BEAD Challenge Process: Public participation for permissible challengers

How to engage with individual evidence submissions in the Portal

June 20, 2024

California Public Utilities Commission

Welcome

Laura Sasaki

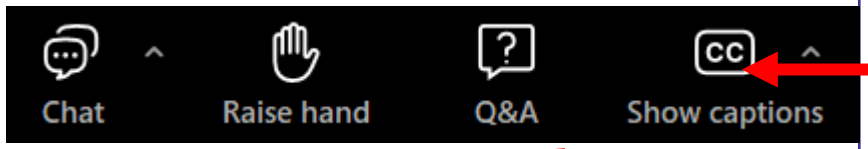
Program and Project Supervisor

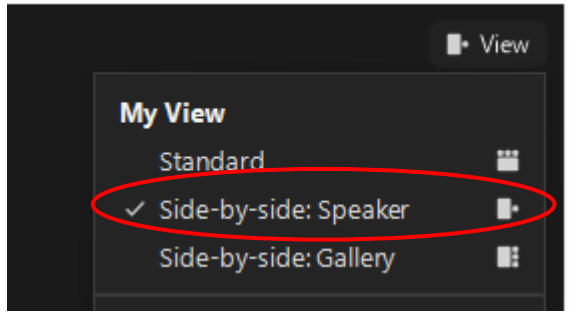
CPUC BEAD Branch

Agenda

1. Welcome
2. Challenge Process overview
3. Permissible challengers' role in the Challenge Process
4. Individuals' role in the Challenge Process
5. How permissible challengers can engage with individuals in the Challenge Process
6. Live demonstrations
7. Next steps

Housekeeping





Tips for getting the most out of this webinar

Closed Captions: English closed captions are available. Select "Show captions" on your toolbar. (Click the small arrow on the 'Show captions' button for more settings or to see a full transcript)

Q&A: Please add your questions via the Q&A function and answers will be added to the FAQs on the BEAD Challenge Process webpage.

Select Side-by-Side: Speaker Mode for the best viewing experience when slides are shared

Chat: Keep an eye on the chat because we will use it to send useful links to you.

Challenge Process overview

Joanne Hovis

President

CTC Technology and Energy

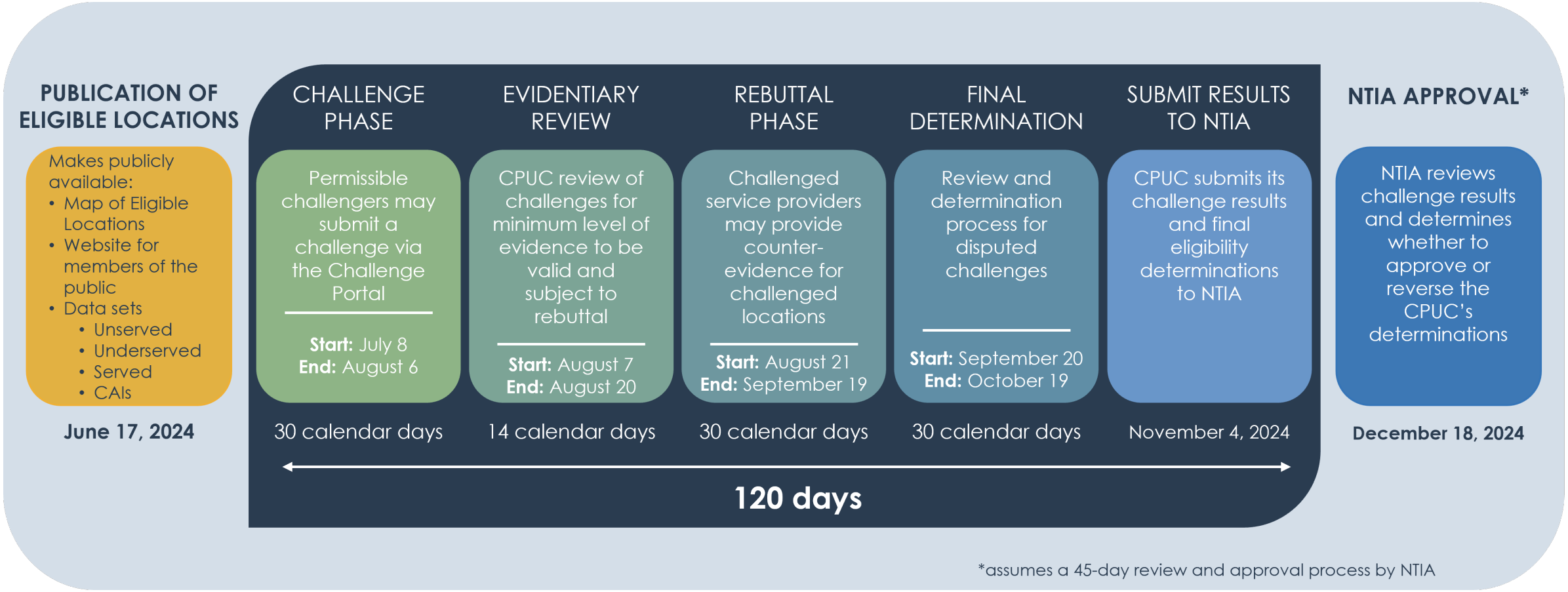
Who should be involved?

