BEAD
CHALLENGE PROCESS

Community Engagement Toolkit
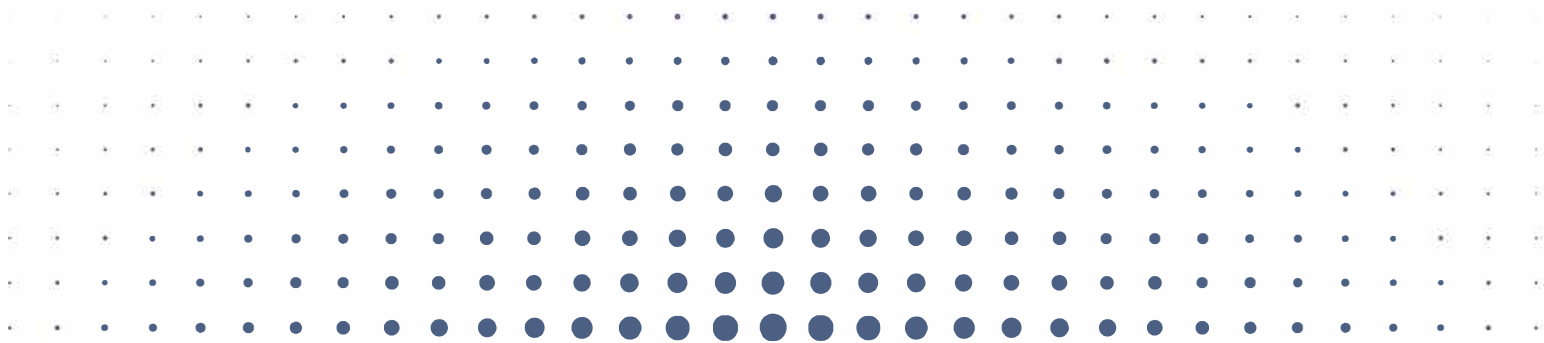
With help from our friends at

and

Introduction

The Indiana Broadband Office (IBO) is required to create a "Challenge Process" through which a unit of local government, nonprofit organization, or broadband service provider may submit a challenge as to whether a particular broadband serviceable location is unserved or underserved. A location must be unserved or underserved in order to be eligible for BEAD funds.

This community engagement toolkit aims to help guide communities through the BEAD Challenge Process. It contains information on what steps local governments and community anchor institutions (CAIs) wishing to participate in the challenge should take in order to prepare properly.

This toolkit begins with a brief explanation of BEAD and its different phases, directions for governments and CAIs to register for a CostQuest license and with Ready.net to be able to submit challenges on behalf of their communities. It also has ready-to-use community engagement materials such as flyers, trackers and other templates challenging organizations may find helpful aides for educating members of the public about this process and gathering the needed evidence for challenge submissions.

Organizations utilizing this toolkit are free to use, disseminate the included materials, customize templates for their own use, including replacing SIRPC logos with their own organizational iconography. No version of this toolkit is to be copyrighted and restricted, or sold for profit in anyway. It is to remain free for public use as long as the information within remains truthful and not be edited for the purposes of spreading misinformation, disinformation or propaganda. Users are not allowed to edit the likeness of SIRPC, IBO, or IOT logos, nor copy them for use on any materials outside of this toolkit without expressed written permission from those organizations.

Please use these materials responsibly and for the benefit of your communities.

Table of Contents

BEAD Challenge Process

Starting in 2021, the Infrastructure, Investment and Jobs Act funded a series of investments with the goal of providing broadband access to the entire country. **Broadband Equity Access and Deployment** is a multi-phase program with requirements at each phase which US states and territories must follow for broadband money. The IBO has already completed the previous steps of creating a State Broadband Plan and getting public feedback on that plan. Now we're in the challenge phase which will last from March 4- April 17 of 2024.

The Indiana Broadband Office (IBO) is required to create a "Challenge Process" through which a unit of local government, nonprofit organization, or broadband service provider may submit a challenge as to whether a particular broadband serviceable location is unserved or underserved. A location must be unserved or underserved in order to be eligible for BEAD funds.

Here's what you need to know.....

Only locations where the information about available service is *incorrect* will be submitted during the challenge process. Typically, this will mean that a location may be marked as "served" when speed test results and other evidence shows that it is actually unserved or underserved. The challenge process is *not* focused on locations marked correctly, even if they are unserved.

"Unserved" refers to any location without access to internet which provides the federally required minimum speed of at least 25mbps download and 3mbps upload. This definition also applies to any areas where the only type of internet service available is satellite. "Underserved" refers to any location without access to internet speeds of at least 100mbps download and 20 mbps upload.

Individuals themselves will not directly submit a challenge to the IBO. Instead, individuals should reach out to their unit of local government, nonprofit organization, or broadband service provider to initiate a challenge request on their behalf.

Individuals wanting to have a challenge submitted on their behalf will need to take internet speed tests via ConnectingIndiana.com in order to provide evidence needed for a challenge. While there are other options for speed test platforms, this is the one the IBO specifically created to capture information necessary for meeting mandated BEAD requirements.

Challenge Process Cont'd

There are a number of actions communities will need to take if they want to participate in the challenge process.

Local Governments and Community Anchor Institutions

Promote ConnectingIndiana.com to your communities

Encouraging your constituents to do speed test and showing them how to do so correctly helps provide you with evidence you'll need for challenge submissions.

Register for Ready.net

This is the portal where eligible entities can submit challenges on behalf of their communities.

Apply for a CostQuest license

Optional, but is very helpful for submitting bulk challenges

Individual Residents and Community Groups

Submit "leads" in the public portal

Individuals cannot submit challenges during this process themselves, but they can submit comments to via this portal that their local governments and eligible CAIs can use to find evidence of locations eligible for challenging.

Take the Indiana internet speed test

Any resident or business wishing to have their connectivity information submitted for a challenge will need to take the Indiana speed test over 3 days and send the downloaded results to their local government.
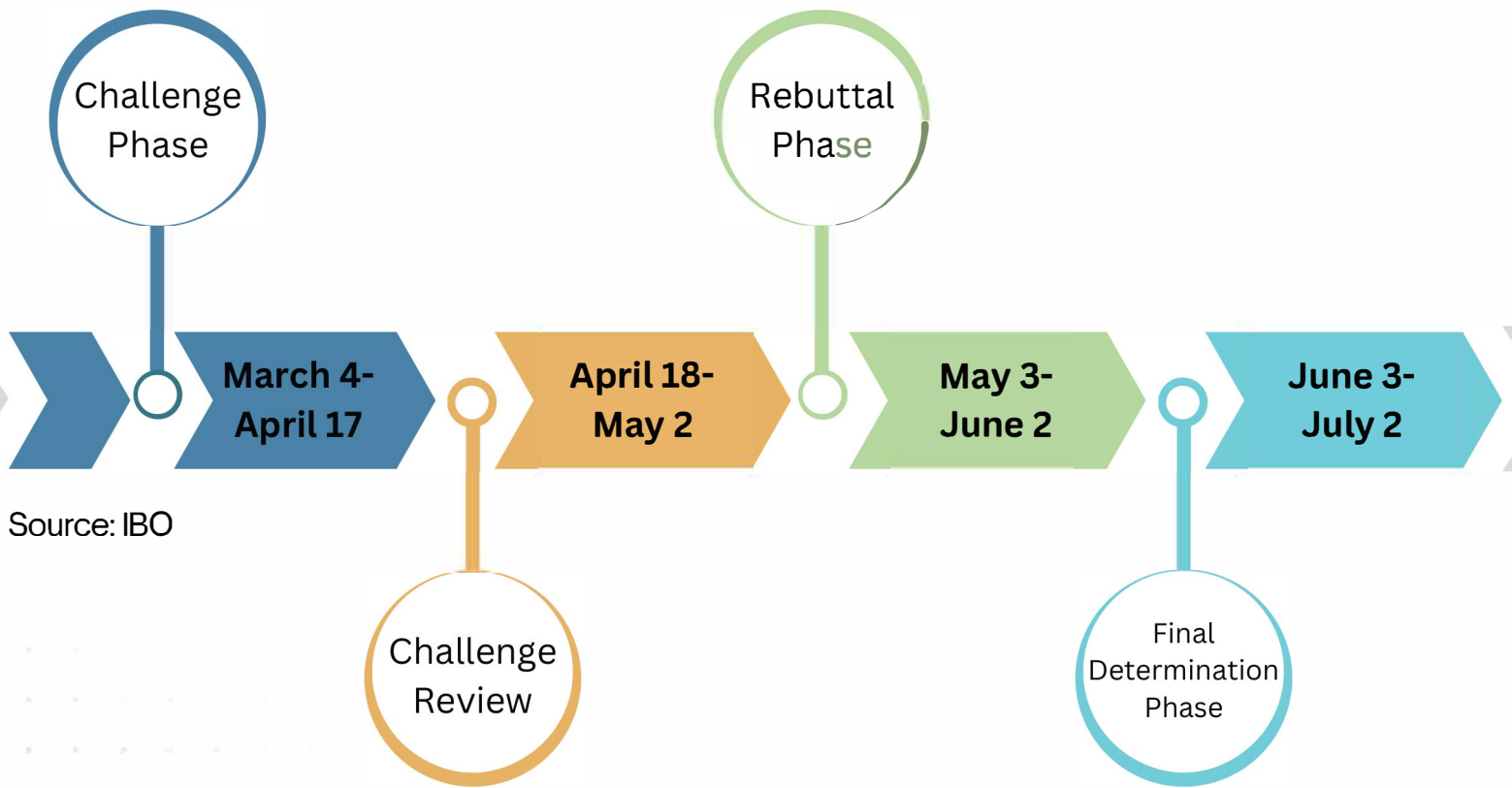
Challenge Process Timeline

