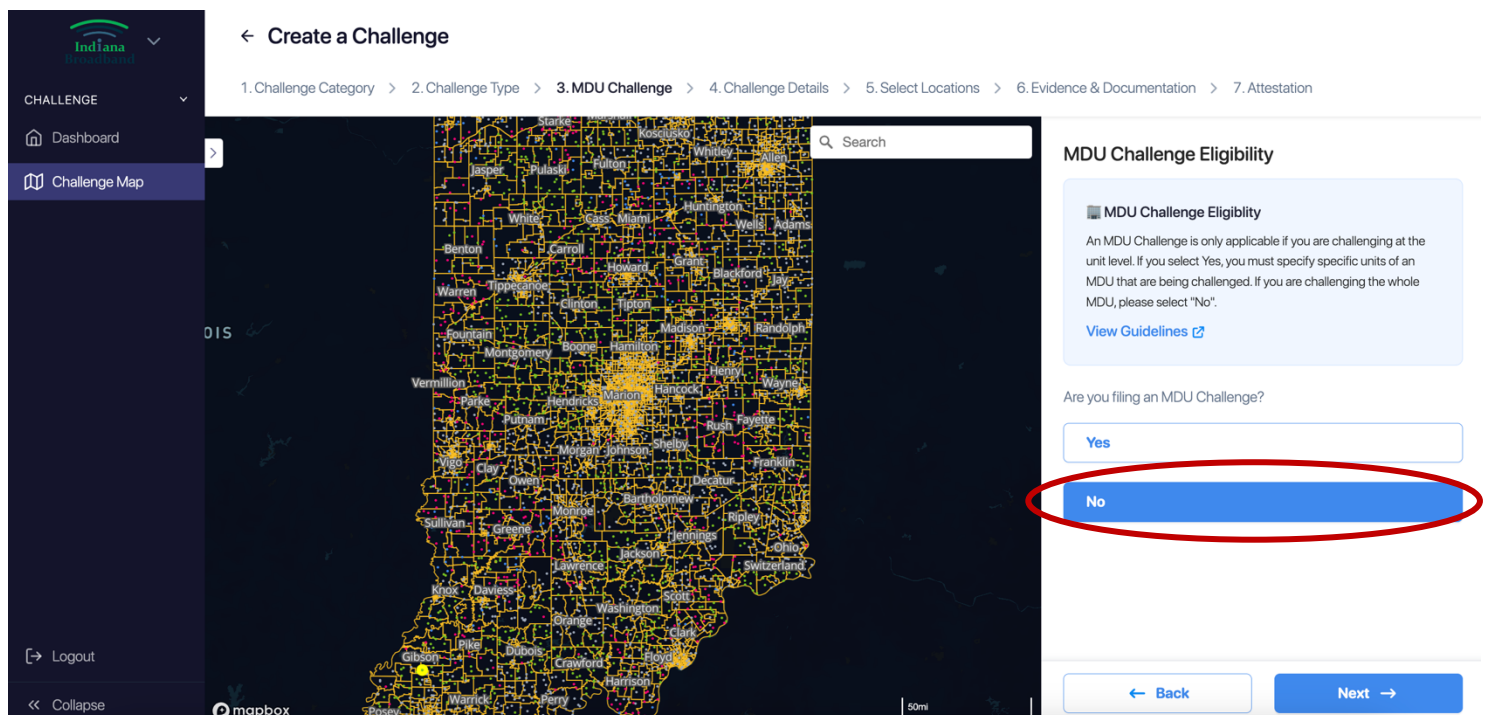


3. Select “Availability” challenge type and click the “Next” button.



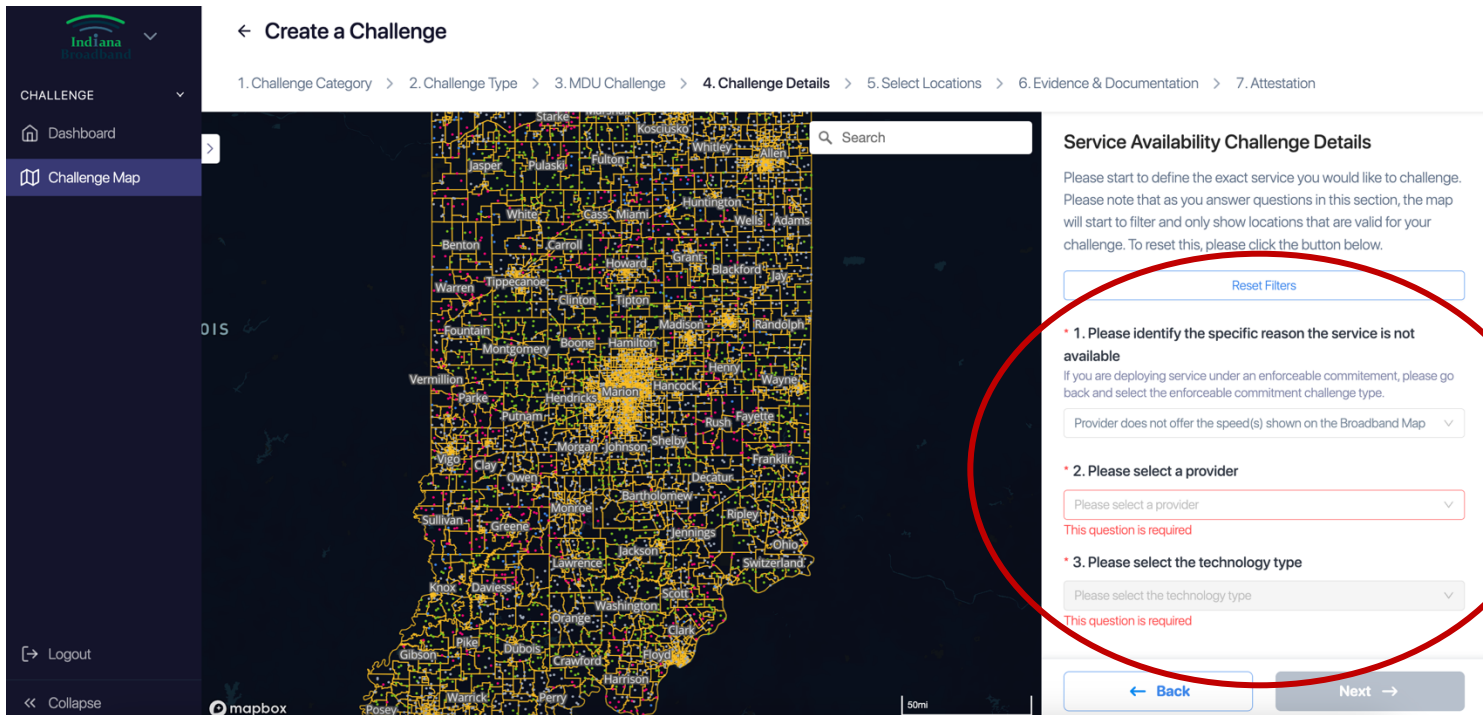
The screenshot shows the 'Create a Challenge' interface. The breadcrumb trail is: 1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation. The 'Select Challenge Type' panel is active, with the 'Availability' option highlighted in blue and circled in red. Other options include Speed, Latency, Data Cap, Technology, and Business Service Only. The 'Next' button is visible at the bottom right.

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' panel is active, with the 'No' option highlighted in blue and circled in red. The 'Yes' option is also visible. The 'Next' button is visible at the bottom right.

5. Select the reason why service is not available from the dropdown list of options.
6. Select the provider whose service you are challenging.
7. Select the technology type you are challenging and 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

Service Availability 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 identify the specific reason the service is not available
If you are deploying service under an enforceable commitment, please go back and select the enforceable commitment challenge type.