- The target audience for this presentation is **local governments, Tribal governments, and nonprofit organizations who choose to submit challenges on behalf of individuals.**
  - According to federal rules, these entities and broadband service providers are classified as **'permissible challengers.'**
- These groups have specific responsibilities in the Challenge Process related to **challenges, rebuttals, and facilitating individuals' participation**
  - Though **broadband service providers** are permissible challengers, they **cannot submit challenges on behalf of individuals**

Why is this important?

- The Challenge Process is the **only opportunity for entities to propose changes** to the FCC National Broadband Map in terms of **locations eligible for BEAD funding**
- BEAD funding is unprecedented; California is allocated **$1.86 billion** for broadband infrastructure
- Once the final map is approved, **only those areas identified as eligible may receive funding for last-mile infrastructure**
- The ultimate goal is to get **high-speed connectivity to all broadband serviceable locations**

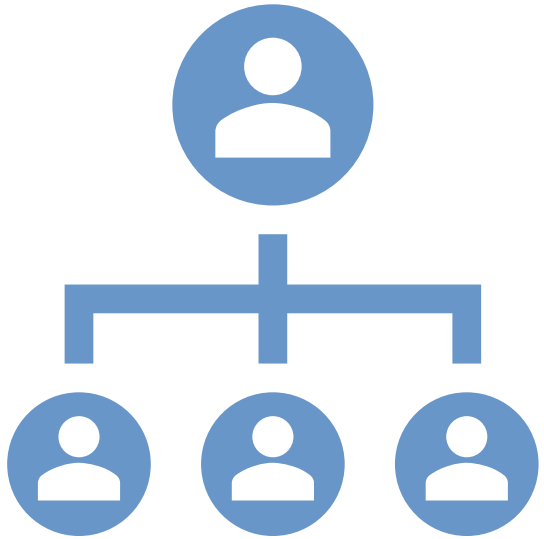
BEAD Challenge Process Timeline



*assumes a 45-day review and approval process by NTIA

Permissible challengers' role in the Challenge Process

What can permissible challengers do?



The Challenge Process determines **which locations should be eligible for BEAD funding** by accepting evidence of whether locations are served, underserved, or unserved

- Challenges aim to **correct the dataset** to determine eligibility

Permissible challengers can:

- **Submit challenges** through the Portal
- **Rebut** certain challenges
- **Source their evidence** from their own research or from individual members of the public that submit evidence

Example challenges

Per NTIA, all permissible challengers can submit all types of challenges

- **Example**: A nonprofit submits a '**Speed**' challenge claiming a specific location that the FCC Map shows as 'served' has speeds of 10/3 Mbps, using approved speed tests as evidence.
- **Example**: A Tribal government submits an '**Availability**' challenge to demonstrate that a location that the FCC Map shows as 'served' is not served by a provider. The Tribal government submits a letter from the provider denying a service request as evidence.