COSTQUEST LICENSE	PRE-REGISTRATION	CHALLENGE PROCESS BEGINS 3/4	SUBMIT CHALLENGES	CHALLENGE PHASE ENDS 4/17
The IBO recommends permissible challengers to obtain a CostQuest license as soon as possible.	Pre-registration is open now. The IBO recommends you register whether you intend to submit a challenge or not.	The Challenge Process begins on March 4, 2024.	Permissible challengers will have 44 days to submit challenges.	The Challenge Phase of the Challenge Process will end on April 17, 2024. Then, the IBO will move into the Rebuttal Phase.

Source: IBO

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Challenge Process Cont'd

Full BEAD Challenge Process Timeline

Challenge Phase

Rebuttal Phase

March 4- April 17

April 18- May 2

May 3- June 2

June 3- July 2

Source: IBO

Challenge Review

Final Determination Phase

Challenge Phase

Entities submit bulk challenges via Ready.net if they have evidence of flawed fabric data.

Challenge Review

The Indiana Broadband Office will review submitted challenges to ensure there is enough strong evidence to support challenge claims.
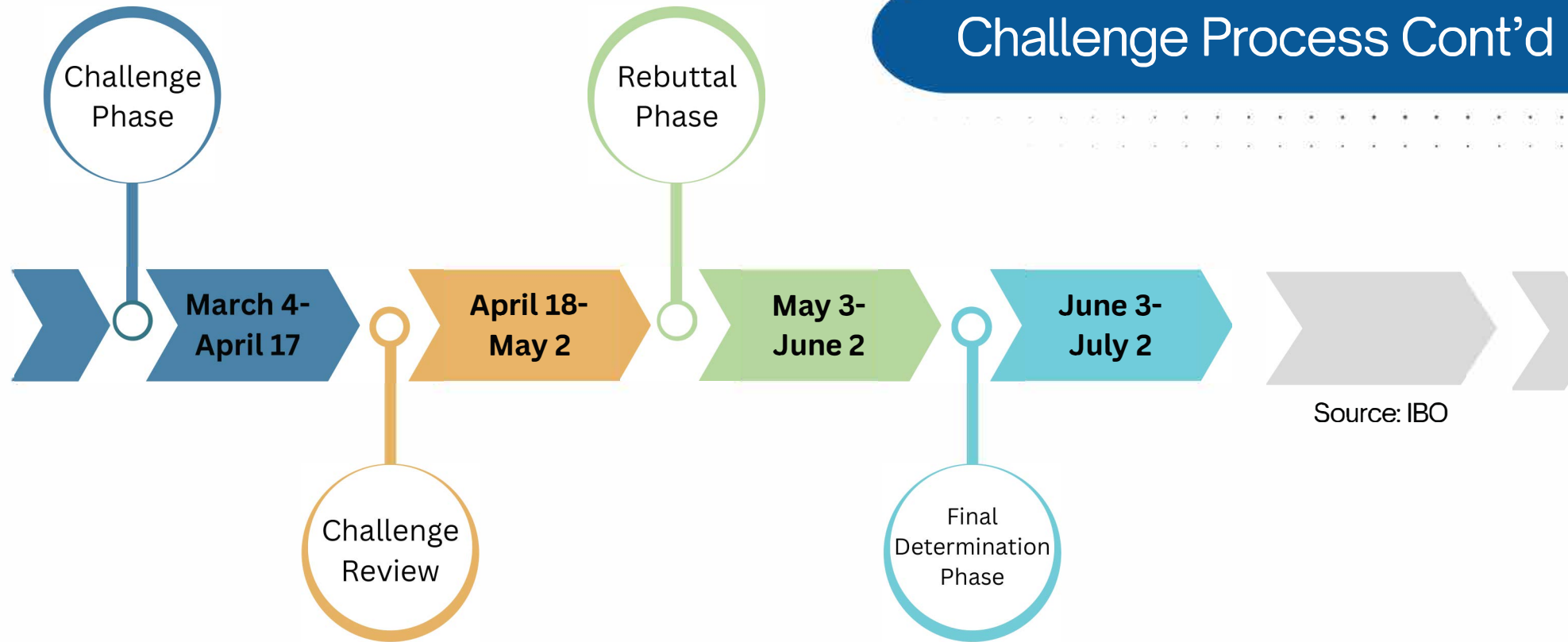
Rebuttal Phase

Entities whose data has been challenged have a chance to refute those submissions.

Final Determination Phase

The Indiana Broadband Office will review submitted challenges to ensure there is enough strong evidence to support challenge claims.

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Full BEAD Challenge Process Timeline

Challenge Phase

Rebuttal Phase

| March 4- April 17 | April 18- May 2 | May 3- June 2 | June 3- July 2 |

Challenge Review

Final Determination Phase

Source: IBO

Challenge Phase
Entities submit bulk challenges via Ready.net if they have evidence of flawed fabric data.

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Obtaining a CostQuest License

CostQuest is the NTIA's partner in developing the fabric data licensing providers and other eligible entities use for mapping broadband serviceable locations.

What is Fabric Data?

Fabric data is the list of location IDs, addresses, coordinates and other related information for broadband serviceable locations.

Since it contains semi-sensitive information, only certain types of organizations are eligible to access the data.

What purpose will a CostQuest license serve for my organization?

Getting access to the fabric data can make it easier to match the location IDs of BSLs you intend to submit challenges for with what information you receive when you register in the Ready.net portal as an eligible challenger. It is a great tool to have for bulk challenges especially.

While a CostQuest license can be super helpful during the challenge process, it isn't mandatory. You can still submit challenges without this access.

SIRPC is here to help if you're an eligible entity intending to submit challenges on your community's behalf.

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Obtaining a CostQuest License

Applying for CostQuest license for local governments and CAIs should be done as soon as possible. The waiting period for license approval could increase as other organizations across the country also apply for licensure.

You must already have an FCC Registration Number (FRN) <u>before</u> applying for a CostQuest license.

Step I: Go to

https://broadbandusa.ntia.doc.gov/policies/CostQuest-Licensing

Read the information. Local governments and community anchor institutions like public school districts and non-profits will need to apply for a *Tier E license.*

BroadbandUSA

National T... and Information Administration

Home

CostQuest Licensing

Ensuring everyone in America has access to high-speed Internet service and the skills to use it is a critical mission that requires innovative solutions and collaborative efforts. The NTIA Fabric License, developed through a partnership between CostQuest and the National Telecommunications and Information Administration (NTIA) serves as a cornerstone in this process, supporting Federal broadband programs such as the Broadband Equity Access and Deployment Program. By establishing Fabric License Tiers (A, B, C, D, and E), it plays a crucial role in facilitating the implementation and compliance of these programs.

Table Outlining the Different Tier Types

Tier	Eligible Licenses	Description
Tier A	NTIA	NTIA, its agents, and any NTIA-established entities
Tier B	Federal Broadband Granting Agencies(FBGA)	Includes any federal agency that administers a federal financial assistance program that supports or promotes broadband deployment, use, or adoption
Tier C	Pass Through Entities	Includes Broadband Grant Program recipients that are a State, local government, Tribal Entity, Institution of Higher Education, or nonprofit organization that will issue subawards
	Recipients, sub-recipients,	

Ready to Request a License?

The Tier D license is available upon request. Although the Tier E license is available, Cost... approval of Tier E licenses with individual State Broadband Offices and NTIA. The intent o... that the delivery of the Licensed Materials align with the timing of and the Fabric version u... process.

