



TACKLING THE BEAD CHALLENGE PROCESS

Workshop dedicated to learn more about the Bead program, how to participate in the challenge process, how to collect evidence, and more.

What is BEAD?

The Broadband Equity, Access, Deployment Program (BEAD) is a federal program administered by each state to deploy broadband infrastructure to the locations that are unserved or underserved.

Indiana received \$868m that will be administered by the Indiana Broadband Office (IBO). The purpose of BEAD is to ensure each resident is connected to high-capacity internet (aka broadband).

Prioritized locations would be...

- 1 Unserved (no internet access/less than 25/3 Mbps)**
- 2 Underserved (internet access at or <100/20 Mbps)**
- 3 Community Anchor Institutions
(internet access <1000/1000 Mbps/1Gbps)**

What is the Challenge Process?

Challenge Process: is the process in which permissible challengers may challenge a determination by the IBO to whether a particular location or community anchor institution is unserved or underserved, therefore eligible for BEAD funds.

Permissible Challengers: not just anyone can submit a challenge. Permissible challengers can submit challenges on residents' behalves. Permissible challengers include nonprofits, local units of government, and ISPs.



Challenge Phase is from
March 4th-April 17th

Area and Multi-Dwelling Challenges

These challenges lower the burden of proof. If a certain number of locations in a single challenge type and provider are submitted, all locations within that area or Multi-Dwelling Unit (MDU) are challenged.

Area challenges will be our best way of maximizing BEAD in Jay County.

Area Challenge

For example, if 6 locations in a single Census Block Group are challenged under the same challenge type, all locations with that same technology and provider in the CBG will be challenged.

MDU Challenge

If at least 3 units or 10% of the units in a single MDU are challenged under the same challenge type, all units with the same technology and provider in the MDU will be challenged.

Types of Challenge Evidence

Type	Description	Evidence
Availability	The broadband service identified in the data is not offered at the location.	<ul style="list-style-type: none">• Screenshot of provider website• Refused service request (email or letter)• A letter or email showing that the provider failed to schedule a service installation• A letter or email showing that provider requested more than the standard installation fee for location
Speed	The actual speed of the service falls below unserved (at or <25/3mbps) or underserved (at or <100/20mbps) thresholds.	<ul style="list-style-type: none">• Set of 3 speed tests taken by subscribers showing insufficient speeds, must be taken on 3 separate days• must include proof of tier the subscriber is paying for• All speed tests must be taken within 60 days of challenge
Latency	The round-trip latency at this location exceeds 100 ms.	<ul style="list-style-type: none">• Set of 3 speed tests taken by subscribers showing latency, must be taken on 3 separate days• All speed tests must be taken within 60 days of challenge
Data Cap	The only service plans available at this location impose an unreasonable data cap.	<ul style="list-style-type: none">• Screenshot of provider webpage• Service description provided by consumer

Types of Challenge Evidence Continued

Type	Description	Evidence
Technology	The technology indicated for the location is incorrect.	<ul style="list-style-type: none">• Manufacturer and model number of residential gateway that demonstrates the service is delivered via a specific technology
Business Service Only	The location is residential, but the service offered at location is only available to businesses.	<ul style="list-style-type: none">• Screenshot of provider webpage
Enforceable Commitment	The challenger has knowledge that broadband will be deployed at this location.	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Declaration by service provider subject to the enforceable commitment

Types of Challenge Evidence Continued... Again

Type	Description	Evidence
Planned Service	the challenger has knowledge that broadband will be deployed at this location by June 20, 2024, without an enforceable commitment.	<ul style="list-style-type: none">• Construction contracts of similar evidence of ongoing deployment, along with evidence that all permits have been applied for or obtained
Location is a CAI	the location should be classified as a Community Anchor Institution.	<ul style="list-style-type: none">• Any evidence that the location falls within the IBO's definition of a CAI (see Vol 1 of Initial Proposal)
Location is not a CAI	The location was incorrectly labelled a Community Anchor Institution but is not.	<ul style="list-style-type: none">• Any evidence that the location does not fall within the IBO's definition of a CAI.

Evidence Types for Non-customers

A resident can still make a challenge even if they are not a customer to the service they are challenging. A resident can pretty much challenge any service as long as speed tests aren't required.

These challenge types include...

- 1** Availability (will likely be the strongest option)
- 2** Data Cap
- 3** Technology
- 4** Business Service Only
- 5** Enforceable Commitment/not part of Enforceable Commitment
- 6** Planned Service
- 7** Location is/is not a CAI

Navigating the Portal

This site takes you to the resources you need to take a speed test, take a survey, inform the IBO that you don't have internet, check the map to see a location's designation, and submit a public comment. The public comments will be key to making a challenge.