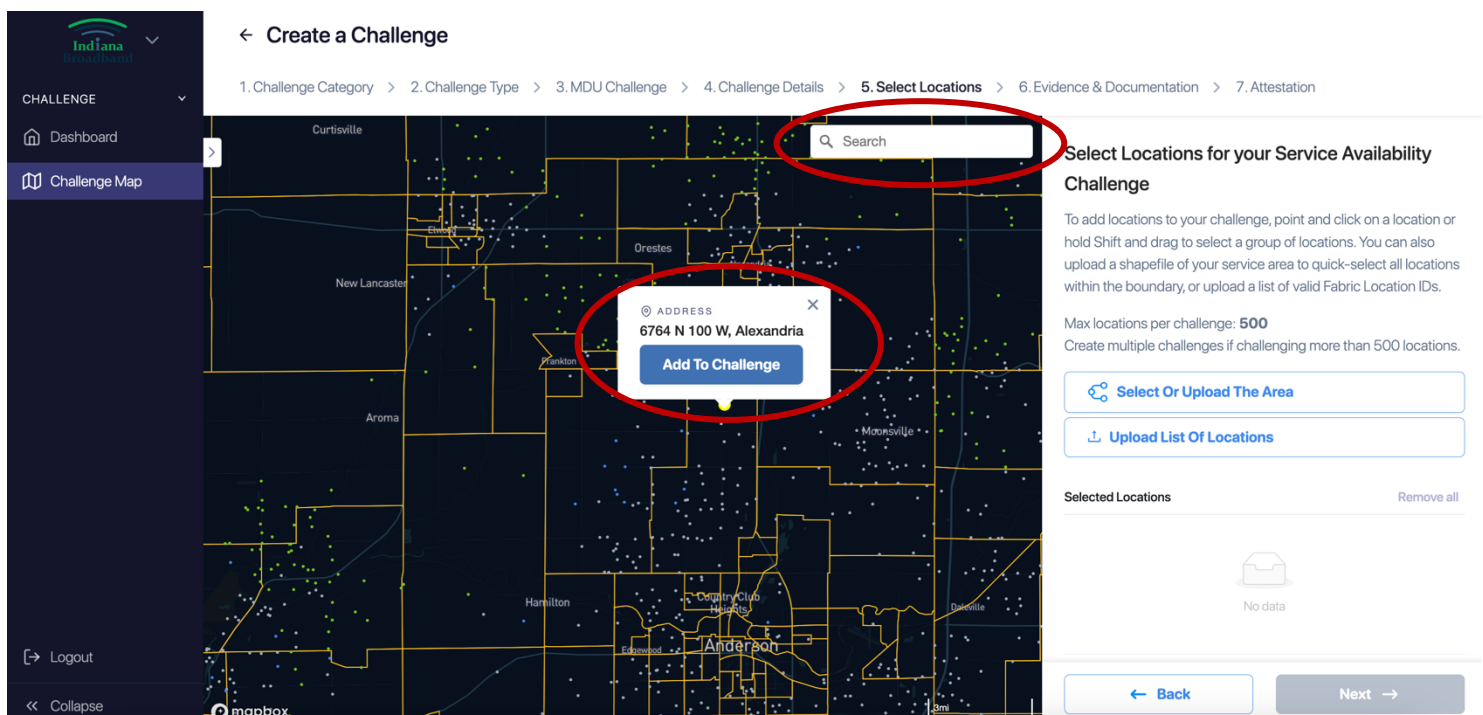
Provider does not offer the speed(s) shown on the Broadband Map ▾

* 2. Please select a provider
Please select a provider ▾
This question is required

* 3. Please select the technology type
Please select the technology type ▾
This question is required

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8. 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.



← Create a Challenge

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

Select Locations for your Service Availability 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](#)

