BEAD Challenge Process- Questions and Answers

#	Question	MBI Response
1.	Evidence requirements allow for subscribers to submit but the repeated statement is that residents cannot initiate a challenge. Can you please explain?	Residents may not challenge directly but they may provide evidence into MBI's Challenge Process portal or through a registered eligible challenger. MBI is partnered with Connected Nation to review evidence submitted by residents and to submit challenges on their behalf.
2.	Do multiple types of evidence need to be submitted for each challenge?	Some challenges may require multiple forms of evidence to be submitted while other challenges may only require one form of evidence. Evidence requirements can be found in MBI's Evidence Submission Guidelines, which can be found on the Challenge Process webpage.
3.	What should be submitted to demonstrate no connection at a BSL?	Evidence requirements can be found in MBI's Evidence Submission Guidelines located on the Challenge Process webpage.
4.	Can towns with locations that are serviceable, but where residents cannot afford to make the connection utilize the Challenge Process to resolve this issue?	The primary objective of the Challenge Process is identifying broadband access, not affordability. However, if the cost for residents to connect is higher than the standard installation fee, they can provide evidence for a challenge. The resident would need to submit evidence such as a letter or email that a provider requested more than the standard
5.	What is a "non-profit pass through?"	A non-profit pass through is an eligible challenger who can submit challenges on a resident's behalf. MBI has partnered with Connected Nation as the designated pass-through organization to ensure all residents have access to submit challenges.
6.	Can multiple individuals from the same organization submit challenges?	Yes, multiple individuals within the same organization will have the ability to register to submit challenges. Users from the same organization **must** register under the same organization name for challenges to appear correctly.
7.	Which Organization Category should public libraries choose when registering for an account?	Libraries that are municipally owned should register under the Local Government category, while libraries that are non-profit organizations should register under the Non-Profit Organization category.
8.	Can you submit challenges and/or evidence outside of the portal?	No, all challenges and evidence related to challenges must be submitted through MBI's Challenge Process portal. If a resident is working with an Eligible Challenger, they may share evidence with the Eligible Challenger outside of the portal but all challenges and associated evidence must be entered into the portal.

9.	Can there be more than one challenging organization for each address?	Yes, multiple organizations may submit challenges for the same broadband serviceable location.
10.	What do the green and red triangles symbolize on the map?	The green and red triangles seen on the map indicate where a community anchor institution (CAI) may be located. Green indicates "served," yellow indicates "underserved," and red indicates "unserved."
11.	Is an ISP able to bulk upload numerous locations to challenge for unserved or underserved locations they believe are served?	Yes, multiple challenges can be submitted using the bulk challenge tool in MBI's Challenge Process portal.
12.	What is the date of the data of the Unserved, Underserved and CAI locations listed on MBI's website?	MBI's Challenge Process Portal will be based on the Federal Communication Commission's (FCC) map, with version 4 of the CostQuest fabric data and availability data as of 12/31/23.
13.	Can availability and enforceable commitments be uploaded in bulk via a CVS file or does each address need to be challenged at one time?	MBI's Challenge Process portal currently offers bulk challenges via a draw tool.
14.	Should municipalities providing internet service register as Local Government or Internet Provider type of organization?	Municipalities providing internet service to their communities should register as an internet service provider.

15.	Does the map have every known address in the Commonwealth?	The map is based on the National Broadband Serviceable Location (BSL) Fabric developed and maintained by CostQuest Associates. It should include a point for every location in the Commonwealth that represents a broadband serviceable location; however, the Fabric is a work in progress and there are some missing locations and some locations that should not be in the Fabric. BSLs only includes residences and businesses that would subscribe to mass-market, not enterprise services, so not every building is in the Fabric.
16.	How will a resident be able to submit a challenge through an eligible entity after taking a speed test?	Residents will have the opportunity to submit speed tests directly through MBI's Challenge Process portal or by contacting an eligible challenging organization.
17.	If a resident does not pay for speeds of 100/20 Mbps and location does not meet the underserved location criteria after taking a speed test can the BSL still be challenged?	If a broadband serviceable location has 100/20 Mbps speeds available, the location is considered served.
18.	Can you take a speed test through the portal?	Yes, residents visiting the MBI Challenge Process portal will be able to take a speed test directly through the portal.
19.	Can multiple entities submit the same challenge type?	Yes, multiple eligible challengers will be able to submit challenges in the same category.
20.	Will residents be prompted to take a second speed test using the portal if their first test is 100/20 Mbps?	Yes, residents will be prompted to take an additional two speeds tests if their first speed test is under 200/40 Mbps.

21.	If a physical location is not listed on the map, can it be challenged?	If a broadband serviceable location does not appear on the map, it cannot be challenged during the BEAD Challenge Process. However, if a community anchor institution is not a broadband serviceable location, it may be added to the Challenge Process map. Challengers may submit new locations not currently identified as BSLs in the challenge portal map by emailing mapfeedback@mastech.org with a subject line: "CAI – Location addition." MBI recommends submitting the address and the coordinates for the location in question. MBI recommends any eligible challenging entity wanting to add a BSL to the map use the FCC's challenge process.
22.	If a resident has subscribed for a slower-than-100 speed package from the ISP/cable company, how does the speed test know or determine that a faster speed is available?	A speed test will not determine the speed capacity available to the resident, but rather will display the residents' current speeds at the time they take the test. Residents will need to attest to the level of service they subscribe to.
23.	Is cost to make a connection any part of the criteria for challenges?	A location is considered served if the local internet service provider is able to provide 100/20 Mbps connection within 10 business days *and* for the standard installation fee.
24.	Do area challenges have to be submitted by census block?	An area challenge will be triggered when six locations within a census block group are challenged. Area challenges will happen automatically within MBI's Challenge Process Portal.

25.	When a resident completes three speed tests within the portal, will it automatically be submitted as a speed challenge, or will an eligible entity need to submit the challenge for them?	Once three speed tests are completed by the resident through the portal, Connected Nation, MBI's contracted partner, will review the speed test evidence and submit the challenge.
26.	Can municipalities perform the speed tests for their departments?	Speed tests need to be performed at the location being challenged.
27.	What evidence is needed to for a proof of no service challenge?	Evidence requirements for challenge type A "service not available" can be found in MBI's Evidence Submission Guidelines, which can be found on the Challenge Process webpage.
28.	What is the result of the challenge process?	Once the challenge has gone through the challenge period and the rebuttal window has closed, MBI will announce whether a challenge is "Sustained" or "Rejected" 60 days following the end of the rebuttal phase. MBI will publish a list of the eligible locations on their website at the end of the final determination phase.
29.	Can a cable advisory committee that has been established by a town register or does the town itself have to register?	Yes, provided that the members have been formally appointed by a governmental body or administrative officer of the municipality.
30.	Is Starlink considered an ISP?	While Starlink is considered an ISP, for the BEAD Challenge Process it will only be considered an alternative technology.