Connectingindiana.com

This page will be by far the best way to get all of the information you need to guide you through the process, and make your voice heard. This portal will be your best resource in the challenge phase. Lets explore it!

Change the language



English (English)

No Internet? Text 'Internet' to INDY-464699

Resources

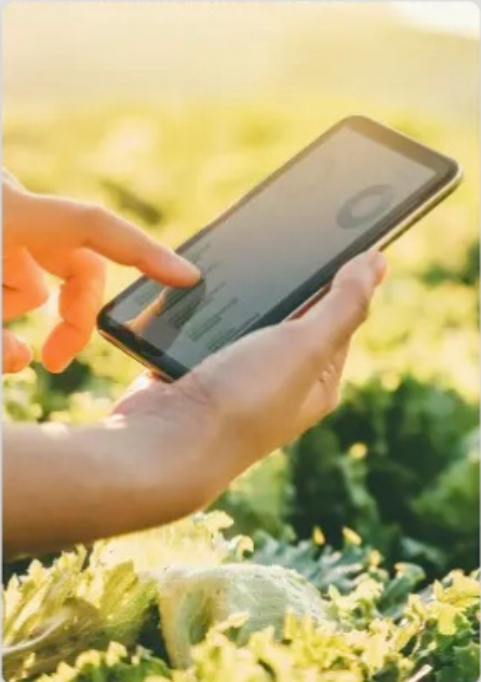
Register Now

Indiana residents, the Indiana Broadband Office needs your help.

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

Test Your Internet

Take the Survey



Speed test (look up your internet plan before taking)

Survey about your internet



Explore your accessibility options

Speed Tests: What You Should Know Before Taking One

Indiana Broadband

English (English)

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

Thank you!

Here are your results. If you weren't able to complete the survey, please take the test again.

For best results, take the test once per day for the next 7 days.

Please provide your email address for reminders to take the test several more times, as required by the rules of the challenge process.

Enter email Remind Me

You are Underserved

Download Test Results

Residential Address
IP Address

March 7, 2024 at 6:14:49 PM

Following NTIA grant guidelines, reliable broadband connections should have at least 100 Mbps download and 20 Mbps upload.

↓ DOWNLOAD 205.47 Mbps Served	↑ UPLOAD 17.27 Mbps Underserved	🕒 LATENCY 35.23 ms	📡 JITTER 11.77 ms
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See breakdown by test →