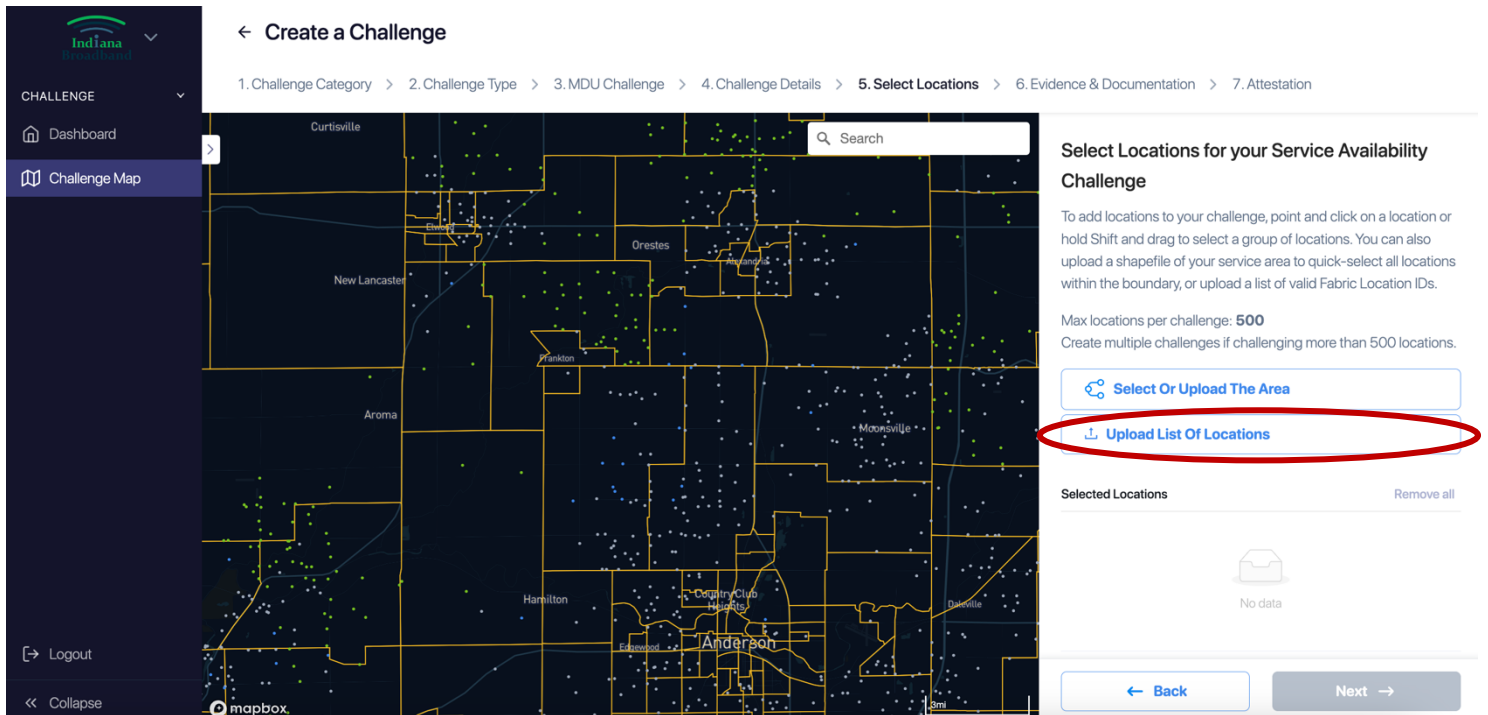
[Upload List Of Locations](#)

Selected Locations [Remove all](#)