Request a Tier D License

Request a Tier E License

Learn How to Apply for Tier D License

Learn How to Apply for Tier E License

For more information on which license you may need please visit CQA - NTIA Licensing FAQ website... If you hav... questions, CostQuest can be reached directly by emailing CostQuest IFA Support.

...ier E license is available, Cos... ...and Offices and NTIA. The intent of ... ...the timing of and the Fabric version use...

Request a Tier E License

Learn How to Apply for Tier E License

...d please visit CQA - NTIA Licensing FAQ w... ...ng CostQuest IFA Support.

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Step 2: Get an FRN if you don't already have one.

[Read the information about requesting Tier E license.](#)

This guidance document will walk you through the licensing process.

Requesting a Tier E License

The NTIA Tier E License supports participation in a challenge process organized under a Federal Broadband Granting Agency's (FBGA) broadband grant program(s). The Tier E license is intended for three types of organizations. Eligible organizations include (1) units of local government, (2) non-profits, or (3) other organizations that have signed an FCC Tier 4 license.

Before you complete this form make sure you have the following information:

1. Your organization's FCC Registration Number (FRN).
   1.1. You must have an FCC FRN and access to the email address provided. If you don't have an FRN, complete the steps described in
   1.2. Getting an FCC Registration Number (FRN) in the Universal Licensing System (ULS) | Federal Communications Commission
2. The company name as well as name, title and email address for the person who will administer the Tier D license on behalf of your organization. An Administrator adds counties, changes programs, and distributes the Data, etc.
3. A website (public URL) that describes your organization.

If you have already received a Tier E license and wish to expand your geographic entitlement (county list), please do not submit those requests through this website. There will be a distinct process announced for county modifications in the near future.

As part of the Tier E license request, our system will send you an email to verify the validity of your email address. This is a time-limited link. We recommend initiating the Tier E license request when you can complete the entire process. Our system also tabulates the number of requests from a single domain. We strongly recommend completing this request from your corporate domain rather than a shared domain like yahoo.com, mac.com, gmail.com, etc. To avoid e-mail messages getting trapped by spam filters, please white list <IFAsupport@costquest.com>.

Step 3: Submit a request to register

This form will ask you basic information about your organization.

After you have filled it out, you will get an email with a time sensitive link and more directions for next steps.

NTIA Tier E License Request

Requesting Company or Entity Name:

FRN associated with your organization:

Full Name of the person requesting the license:

Email Address of the person requesting the license:

Submit Request

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A series of questions asking for more details about your organization will follow. You will be asked:

- to confirm your organization's FRN

- what type of organization local gov or non-profit. Nonprofits will be expected to provide your FEIN from the IRS and other documents certifying your non-profit status

- name, title and contact information for person receiving& administering the fabric license data

- whether your organization is a Tier 4 BDC licensee. If you don't know, it's probably not.

- your organization's webpage link

The last steps involve selecting which federal program you seek the Tier E license. For the purpose of the BEAD challenge, you should select NTIA. Then you will be asked to select the geographic areas relevant to your organization. Choose the county or counties your organization serves.

Registering with Ready.net

Local governments and community anchor institutions applying for Ready.net access will need to register.

Go to:

https://connectingindiana.com/register/bead

Click here to register

Fill out the information on the page. You will need to assign someone as the primary contact.

You will need to have your organization's EIN ready.

Register For The BEAD Challenge Process ✕

SECTION 2 OF 2

Organizational Information

* Please type your EIN

00-000-0000

* Are you interested in submitting challenges on behalf of residents?

Yes/No ⌄

* Address Line 1

1313 Mockingbird Lane

Address Line 2

* City

Possum Grape

* State

Arkansas ⌄

* Zip

72020

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If you are a non-profit, you will need to have your IN Secretary of State's registration ready to upload. Government organizations do not need one.

To validate your organization's identity, you can upload a document with your organization's official letterhead stating under what IN code your organization was founded with an executive official's signature.

If applicable, please share documentation of registration with the Indiana Secretary of State's Office
Please compress to .zip all files over 20MB in size. Total file upload size capped at 20MB.

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

Please submit any additional documentation to validate your organization's identity
Please compress to .zip all files over 20MB in size. Total file upload size capped at 20MB.

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

Back   Finish

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Register with Ready.net

When you are approved for Ready.net access you will be sent an email link.

Indiana Broadband

Account Setup

Hi Jenny

You have been invited to access the Indiana Broadband Office Map Challenge Portal on behalf of Southeastern Indiana Regional Planning Commission. Contact us with any questions.

Sign in

Thank you,
Indiana Broadband Office

It is recommended that you bookmark the page once it opens to your account for easy access.

If you log out, you can always sign back in with the email you used to register. If you do not know your password, choose the option for it to send you a link via email.

Indiana Broadband

Welcome Back

Enter your email to get started.

pleasegiveusbeadmoney@mail.com

Continue

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When you access your Ready.net account, you can add another user to your account to share access.
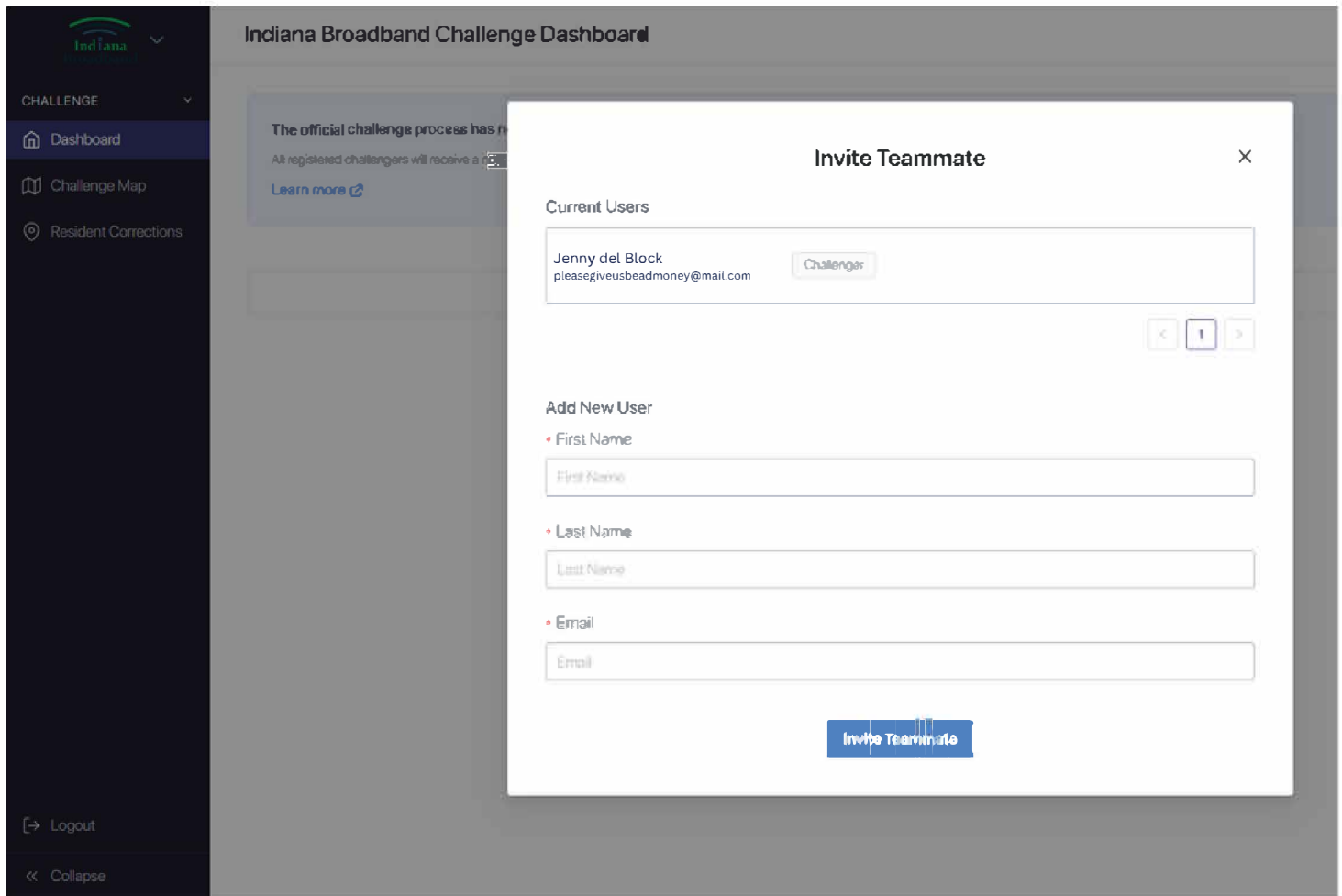
The challenge portal will be open as of March 4, 2024 through April 17, 2024. Communities will need to work together at all levels to gather the needed evidence for a strong case for a challenge.