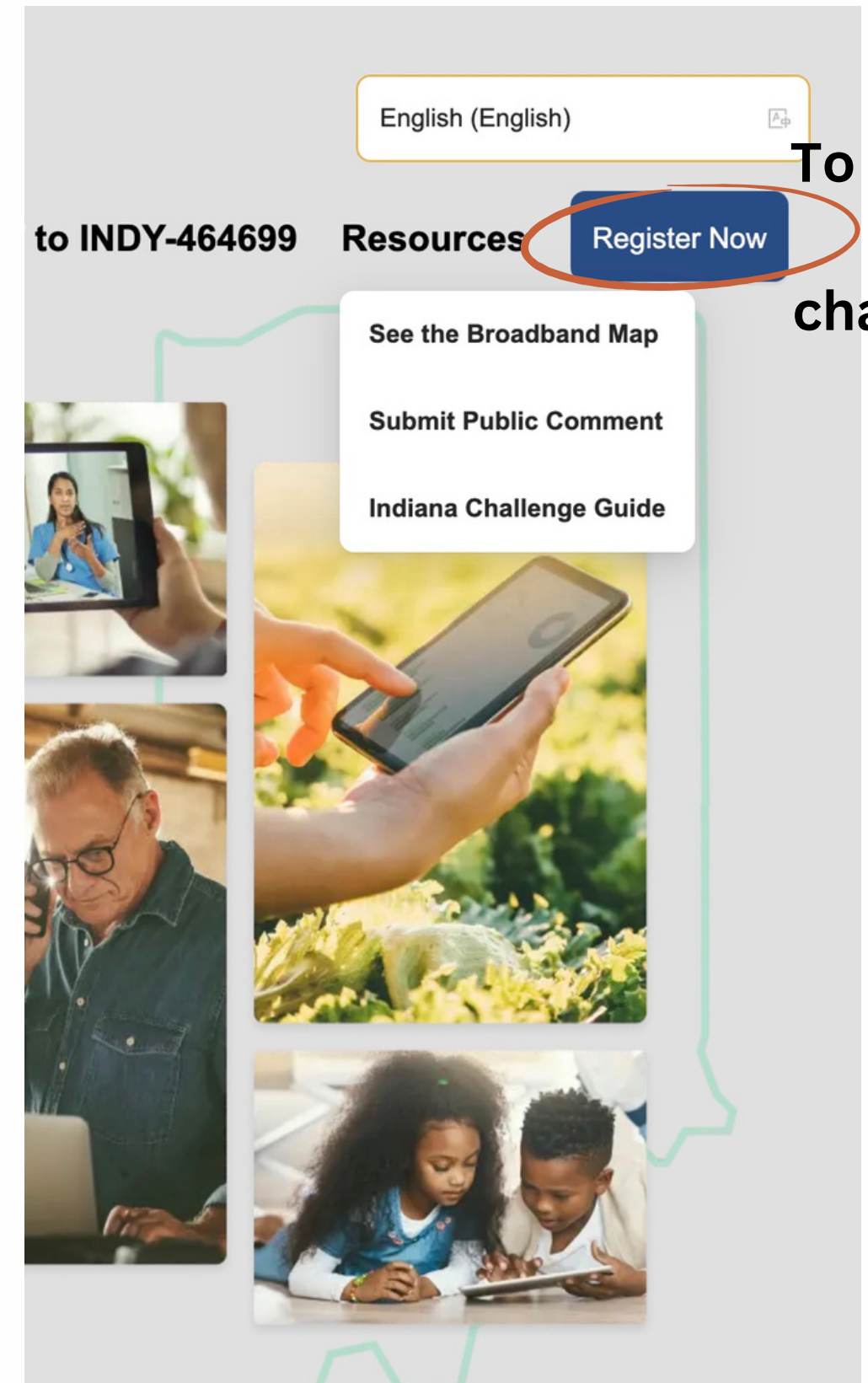
Test again

- 1 Know your provider
- 2 Know if you get internet through wire or Wifi
- 3 Know the plan you are paying for (screen shot your receipt before taking the test)
- 4 Try to know the technology you get your internet from (cable, wireless, satellite, etc.)
- 5 **KNOW THE SPEED THE PROVIDER ADVERTISES IN YOUR PLAN!!**
- 6 Don't forget to download the results!!
- 7 To use as evidence, there will need to be 3 different speed tests taken 3 separate days, 60 days within the challenge process

Other Features of the Portal



Click “Resources” in top right hand corner for dropdown menu to see the map, submit a public comment, and access the challenge guide



To register as a challenger

What the Map Looks Like



Search your address here

[Link to BEAD map](#)

If a location on the map is already marked in red (unserved) or blue (underserved), those locations are already being considered for BEAD funding. Green (funded) shows locations that are already being funded and will be served. Challenge the locations that claim to be “served” if you have evidence that they are not.

Submit a Public Comment (Page 1)



English (English)

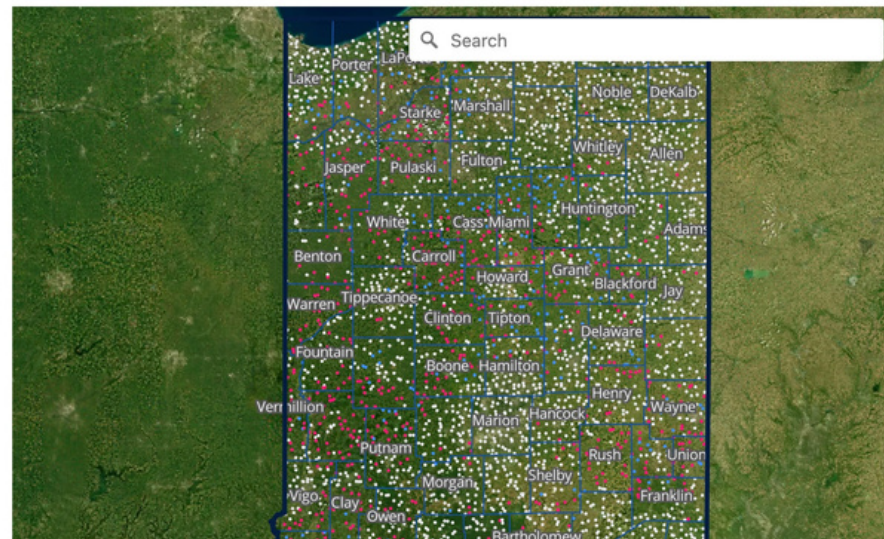
No Internet? Text 'Internet' to INDY-464699 Resources Register Now

- 1. Select Location
- 2. Comment Type
- 3. Comment Details
- 4. Evidence & Documentation
- 5. Attestation

Select Location

Please search for the location you would like to comment on and then select the point on the map.

Note: If a location is already eligible for federal funding through the BEAD Program, it will not be selectable on the map and cannot be commented on. If you don't see your address, select the point that you believe nearest to your rooftop.



Select Location

Please search for the location you would like to comment on and then select the point on the map.