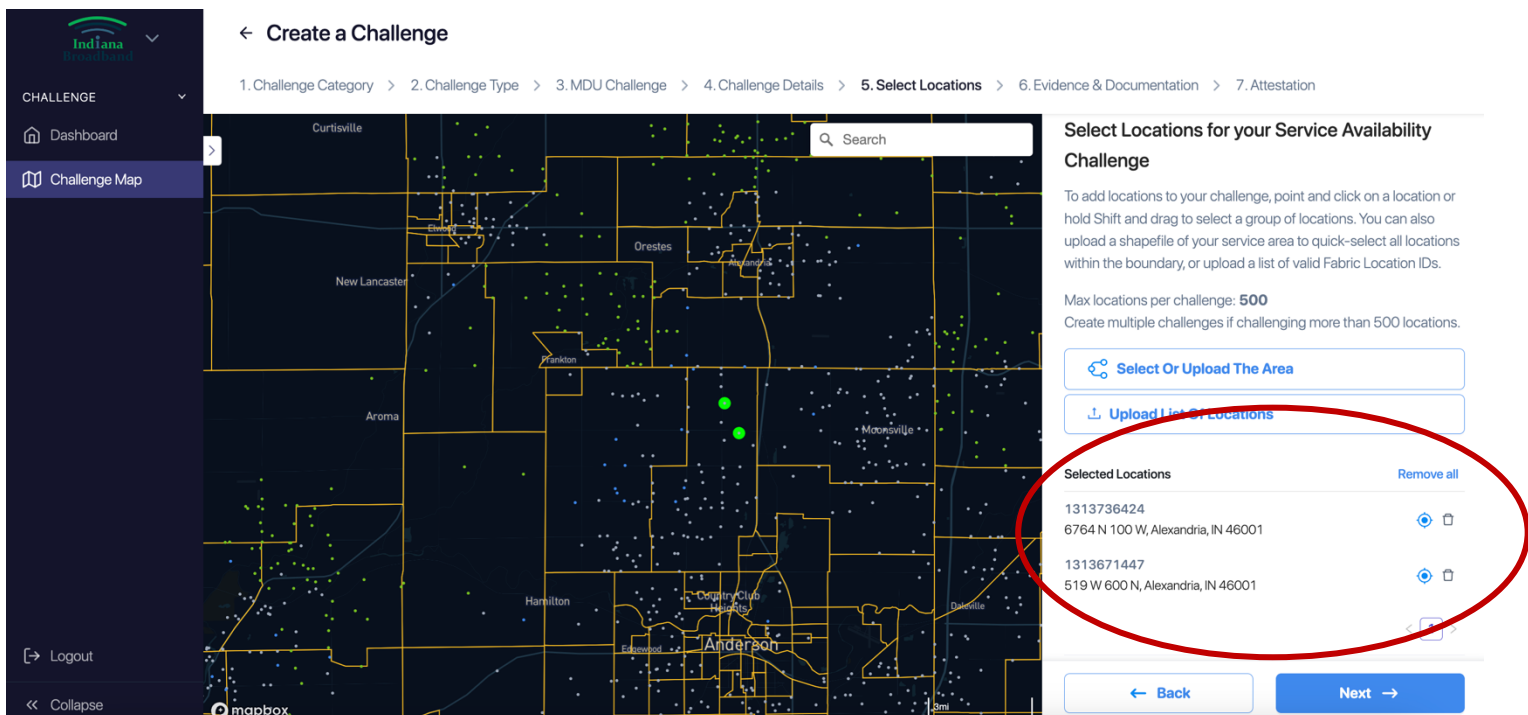
No data

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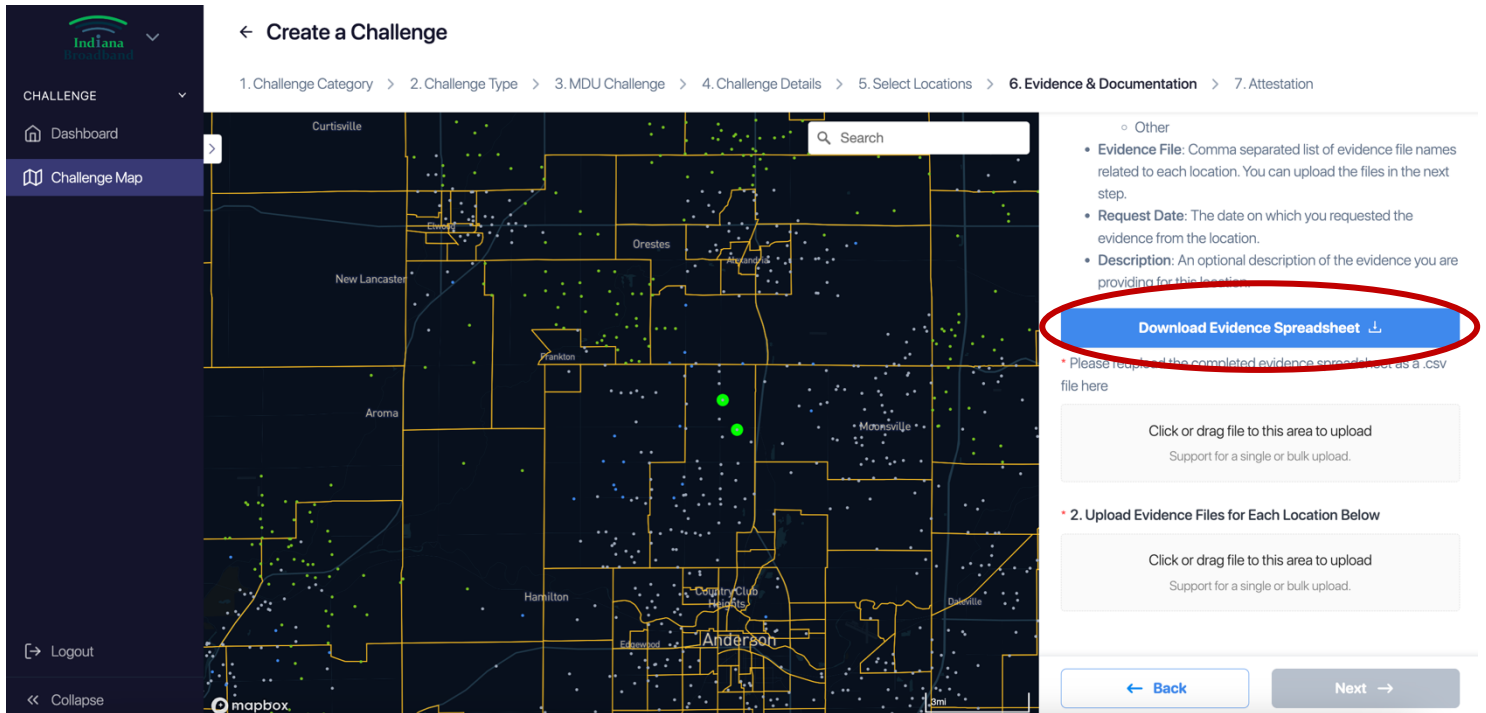
Your second option for adding locations is only applicable if you have a CostQuest license. If you have a CostQuest license, you may also upload a .csv file with the FCC Location ID of all locations you would like to add to your challenge.