Each type of challenge has its own evidentiary requirements. Please see the NTIA Policy Notice for more information.

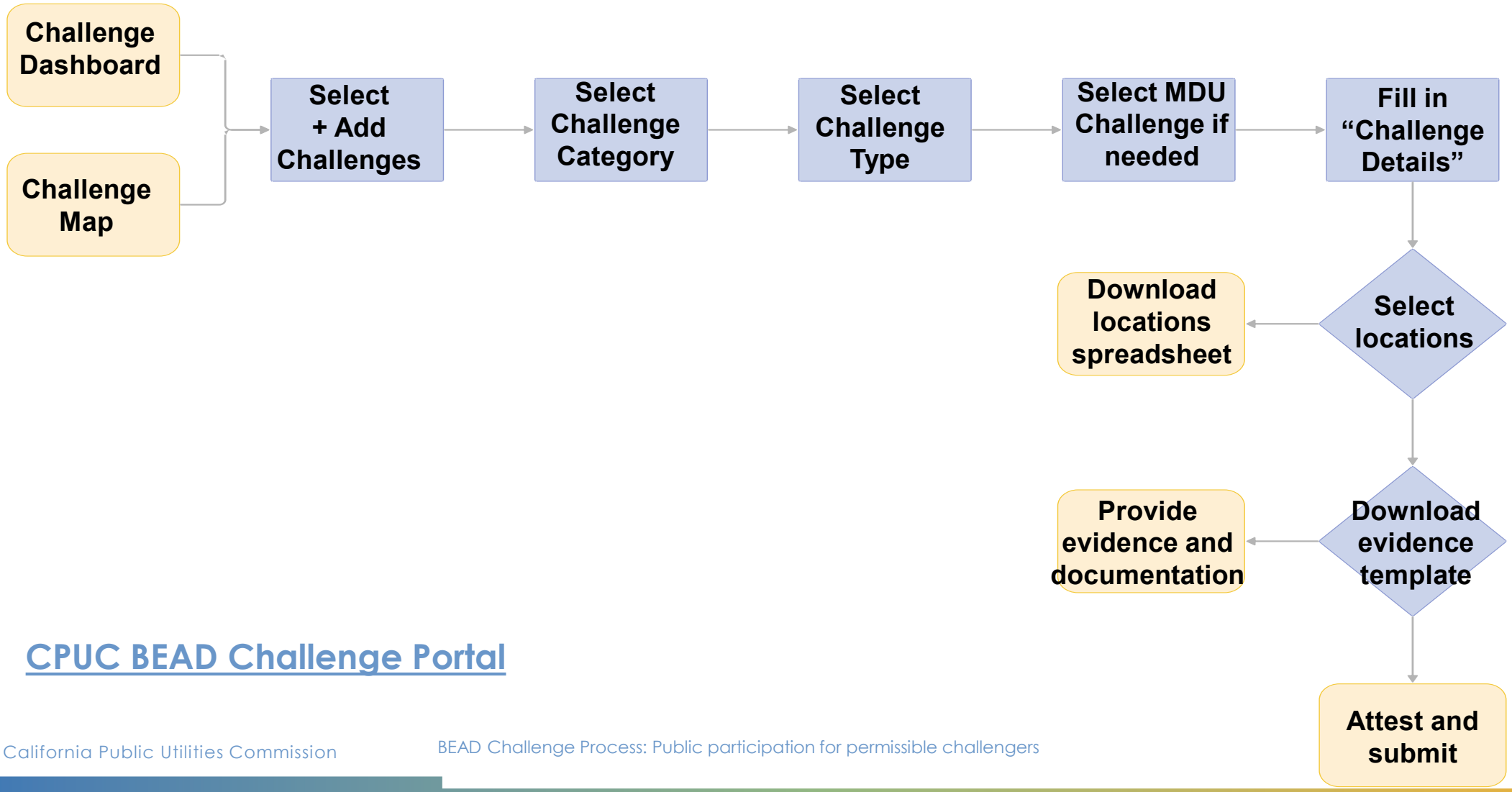
The Challenge Portal

All challenges must be entered in the Challenge Portal

Permissible challengers must **register** for access and be approved

- In the Portal, you can:
  - **Examine the map** to find out where it's inaccurate and develop your challenges
  - **Submit a challenge** with your own evidence
  - View and **submit evidence from individuals** as a challenge
  - **Submit a rebuttal** (if applicable)

How to submit challenges as a permissible challenger