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Whether you access your Ready.net account, or simply use the publicly available map, you can see which locations you need to target for challenges in your community by using the mapping tool.

Broadband Equity, Access, and Deployment (BEAD)
Last updated February 29, 2024

This map shows all broadband serviceable locations within Indiana colored by performance rank. Click on a location to view more details.

HIDE PANEL

BEAD ELIGIBILITY

This filter allows you to see which locations are eligible and ineligible for BEAD Funding.

- Unserved
- Underserved
- Served
- Funded

BUILDING TYPE

- Residential
- Business
- Residential & Business
- Enterprise
- Group Quarters

COMMUNITY ANCHOR INSTITUTIONS

- Schools
- Higher Education
- Library
- Government Buildings
- Healthcare Provider
- Public Safety
- Community Support Org
- Public Housing
- Unclassified CAI

UNIT COUNT

ANCHOR INSTITUTION
- Not a CAI

ELIGIBILITY

This filter allows you to see which locations are eligible and ineligible for BEAD Funding.

- Unserved
- Underserved
- Served
- Funded

BUILDING TYPE

- Residential
- Business
- Residential & Business
- Enterprise
- Group Quarters

COMMUNITY ANCHOR INSTITUTIONS

- Schools
- Higher Education
- Library
- Government Buildings
- Healthcare Provider
- Public Safety
- Community Support Org
- Public Housing

Search

You can use the search tool to locate a specific address.
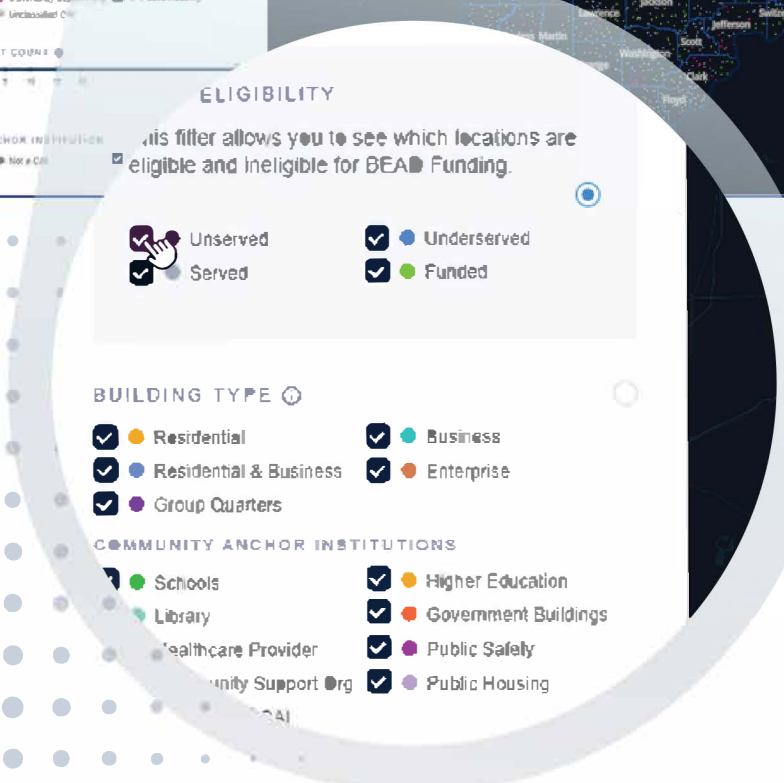
Or select the filters to view specific types of locations in the area you are interested in.

To view locations that are eligible for challenges, be sure to unselect "unserved" or "funded" filters as these types of locations are ineligible for the challenge process since they are already BEAD eligible or funded via another source.

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UNIT COUNT ⓘ

12 5   10   15   20   50+
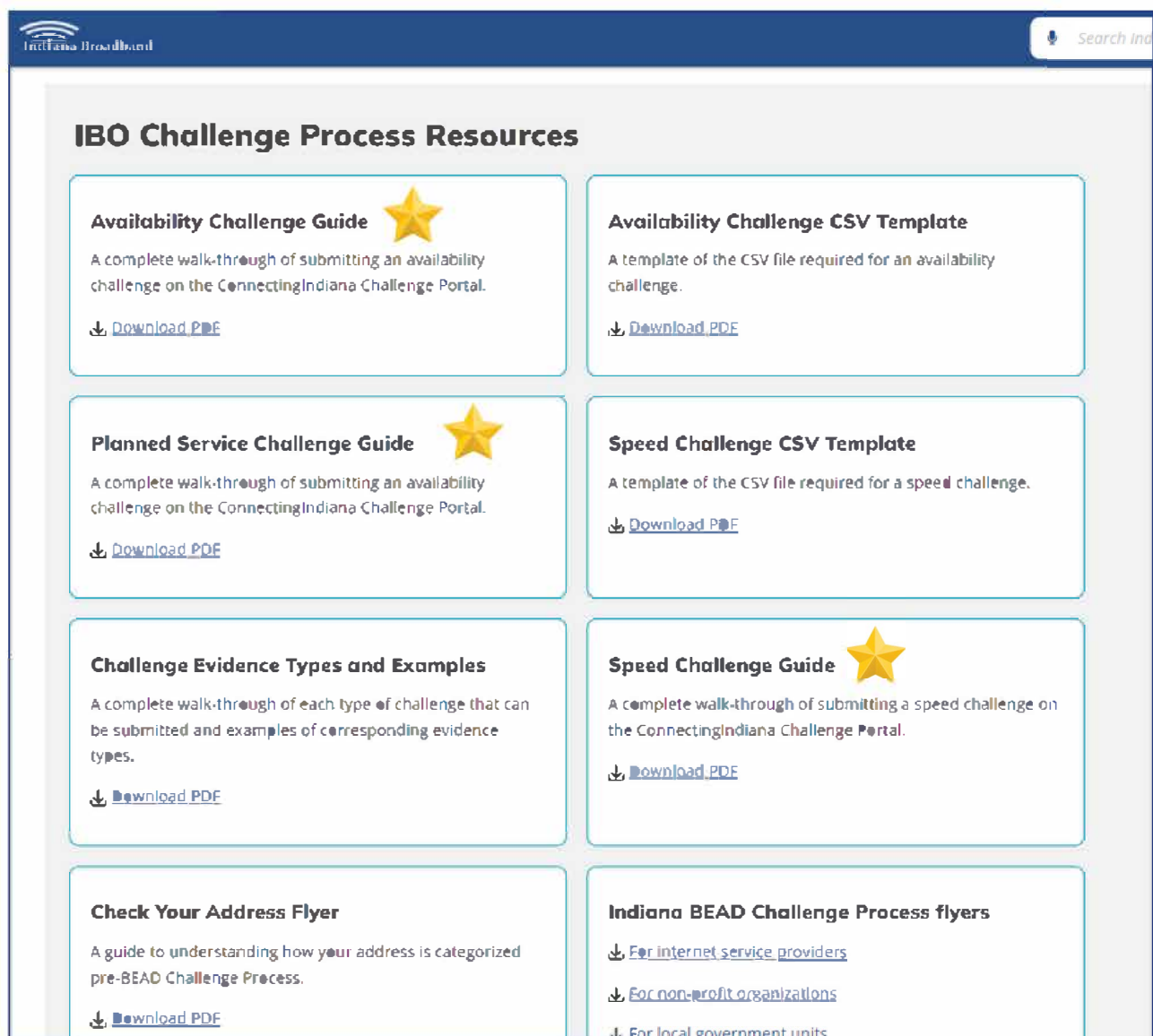
1   50+

ANCHOR INSTITUTION

☑ ⚫ Not a CAI   ☑ 🟡 CAI

FUNDING PROGRAMS

🔘 Show locations funded by   ⚪ Hide locations funded by

[Select funding program]

BROADBAND TECHNOLOGY

🔘 Show locations served by   ⚪ Hide locations served by

[Filter by broadband techn]   ☑ 🟡 CAI

INTERNETING PROGRAMS

🔘 Show   Show locations funded by   ⚪ Hide locations funded by

[Select funding program]

BROADBAND TECHNOLOGY

🔘 Show locations served by   ⚪ Hide locations served by

[Filter by broadband technology]

INTERNET SERVICE PROVIDERS

🔘 Show locations served by   ⚪ Hide locations served by

[Filter by provider name]

Satellite   Light

You can select different filters to also view locations by funding program, technology type, and internet service provider.