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.



You can access the availability 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. In addition to location ID, you will need to provide the following information for each challenged location:

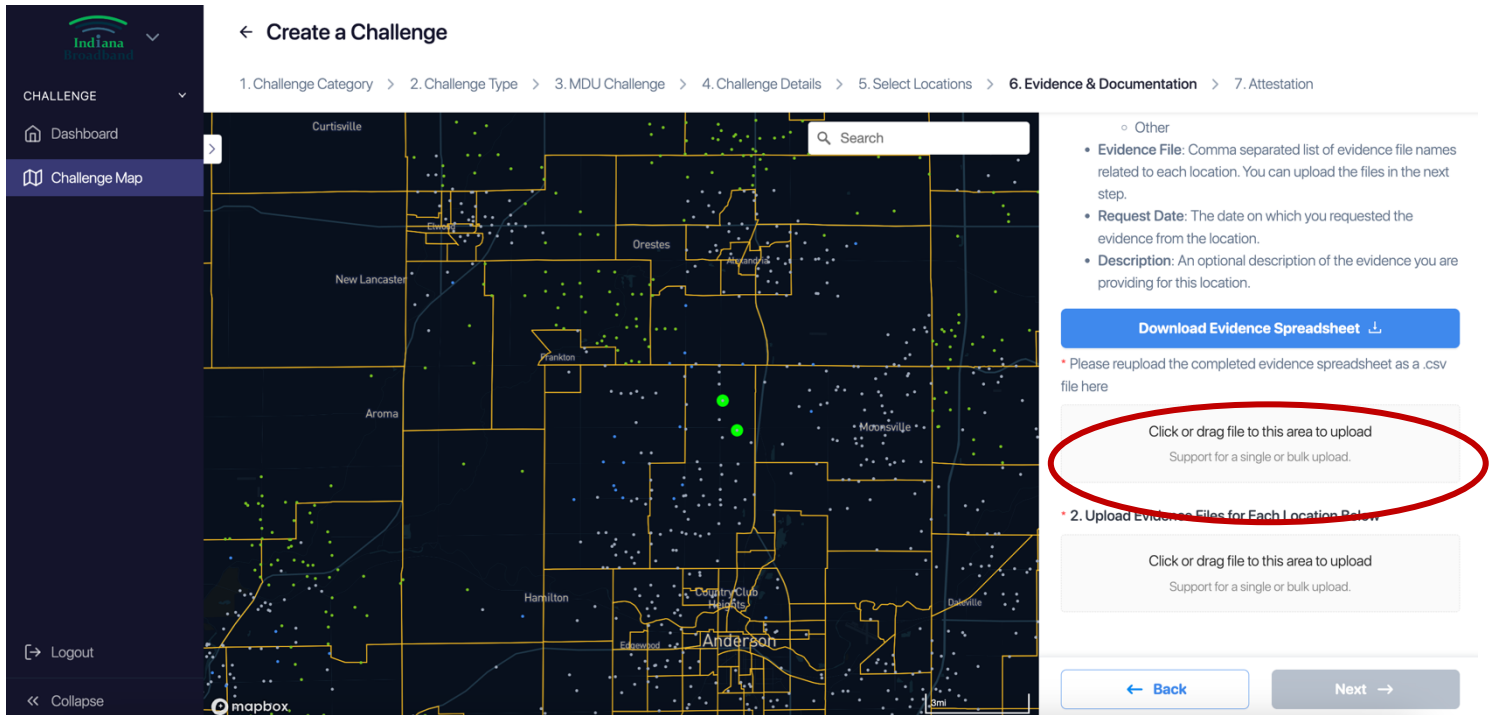
- Evidence type. For availability challenges, evidence may be a provider website, an email, a letter, a text message, contract, etc.
- The name(s) of the evidence file(s) you are submitting.
- The date on which the evidence was gathered.