[CPUC BEAD Challenge Portal]

Individuals' roles in the Challenge Process

What can individuals do?

- They can:
  - Look at publicly available **broadband map** to see if it is accurate for their address
  - **Submit evidence** through the **Consumer Challenge Website** (publicly available website for evidence submission)
  - Take **speed tests** through approved platforms and the Consumer Challenge Website
- They cannot:
  - Access the Challenge Portal
  - Submit a challenge
  - Submit a rebuttal

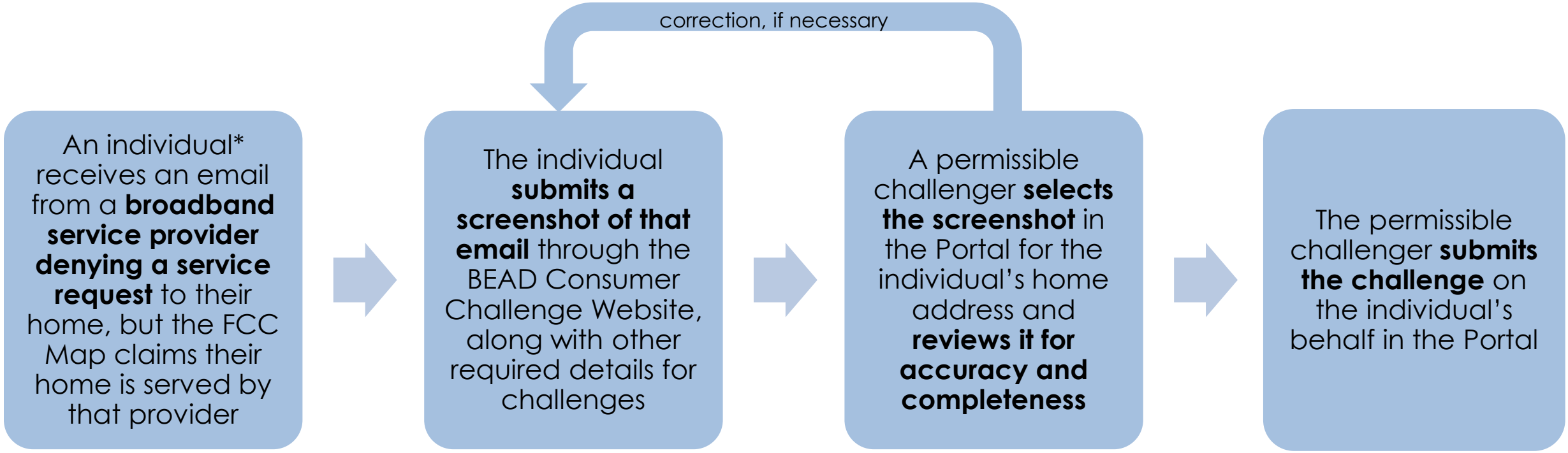
Common challenge types

Individuals may submit evidence for the following types of challenges:

- Availability
- Speed
- Latency
- Data cap
- Technology
- Business service only

The most common types for individuals are Availability and Speed

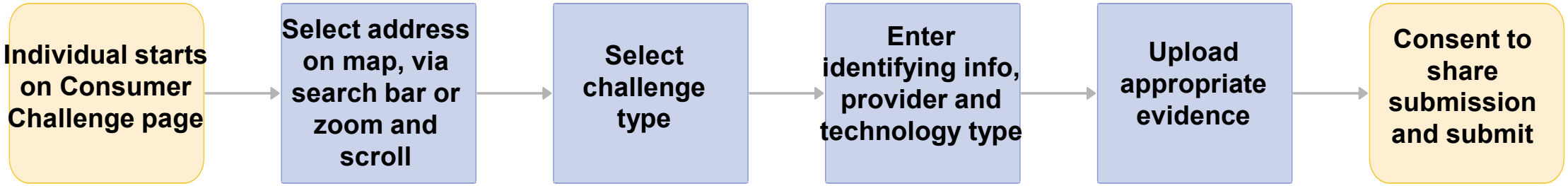
Example of Challenge Process sequence for individual submissions



*Note: this example is applicable to any individual challenger

Consumer Challenge process for members of the public

Consumer Challenge Website



Note: A "permissible challenger" (local or Tribal government or nonprofit) must submit a challenge in the Challenge Portal on behalf of individuals.

How permissible challengers can engage with individuals

How permissible challengers can engage with individuals

- Permissible challengers—especially local governments, Tribal governments, and nonprofits—are **encouraged to engage with individuals and review their evidence** for challenges
  - This can be done **through direct engagement** with individuals (i.e., a permissible challenger asks individuals to email evidence to them directly) **or through the BEAD Consumer Challenge Website submissions**
- Why choose to engage with individuals' evidence submissions?
  - **Expand the amount of evidence** you can draw upon for challenges
  - Advocate for your **community**
- Permissible challengers can:
  - **Promote participation** in the Challenge Process to their community
  - **Submit evidence** on individuals' behalf as long as it meets evidentiary standards

How to promote individual participation

- Permissible challengers are **encouraged to promote evidence submission to individual members of the public**
- You can do this through:
  - Email, flyer, mail, phone, or in-person awareness campaigns
  - Webinars or in-person sessions on how to participate
- The CPUC is providing **a toolkit** that you can use in your Challenge Process outreach

Two ways to collect evidence from individuals

Consumer Challenge Portal

- **Individuals can submit evidence** through the Consumer Challenge Website
- That evidence **will be available to permissible challengers in the Portal** if they registered to submit challenges on individuals' behalf

Permissible Challenger Outreach

- Permissible challengers can also **collect data directly from individuals through their own initiatives and outreach** and submit in the Challenge Portal

Permissible challengers will:

- Only be able to view evidence **from the geographic area indicated** when registering
- **Review evidence** before submitting it on individuals' behalf to ensure accuracy and increase the challenge's chances of success

Ensure evidentiary standards are met

- Each challenge type has specific acceptable evidence types
- Review your evidence before submission to check that:
  - All uploaded files are for the **correct location and provider**
  - **All necessary details** are included in the screenshot, email, or document (e.g., location, date, provider, speed) and match the data entered
  - Speed test challenges contain **three speed tests from three different days** and are from **approved platforms**
  - Evidence is from the **right timeframe**
- Request clarification or correction from evidence submitter if needed