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Submitting a Challenge

The IBO has a number of guides and other resources available for free download on their website. Scroll towards the bottom of the BEAD Challenge Process page to find step-by-step guides on submitting challenges during this process.
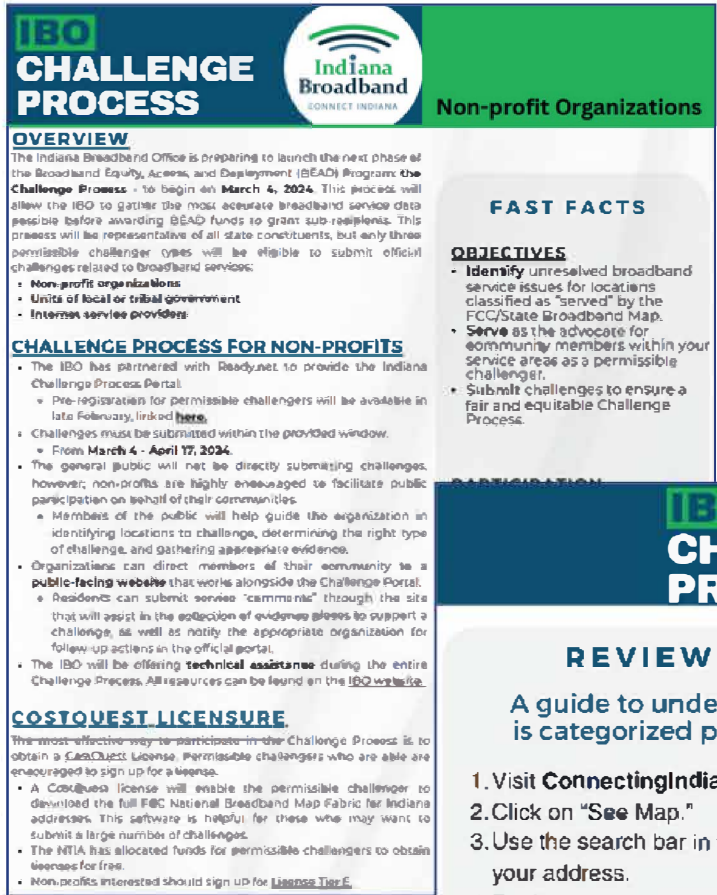
IBO Challenge Process Resources

Availability Challenge Guide ⭐
A complete walk-through of submitting an availability challenge on the ConnectingIndiana Challenge Portal.

⬇ Download PDF

Availability Challenge CSV Template
A template of the CSV file required for an availability challenge.

⬇ Download PDF

Planned Service Challenge Guide ⭐
A complete walk-through of submitting an availability challenge on the ConnectingIndiana Challenge Portal.

⬇ Download PDF

Speed Challenge CSV Template
A template of the CSV file required for a speed challenge.

⬇ Download PDF

Challenge Evidence Types and Examples
A complete walk-through of each type of challenge that can be submitted and examples of corresponding evidence types.

⬇ Download PDF

Speed Challenge Guide ⭐
A complete walk-through of submitting a speed challenge on the ConnectingIndiana Challenge Portal.

⬇ Download PDF

Check Your Address Flyer
A guide to understanding how your address is categorized pre-BEAD Challenge Process.

⬇ Download PDF

Indiana BEAD Challenge Process flyers
⬇ For internet service providers
⬇ For non-profit organizations
⬇ For local government units

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There are also other helpful resources available to help your organization and community understand this challenge process better; What is needed and what part your organization and community play in the process.

IBO CHALLENGE PROCESS — Non-profit Organizations

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
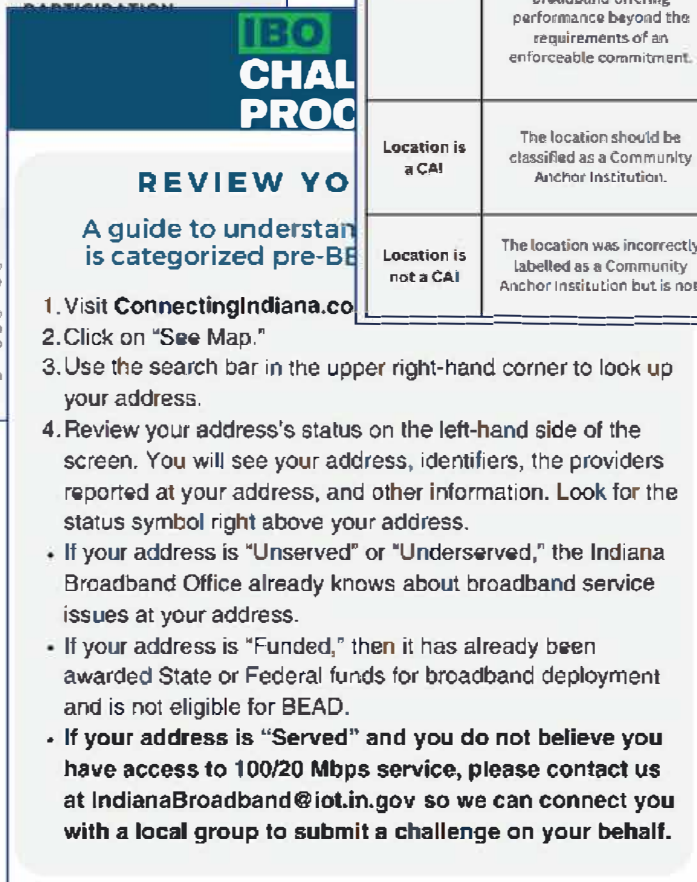
CHALLENGE PROCESS FOR NON-PROFITS

- 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**.
- The general public will not be directly submitting challenges, however, non-profits are highly encouraged to facilitate public participation on behalf of their communities.
  - Members of the public will help guide the organization in identifying locations to challenge, determining the right type of challenge, and gathering appropriate evidence.
- 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 assist in the collection of evidence pieces to support a challenge, as well as notify the appropriate organization for follow-up actions in the official portal.
- 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 who are able are encouraged to sign up for a license.

- A CostQuest license will enable the permissible challenger to download the full FCC National Broadband Map Fabric for Indiana addresses. This software is helpful for those who may want to submit a large number of challenges.
- The NTIA has allocated funds for permissible challengers to obtain licenses for free.
- Non-profits interested should sign up for **License Tier E**.

FAST FACTS

OBJECTIVES
- Identify unresolved broadband service issues for locations classified as "served" by the FCC/State Broadband Map.
- **Serve** as the advocate for community members within your service areas as a permissible challenger.
- Submit challenges to ensure a fair and equitable Challenge Process.

PARTICIPATION

IBO CHALLENGE PROCESS

REVIEW YOUR [...]

A guide to understan[...] is categorized pre-BE[...]

1. Visit **ConnectingIndiana.co**[...]
2. Click on "See Map."
3. Use the search bar in the upper right-hand corner to look up your address.
4. Review your address's status on the left-hand side of the screen. You will see your address, identifiers, the providers reported at your address, and other information. Look for the status symbol right above your address.
- If your address is "Unserved" or "Underserved," the Indiana Broadband Office already knows about broadband service issues at your address.
- If your address is "Funded," then it has already been awarded State or Federal funds for broadband deployment and is not eligible for BEAD.
- If your address is "Served" and you do not believe you have access to 100/20 Mbps service, please contact us at IndianaBroadband@iot.in.gov so we can connect you with a local group to submit a challenge on your behalf.

IBO CHALLENGE PROCESS — CHALLENGE PROCESS: EVIDENCE TYPES AND EXAMPLES

Challenge Type	Description	Example Evidence Types
Enforceable Commitment	The challenger has knowledge that broadband will be deployed at this location by the date established in the deployment obligation.	• Authorization letter • Legally binding agreement
Not Part of Enforceable Commitment	The location was incorrectly removed from eligibility based on being part of an enforceable commitment.	• Declaration by service provider subject to the enforceable commitment
Planned service	The challenger has knowledge that broadband will be deployed at this location by June 30, 2024, without an enforceable commitment or a provider is building out broadband offering performance beyond the requirements of an enforceable commitment.	• Construction contracts or similar evidence of on-going deployment • Contracts or a similar binding agreement between the State of Indiana and the provider committing that planned service will meet the BEAD definition and requirements of reliable and qualifying broadband even if not required by its funding source
Location is a CAI	The location should be classified as a Community Anchor Institution.	• Any evidence that the location falls within the IBO's definition of a CAI (see Volume 1 of Initial Proposal)
Location is not a CAI	The location was incorrectly labelled as a Community Anchor Institution but is not.	• Any evidence that the location does not fall within the IBO's definition of a CAI.