As an option, you may add descriptors or details under the “Description” field. This field is not required to submit your challenge.

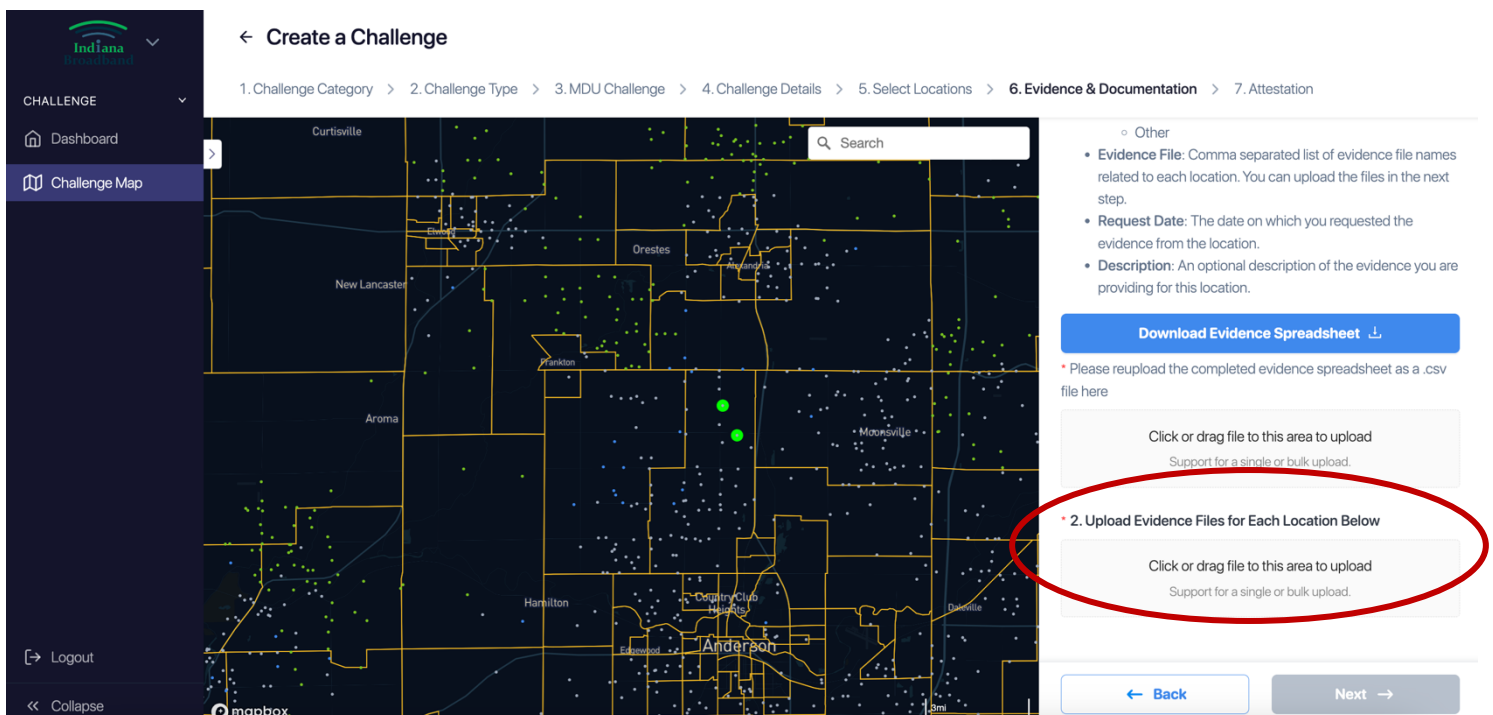
Below is a screenshot of a blank availability challenge evidence .csv file.

