

# IBO CHALLENGE PROCESS



## Internet Service Providers

### OVERVIEW

The Indiana Broadband Office is preparing to launch the next phase of the Broadband Equity, Access, and Deployment (BEAD) Program: **the Challenge Process** - to begin on **March 4, 2024**. This process will allow the IBO to gather the most accurate broadband service data possible before awarding BEAD funds to grant sub-recipients. This process will be representative of all state constituents, but only three permissible challenger types will be eligible to submit official challenges related to broadband services:

- **Non-profit organizations**
- **Units of local or tribal government**
- **Internet service providers**

### CHALLENGE PROCESS FOR SERVICE PROVIDERS

- The IBO has partnered with Ready.net to provide the Indiana Challenge Process Portal.
  - Pre-registration for permissible challengers will be available in late February, linked [here](#).
- Challenges must be submitted within the provided window.
  - From **March 4 - April 17, 2024**.
- Organizations can direct members of their community to a **public-facing website** that works alongside the Challenge Portal.
  - Residents can submit service “comments” through the site that will notify the appropriate organization for follow-up actions in the official portal.
- ISPs will be notified of all challenges to fall within their service area jurisdiction on a rolling basis, and upon challenge verification.
- The Indiana Broadband Office has opted to include area and multi-dwelling unit (MDU) challenges in its challenge process
  - This means when a certain number of locations within a single challenge type and provider are submitted, all locations within that area or MDU will be challenged
- The IBO will be offering technical assistance during the entire Challenge Process. All resources can be found on the [IBO website](#).

### COSTQUEST LICENSURE

The most effective way to participate in the Challenge Process is to obtain a [CostQuest](#) License. Permissible challengers are encouraged to sign up.

- A CostQuest license will enable the permissible challenger to download the full FCC National Broadband Map Fabric for Indiana which can be helpful for those who want to submit a large number of challenges.
- The NTIA has allocated funds for permissible challengers to obtain licenses for free.
- ISPs interested should sign up for [License Tier D](#).

### FAST FACTS

#### OBJECTIVES

- **Identify** unresolved broadband service issues for locations classified as “served” by the FCC/State Broadband Map.
- **Ensure** your organization is prepared for challenges it may receive during the process.
- **Submit** challenges to ensure a fair and equitable Challenge Process.
- **Prepare** for the Rebuttal Phase to follow the Challenge Phase

#### PARTICIPATION

- **Become familiar** with the Indiana Challenge Process through the IBO educational documents.
- **Register** your organization in the challenge portal and;
- **Apply** for a CostQuest license.
- **Reach out** to the IBO for questions or technical assistance needs.

#### TIMELINE

- Portal Registration Opens
  - **Mid-February**
- Challenge Process Begins
  - **March 4, 2024**
- Final Day to Submit Challenges
  - **April 17th, 2024**