Consumer challenges: Correcting errors

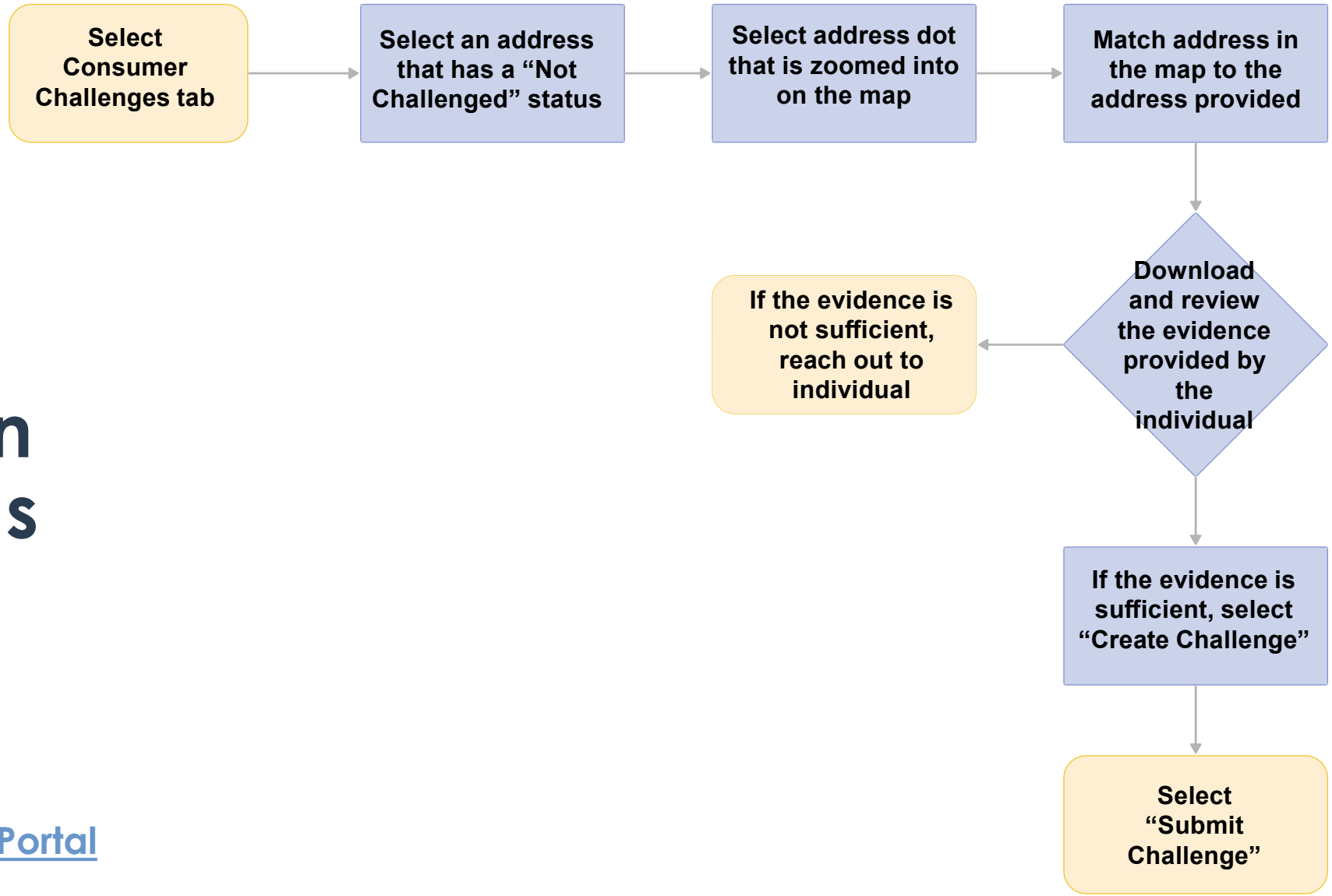
- If a **challenge based on individually-submitted evidence has an error or is rejected before the end of the Challenge Phase** (e.g., wrong file submission or incomplete information):
  - Permissible challenger should **contact the individual** using the email address provided in the submission; consent required to share contact information with challengers
  - Permissible challenger should request that the **individual resubmit with updated information**
- Challenges may be reviewed by the CPUC to be rejected and returned if they don't meet NTIA requirements, to the extent possible given time constraints

Consumer challenges: Correcting errors

Permissible challengers may request corrected information or attachments from individuals. Individuals may:

- Create a new **full submission through the Consumer Challenge Website** or
- **Send corrected evidence directly to the permissible challenger**, who can create a submission through the **Challenge Portal**

Consumer challenges: How permissible challengers can submit on an individual's behalf



[CPUC BEAD Challenge Portal]