	A	B	C	D	E
1	location_id	evidence_type	evidence_file	request_date	description
2	1313736424				
3	1313671447				
4					
5					

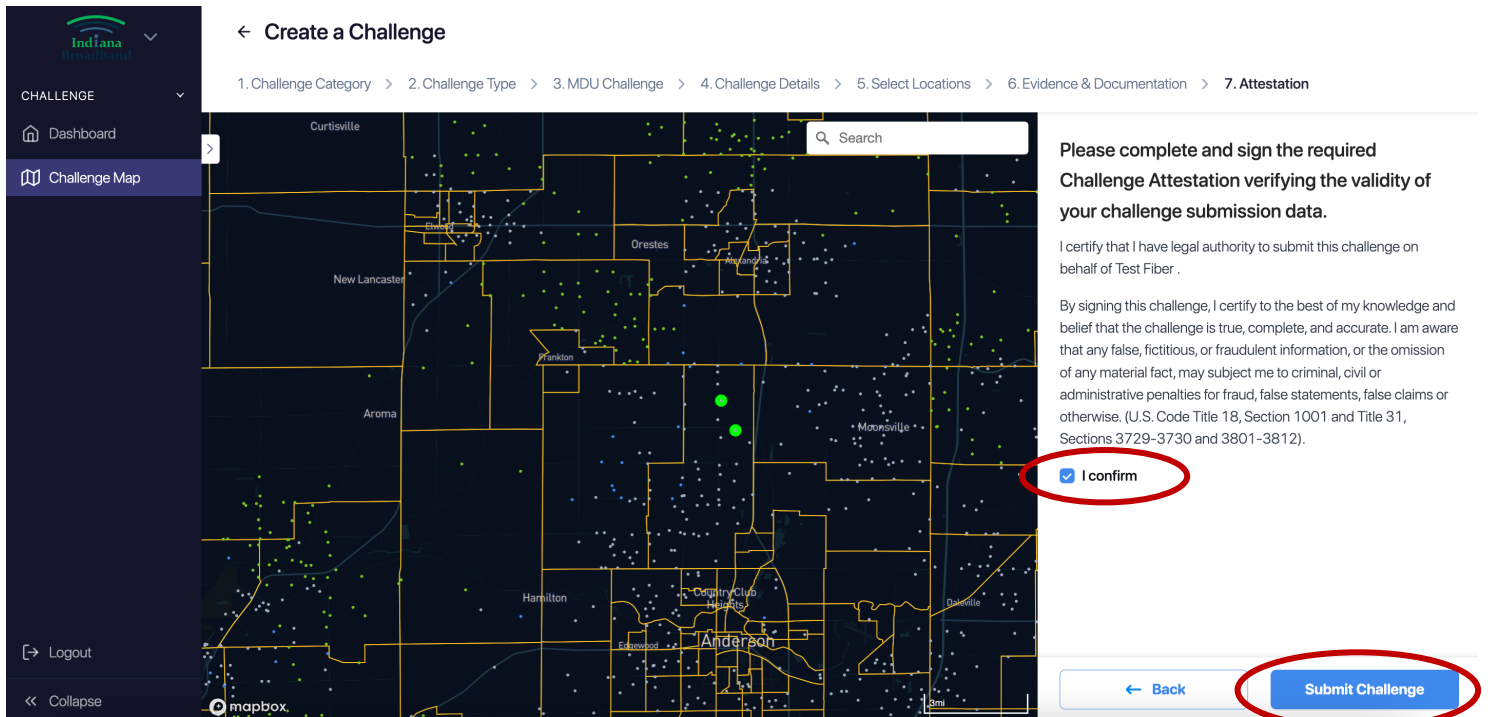
10. After you have filled in the .csv file, reupload it immediately under the “Download Evidence Spreadsheet” button.



11. Upload the evidence files, i.e., screenshots, pictures, emails, etc., that substantiate your challenge for each location included in your challenge. You can do so by clicking or dragging files under the “Upload Evidence Files for Each Location Below” header. After you have uploaded all evidence files, 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.