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Community engagement will be vital to helping your organization collect the necessary evidence for any challenges you intend to submit on behalf of your community. Below are some ideas for how to engage with your public for education and evidence collections:

- **Sharing flyers about the challenge process and encouraging members of your community with poor connectivity to take the Indiana Speed Test**

- **Visiting community group meetings to educate people about what circumstances they should consider submitting evidence for a challenge and the proper way to collect it.**

- **Utilizing the reach of school districts to reach households or chambers of commerce to reach the business community and partnering with them to spread awareness.**

- **Sharing updates with your community across different forms of media about where you are in the process, and what progress has been made.**

- **Attending local government meetings as concerned citizens to see what steps are being taken during the challenge process.**

There are also other helpful resources available to help your organization and community understand this challenge process better; What is needed and what part your organization and community play in the process.

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The IBO will be hosting open office hours throughout the challenge process.

These sessions are an open forum for permissible challengers and members of the public to ask the IBO questions about the work our office is doing, with a particular focus on the upcoming BEAD Challenge Process. All are welcome during any session to speak with our broadband experts! See you there!

Sessions will be held from 2 - 3pm ET.

- Tuesday - March 5, 2024
- Thursday - March 7, 2024
- Thursday - March 14, 2024
- Tuesday - March 19, 2024
- Thursday - March 21, 2024
- Tuesday - March 26, 2024

- Thursday - March 28, 2024
- Tuesday - April 2, 2024
- Thursday – April 4, 2024
- Tuesday – April 9, 2024
- Thursday – April 11, 2024

Link to Session

The IBO wants to engage with eligible challengers and be regularly available during the challenge process in order to offer help and answer questions organizations may have about their challenge submissions.

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How to take the Indiana Internet Speed Test

Step 1: Go to ConnectingIndiana.com

Scan the QR code or type the address above into your search browser

Indiana residents, the Indiana Broadband Office needs your help.

Do you have unreliable internet connectivity? Have your voice heard!

Test Your Internet | See Map

Learn More

No Internet? Text 'Internet' to INDY-464699   Resources   Register Now

English (English)
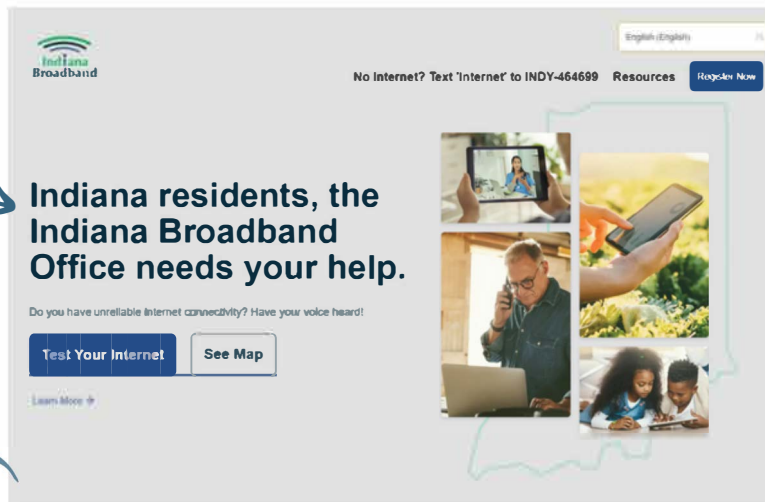
Step 2: Click "Test your Internet"

You will be asked to enter your location. This is for tracking connectivity data only, your address will **not** be shared with the public.

If you do not have internet at your home or business, enter your address, select, "I do not have internet service at this address." and then answer the questions.

Step 3: Answer the questions

It is ok to skip questions or put "I don't know" if you're not sure what to respond.

Step 4: Click "Start Test"

Your test will start running! You can upload your subscription information if you like. Please be patient if the test is taking a while.

Make sure you no one is streaming while you are conducting a speed test. This could give inaccurate results.

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What to do with your results from the Indiana Internet Speed Test

- Download or screenshot your results

- Upload your information directly to the portal on ConnectingIndiana.com

- These will be sent to any challenging entity registered in Ready.net as an organization serving your area.

- You also have the option to send your results directly to the challenging entity serving your area.

  - More than likely, this entity will be your local county government.

  - SIRPC is also registered as a challenger in order to assist the county governments in our region with submitting challenges. You can email your downloaded/ screen shot results to digitalinclusion.sirpc@gmail.com

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YOU CAN DO MORE THAN JUST CONDUCT SPEED TESTS DURING THE CHALLENGE PROCESS!

Indiana also has a **Public Comment Portal** where individuals can submit comments or "leads" on locations they feel should be included in a challenge.

Just because individuals cannot submit challenges themselves does not mean they have to wait on an eligible entity to act. In fact, information community members give is vital to helping your government or CAI collect the strongest evidence for a challenge. This is an effort that requires cooperation from everyone!

The portal can also be found on ConnectingIndiana.com in addition to the speed test.

Read more information on the next page about how to submit a comment to the public portal.

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How to submit comments to the public portal

Step 1: Go to ConnectingIndiana.com
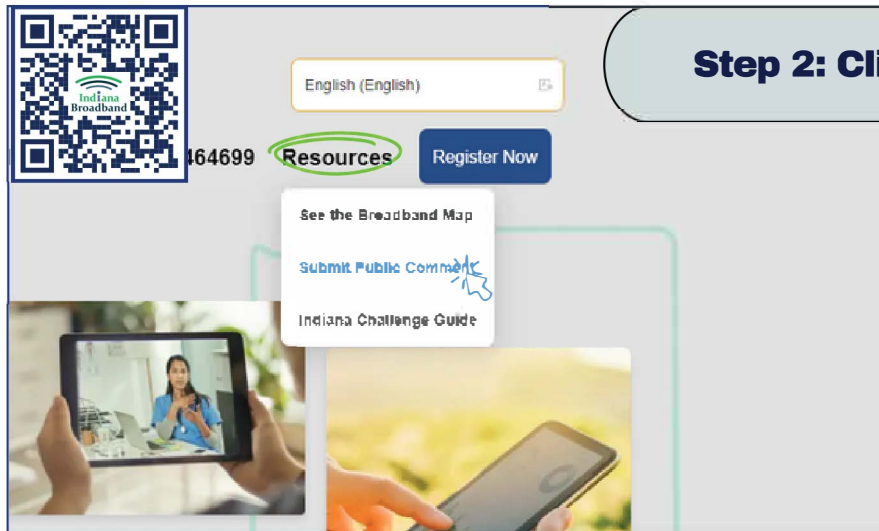
Step 2: Click "Resources""

Select "Submit Public Comment" in the drop down menu.

Step 3: Select a Location
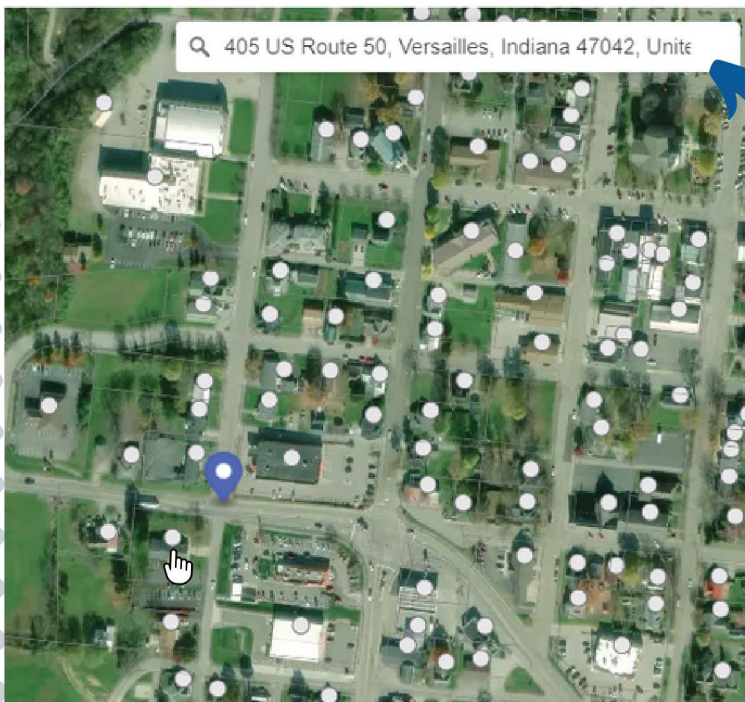
Search for the location you would like to comment on by typing your address into the search bar and then select the point on the map.

Note: If you don't see your address, select the point that you believe nearest to your rooftop.

