IBO CHALLENGE PROCESS

Indiana Broadband CONNECT INDIANA

Indiana Residents

WHAT IS THE BEAD PROGRAM?

WHAT: Indiana has been given $868 million of federal funding through the BEAD Program, which aims to get reliable, high-quality broadband access to every single address in the state. This money will be sub-granted to internet service providers, who will build out infrastructure over four years.

WHO: The Indiana Broadband Office (IBO) is administering this grant program for the State. The next step of the grant is called the Challenge Process, which will start on March 4, 2024.

WHY: The Challenge Process helps the IBO get the best information about broadband service before giving out BEAD funds. Only three types of groups can officially submit challenges about internet service:

- **Non-profit organizations**
- **Local or tribal governments**
- **Internet service providers**

WHAT TO KNOW

- Even though members of the public cannot send in official challenges on their own, the IBO still needs your help in this process.
- To know if you are someone who should be represented in the Challenge Process, you can check your status at ConnectingIndiana.com
- Click on See Map
- Type in your address.
- Check the summary on the left-hand side of the screen.
- If your summary says "served" but you know that is wrong, you may be someone who should be included in the Challenge Process. Contact the IBO or a local government unit or non-profit that is participating.
- If your summary says "unserved" or "underserved," your address is already eligible for BEAD.
- Use the public comment portal, opening in late February, to share your problems with internet services. Permissible challengers can see these comments and submit a challenge on your behalf. Visit ConnectingIndiana.com for the comment portal!

FAST FACTS

GOALS OF THE PROCESS
- **Find** unknown problems with internet service
- **Gather** information to make sure Indiana knows how to give out funding
- **Listen** to what Indiana residents have to say about their Internet service experiences
- **Act** on the information we receive

HOW TO PARTICIPATE
- **Check** your address's service status using the map tool.
- **Use** the public comment portal, opening in late February, at: ConnectingIndiana.com to report a problem with service!
- **Reach out** to the IBO for questions.

TIMELINE
- Public Website Opens
  - **Late February, 2024**
- Challenge Process Starts
  - **March 4, 2024**
- Last Day for Organizations to Submit Challenges
  - **April 17th, 2024**