Note: If a location is already eligible for federal funding through the BEAD Program, it will not be selectable on the map and cannot be commented on. If you don't see your address, select the point that you believe nearest to your rooftop.

Selected address:

119 S Meridian St, Portland, IN 47371 Served Hide Details

BUILDING TYPE	UNIT COUNT	LOCATION ID
Business	1 unit	1142749860

PROVIDER	SERVICE	SPEED (MBPS)	RANK
GSO Satellite	Residential	↓ 25 mbps	Unserviced
HughesNet	Business	↑ 3 mbps	Unserviced
Copper	Residential	↓ 60 mbps	Underserved
Brightspeed	Business	↑ 5 mbps	Underserved
Cable	Residential	↓ 1,200 mbps	Served
Xfinity	Business	↑ 35 mbps	Served
NGSO Satellite	Residential	↓ 220 mbps	Unserviced
Starlink	Business	↑ 25 mbps	Unserviced
Unlicensed Fixed Wireless	Residential	↓ 25 mbps	Unserviced
WATCH TV	Business	↑ 3 mbps	Unserviced
Fiber to the Premises	Residential	↓ 1,000 mbps	Unserviced

Note:

After selecting the address, can also click “expand details” to see more information on the location.

1 Click “Resources”

2 Select a location by entering address in the search bar on the map

3 If it doesn't let you select a location, that location is likely already being funded or will be funded in the future.

4 Click “Next” at the bottom

Submit a Public Comment (Page 2,3)

No Internet? Text 'Internet' to INDY-464699 Resources Re

1. Select Location 2. **Comment Type** 3. Comment Details 4. Evidence & Documentation 5. Attestation

Selected address:
119 S Meridian St, Portland, IN 47371 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 1. Select Location 2. Comment Type 3. **Comment Details** 4. Evidence & Documentation 5. Attestation

Data Cap
The services available at your location have a data limit below 600 GB/mo

Technology

Selected address:
119 S Meridian St, Portland, IN 47371 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

Note:

You will still be able to “expand details” throughout every page, which will be in the same bar as the address.

1 Click the issue you would like to report. There’s a description of each comment type below their bar.

2 Click “Next”

3 Enter your name, email, internet provider, and technology type.

Note: The technology type will automatically populate in the drop down bar after you select the ISP.

Submit a Public Comment (Page 4,5)

Select Location 2. Comment Type 3. Comment Details **4. Evidence & Documentation** 5. Attestation

Selected address:

119 S Meridian St, Portland, IN 47371

Served

[Expand Details](#)

Provide Evidence & Documentation for your Other Comment

Please share your comments below. Help local and Tribal governments and non-profit organizations support your comment by providing as much accurate information as possible.

Some members of the local government took a speed test and found that the speeds were under 100/20 mbps not too long ago.

[Back](#)

[Next](#)

[NO internet? Text internet to INDY-404099](#) [Resources](#)

Select Location 2. Comment Type 3. Comment Details 4. Evidence & Documentation **5. Attestation**

Selected address:

119 S Meridian St, Portland, IN 47371

Served

[Expand Details](#)

Please consent to share your submission

I understand that by submitting my response, I am authorizing my submission to be shared with units of local government and non-profits who can help improve the quality of broadband services in my area; and I further agree that government and non-profit entities participating in the challenge process have my permission to contact me to follow up on the information that I have submitted.

I understand and agree

[Back](#)

[Submit Comment](#)

1 Enter your comment of concern into the text box, and click “Next”

2 Check the box in order to consent and acknowledge that this comment will be shared with the challengers in your area and they can contact the commenter for more details.

3 Click “Submit Comment”

Other Resources

Online Resources

- [IBO website](#) to serve as the primary source for all information on the Challenge Process.
 - Webinars to be made available for review.
 - Checklist to help community organizations get organized prior to the Challenge Process.
- PCRD tool for availability and speed evidence--> [Purdue Challenge Tool \(use in every county except Jay\)](#).

IBO Technical Assistance

- IBO Office Hours - prior to the Challenge Phase beginning for questions from community organizations.
- Technical assistance that can be reached via email and phone once the Challenge Phase commences.
- Step-by-step, real-time guidance for submitting Challenges for those who need it.

[Connectingindiana.com](https://www.connectingindiana.com)

How Else You Can Participate in BEAD

For those who want to take the extra step, you can...

- **Conduct outreach:** simple as spreading the word about BEAD to your neighbors, churches, schools, community partners, whoever!
- **Talk to your nonprofits, local units of government, and ISPs about becoming a challenger:** the more challengers your county has, the more visible it becomes.
- **Volunteer to help us sort through data**
- **Get people excited about broadband!**
- **[Take our survey for Jay County!](#)**



Local Assistance/Contacts



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