Red or "unserved" locations will not be selectable on this map because they are already eligible for BEAD funding.

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How to submit comments to the public portal (cont'd)

Step 4: Select Comment Type

405 Us-50, Versailles, IN 47042   Served   Expand Details

Select Comment Type

Please select which type of comment you would like to submit.

Availability

The broadband services reported as available at your location on the map are not actually available.

Speed

The actual speeds reported at your location on the map fall below the BEAD Program's eligibility thresholds.

Latency

The actual round-trip latency of services available at your location exceeds 100 milliseconds.

Data Cap

The services available at your location have a data limit below 600 GB/month.

Technology

The type of technology (ex: Fiber Optic, Cable, Etc.) reported as available at your location on the map is incorrect.

Business Service Only

The services reported on the map are available to Businesses only, not Residents.

Other

Use this option to submit a general comment about the broadband options available at your location.

Back   Next

You can choose to submit a comment about experienced speeds, availability, data caps, etc.

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How to submit comments to the public portal (cont'd)

Step 5: Provide More Information

Selected address:

405 Us-50, Versailles, IN 47042 [Served]   Expand Details

Speed Details

As part of the BEAD Program's evidentiary standards, speed corrections to the map require three performance tests taken on three different days. Click here to take the performance test from your location and set up reminders to take additional tests. Once you have collected your tests, proceed with completing the Speed Comment below.

📄 You can submit a general "Other" comment in Step 2, if you choose not to provide the above requested evidence or are unable to fill out the required fields below.

📄 If you do not see your internet provider or technology type in the dropdown, your service is already considered underserved

* 1. Enter your name

[   ]

* 2. Enter your email address

[✉   ]

* 3. Select the internet provider

[Please select a service   ⌄]

* 4. Select the technology type

[Please select a technology   ⌄]

[Back]   [Next]

If you do not see your internet provider or technology type in the dropdown, your service is already considered "underserved".

Steps 6-7: Provide Evidence and Attest it is Correct

The last steps involve providing documentation of your comment and certifying that all information is correct to the best of your ability.

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Outreach Materials

The outreach materials on the following pages were created with the purpose of public outreach and education about the Challenge Process.

Feel free to download the pages in this toolkit separately as .png or .jpg for easy sharing on social media or as PDF for printing and displaying.

If you think of something that you would like to see added to this toolkit, or want to give general other feedback about it, we'd love to hear from you! Contact SIRPC via https://www.sirpc.org/contact-us or Reneisha Rudder at **digitalinclusion.sirpc@gmail.com** with your feedback.

Hoosiers!

You can help Indiana get better broadband by participating in the BEAD Challenge Process. Here's how:

Local Governments and Community Anchor Institutions

Promote ConnectingIndiana.com to your communities

Encouraging your constituents to do speed test and showing them how to do so correctly helps provide you with evidence you'll need for challenge submissions.

Register for Ready.net

This is the portal where eligible entities can submit challenges on behalf of their communities.

Apply for a CostQuest license

Optional, but is very helpful for submitting bulk challenges

Individual Residents and Community Groups

Submit "leads" in the public portal

Individuals cannot submit challenges during this process themselves, but they can submit comments to via this portal that their local governments and eligible CAIs can use to find evidence of locations eligible for challenging.

Take the Indiana internet speed test

Any resident or business wishing to have their connectivity information submitted for a challenge will need to take the Indiana speed test over 3 days and send the downloaded results to their local government.

Challenge Process Timeline

COSTQUEST LICENSE	PRE-REGISTRATION	CHALLENGE PROCESS BEGINS 3/4	SUBMIT CHALLENGES	CHALLENGE PHASE ENDS 4/17
The IBO recommends permissible challengers to obtain a CostQuest license as soon as possible.	Pre-registration is open now. The IBO recommends you register whether you intend to submit a challenge or not.	The Challenge Process begins on March 4, 2024.	Permissible challengers will have 44 days to submit challenges.	The Challenge Phase of the Challenge Process will end on April 17, 2024. Then, the IBO will move into the Rebuttal Phase.

Source: IBO

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INDIANA SPEED TEST

The mission of the Indiana Broadband Office is to assist residents in need of affordable and reliable broadband connectivity. The IBO needs _your_ help to improve broadband in our state. Conducting internet speed tests provides the State with data on the quality of internet service at your location. This evidence is helpful for determining which areas should be prioritized for state and federal broadband funding.

WEBSITE — Connectingindiana.com

Indiana Broadband

3 TIMES OVER 3 DAYS — You should take the speed test 3 times, over three separate days for optimal results

BE PATIENT — It takes time for each test to run, please be patient with the process and do not abandon the page

WHAT TO DO WITH YOUR RESULTS
1. Download or screen shot your results
2. Email them to your local government or digitalinclusion.sirpc@gmail.com

Information you will need

BASIC INFO — You will provide your physical address, subscribed upload/download speeds and whether you are testing from a wired or wifi connection

DEVICE AND OPTIMAL CONDITIONS — Conduct the test from your laptop, computer or wi-fi enabled device. DO NOT use cellular data or hotspots. Ensure no one in your household is watching videos, gaming or on a video call.

Indiana Broadband

812-689-5505
Reneisha Rudder

INDIANA SPEED TEST

INTERNET SPEED

100   120

60   16

180

200   MB/S

40

Have you taken your 3 over 3?

Be sure to download every test result and send them to the designated recipient for your local government

Indiana Broadband

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Are you wanting to submit your connectivity information for a BEAD challenge?

You need to conduct:

3 SPEED TESTS

OVER

3 DIFFERENT DAYS

Go to

Connectingindiana.com

to start speed testing today

SPEED TEST TRACKER

Directions:

Record the date and time of when the speed test was conducted. Send your results to the designated recipient at your local government or upload them yourself to the ConnectingIndiana.com portal.

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MM/YY:

PROVIDER:

SUBSCRIBED INTERNET SPEED:

SUBSCRIPTION PRICE:

TEST ONE

DATE:

SERVED STATUS (circle one):

DOWNLOAD SPEED:

SERVED   UNSERVED   UNDERSERVED

UPLOAD SPEED:

☐ Check here if you downloaded your results

TEST TWO

DATE:

SERVED STATUS (circle one):

DOWNLOAD SPEED:

SERVED   UNSERVED   UNDERSERVED

UPLOAD SPEED:

☐ Check here if you downloaded your results

TEST THREE

DATE:

SERVED STATUS (circle one):

DOWNLOAD SPEED:

SERVED   UNSERVED   UNDERSERVED

UPLOAD SPEED:

☐ Check here if you downloaded your results

SPEED TEST TRACKER

Directions:

Record the date and time of when each speed test was conducted. Bring the screenshots/print out of your test results with you at the end of the week to receive credit.

Name: _____

MM/YY: _____ **PROVIDER:** _____

SUBSCRIBED INTERNET SPEED: _____ **SUBSCRIPTION PRICE:** _____

TEST ONE

DATE:

DOWNLOAD SPEED:

UPLOAD SPEED:

SERVED STATUS (circle one):

SERVED   UNSERVED   UNDERSERVED

☐ Check here if you downloaded your results

TEST TWO

DATE:

DOWNLOAD SPEED:

UPLOAD SPEED:

SERVED STATUS (circle one):

SERVED   UNSERVED   UNDERSERVED

☐ Check here if you downloaded your results

TEST THREE

DATE:

DOWNLOAD SPEED:

UPLOAD SPEED:

SERVED STATUS (circle one):

SERVED   UNSERVED   UNDERSERVED

☐ Check here if you downloaded your results

Help us help you by taking the Indiana Internet Speed Test

Hello Neighbor,

Your address has been identified as one possibly eligible for the BEAD Challenge Process. This is a process where your local government can challenge the service status of your address on your behalf if your location has been marked incorrectly as "served" but you are not actually experiencing acces to adequate internet service. This is in hopes to have your area prioritized for BEAD funding.

For the purpose of broadband funding, "served" locations are those which have access to download/upload internet speeds of at least 100/20 mpbs. Anything below this but above download/upload speeds of 25/3 mpbs are considered "underserved" while anything below 25/3 is considered "unserved".

For addresses identified as challenge eligible, here's what your local government needs you to do.

Step 1: Go to ConnectingIndiana.com

Step 2: Click "Test your Internet"

Indiana residents, the Indiana Broadband Office needs your help.

Do you have unreliable internet connectivity? Have your voice heard!

Test Your Internet   See Map

Learn More →

You will be asked to enter your location. This is for tracking connectivity data only, your address will **not** be shared with the public.
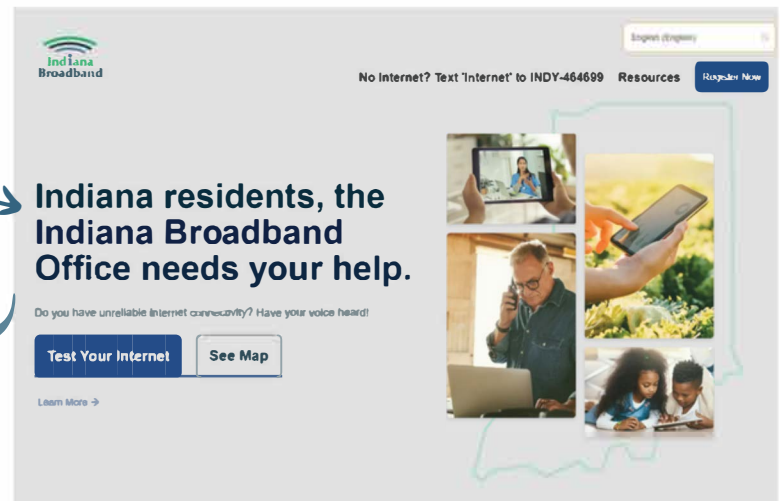
Be sure to turn OFF your **VPN**. If you don't know what this is, you probably don't have one, so don't worry.

This is all free, at NO cost. Never pay to take a speed test!

Step 3: Answer the questions

It is ok to skip questions or put "I don't know" if you're not sure what to respond.

Step 4: Click "Start Test"

You will need to take the speed test **3** separate times over **3** separate days.

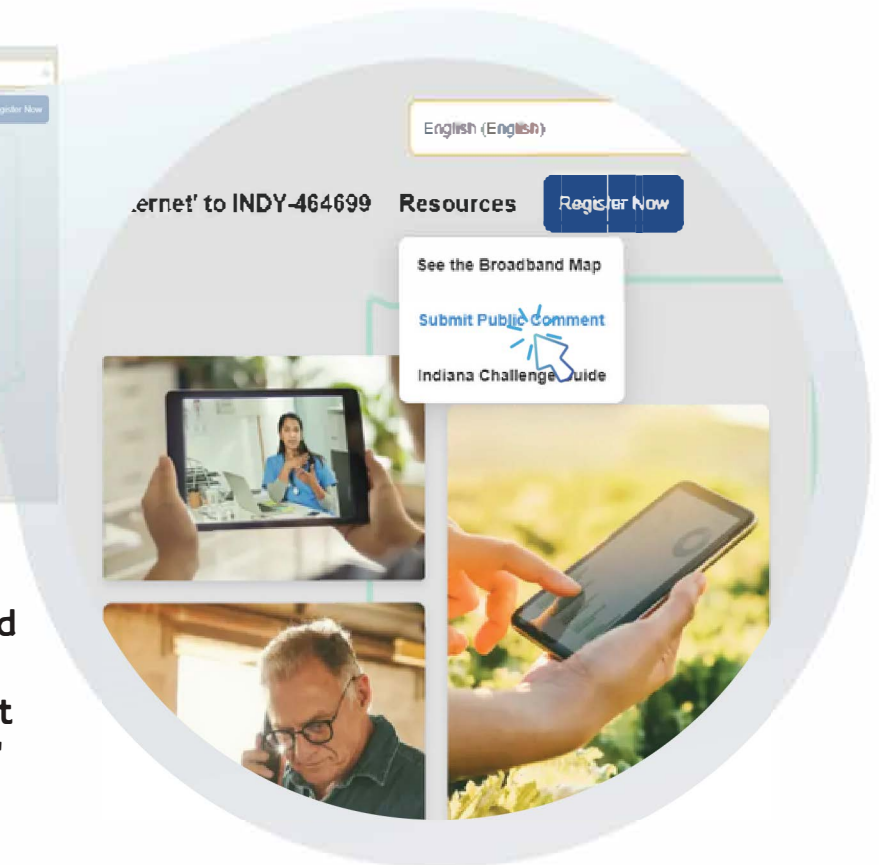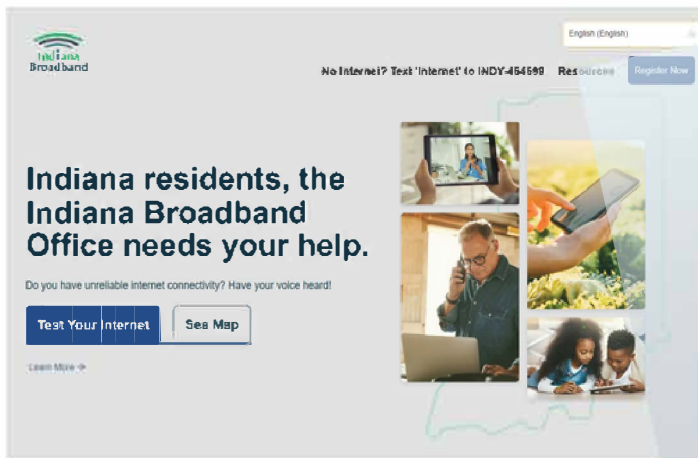### Step 5: Download& submit test results

You can screenshot your results or click the download option, then send them to your local government or submit them via the public comment portal found under the "Resources" tab.

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Tips and Tricks for taking the Indiana Internet Speed Test + Submitting your results

If you wish to have your home or business address included in the BEAD Challenge Process, you will have to help us provide evidence for a challenge. Below are some helpful information for you when you take the Indiana Internet Speed Test + submit your results.

- Make sure your VPN is turned <u>OFF.</u> If you don't know what a VPN is, don't worry you probably don't have one.

- You will need to take the speed test 3 separate times over 3 separate days.

- Do not take a speed test on your cell phone! The most accurate results come from a computer or laptop. If a cell phone is your only device, be sure to TURN OFF your cellular data!

- It is ok to skip questions or put "I don't know" if you're not sure what to respond.

- It is recommended to have the info on your internet subscription ready to upload before you start the test if you want to give that info.

- "Wired" means you connect to internet via an ethernet cable, wireless is wifi.

You can screenshot your results or click the download option, then send them to your local government <u>or</u> submit them via the Public Comment portal found under the "Resources" tab on ConnectingIndiana.com

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What is Fabric Data?

Fabric data is the list of location IDs, addresses, coordinates and other related information for broadband serviceable locations.

Since it contains semi-sensitive information, only certain types of organizations are eligible to access the data.

What does "served", "unserved", and "underserved" mean?

"Served" means a location has access to internet meeting the federally designated minimum speed of at least 100mbps download and 20mbps upload.

"Unserved" refers to any location without access to internet which provides the federally required minimum speed of at least 25mbps download and 3mbps upload. This definition also applies to any areas where the only type of internet service available is satellite.

"Underserved" refers to any location without access to internet speeds of at least 100mbps download and 20 mbps upload.

Why do I need to take a speed test?

If you believe you frequently experience internet speeds slower than 100/20mbps or 25/3mpbs, you should check this by testing at ConnectingIndiana.com. This information is aggregated and saved by the Indiana Broadband Office to track connectivity data and help the State be aware of which areas need to be prioritized for broadband funding.

What is a VPN

A VPN means *virtual private network*. When one is activated, your data and online activity is shielded from third party trackers by connecting you to a private server before it connects to the server of the website you are visiting. You are given a temporary IP address, and your real, permanent IP address is hidden. This protects your online privacy and security, especially when you are connected to public wifi.

The IBO needs to be able collect location information of the address you are testing from so the mapping of connectivity data is accurate. Please make sure your VPN is turned off when you are conducting a speed test.

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Frequently Asked Questions

Is a CostQuest license necessary to submit a challenge?

No, a CostQuest license is not necessary to submit a challenge. However, having a large dataset of location IDs can make it easier if your organization plans to submit bulk challenges on behalf of your community.

Is registering in Ready.net necessary to submit a challenge?

Yes. This is the portal the IBO created for the challenge process and all challengers must register in order to submit a challenge. Individuals cannot submit challenges themselves and due to the sensitive nature of some of the information required for challenge, only certain types of organizations are eligible to register. You must be a government or government agency, non-profit community anchor institution, or an internet service provider.

What if I need help with learning how to use the Ready.net portal?

The IBO has posted recordings of past webinars and challenge guides on their BEAD webpage with information on navigating Ready.net. They also will host "office hours" every Tuesday and Thursday throughout the entire challenge process. You can find all of this information at https://www.in.gov/indianabroadband/grants/bead/bead-challenge-process/. If you need any other type of assistance, reach out to the IBO at IndianaBroadband@iot.in.gov

More helpful materials to come later!
Check back soon with

and

for toolkit updates.