Live demo of Challenge Portal and Consumer Challenge website

Clayton Wooley

Director of Technical Strategy

Ready.net

Demonstrations:

- Submitting a challenge as a permissible challenger
- Submitting evidence as an individual in the Consumer Challenge Website
- Submitting a challenge on an individual's behalf as a permissible challenger

Next steps

Laura Sasaki

Program and Project Supervisor

CPUC BEAD Branch

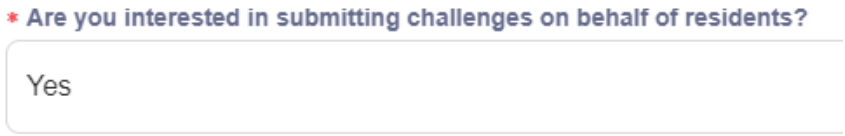
The Bigger Picture

- BEAD is a **once-in-a-generation investment** in the nation's broadband infrastructure
- **Success of BEAD hinges upon** the CPUC receiving the most updated, conclusive **data about broadband availability**
- **Your participation in the Challenge Process** will show the CPUC locations of potential concern
- May also help influence what **funding opportunities after BEAD** will look like and where potential future broadband efforts should be directed

Next Steps

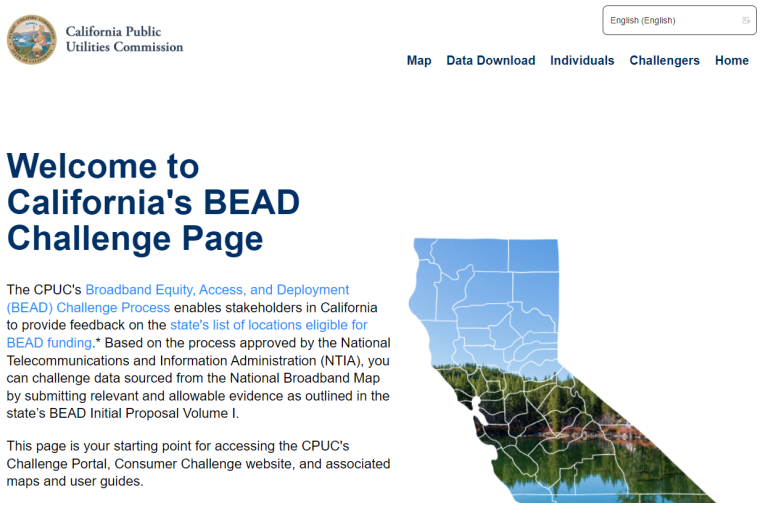
Ways to Prepare to Participate in the Challenge Process

- Attend a webinar and register for office hours
- Pre-register to submit a challenge on behalf of individuals



- Request a CostQuest License
  - Tier D
  - Tier E
- Sign up for email updates and news
- Conduct community outreach to promote public participation in the challenge process using the CPUC-provided toolkit

Next Steps



Preview Challenge Portal

- Challenge portal including map, guides and instructions are online: California BEAD Challenge Home
- Review challenge types and evidence standards in NTIA's BEAD Challenge Process Policy Notice
- Review previous webinars: BEAD Events (ca.gov)
- Check FAQs for updates: BEAD FAQ Page (ca.gov)

Upcoming webinars

Webinars are open to all who wish to attend, and registration links will be posted on the BEAD Events page.

DATE/TIME	TOPIC
Thursday, June 20 1:30 - 2:30 pm	BEAD Challenge Process: Public participation for permissible challengers
TBD	Challenge Process for Broadband Service Providers
TBD	Challenge Process Office Hours

Questions?

If you have questions about the Challenge Portal or need technical assistance, please email cahelpdesk@ready.net.

For general questions about the BEAD Program in California, please email the CPUC BEAD team at BEAD@cpuc.ca.gov.

For more information visit:

The CPUC's BEAD Page – general program information

CPUC BEAD Challenge Process – Challenge Process information

BEAD Frequently Asked Questions – answers to your BEAD questions

Thank you!

We appreciate your attendance and your questions.

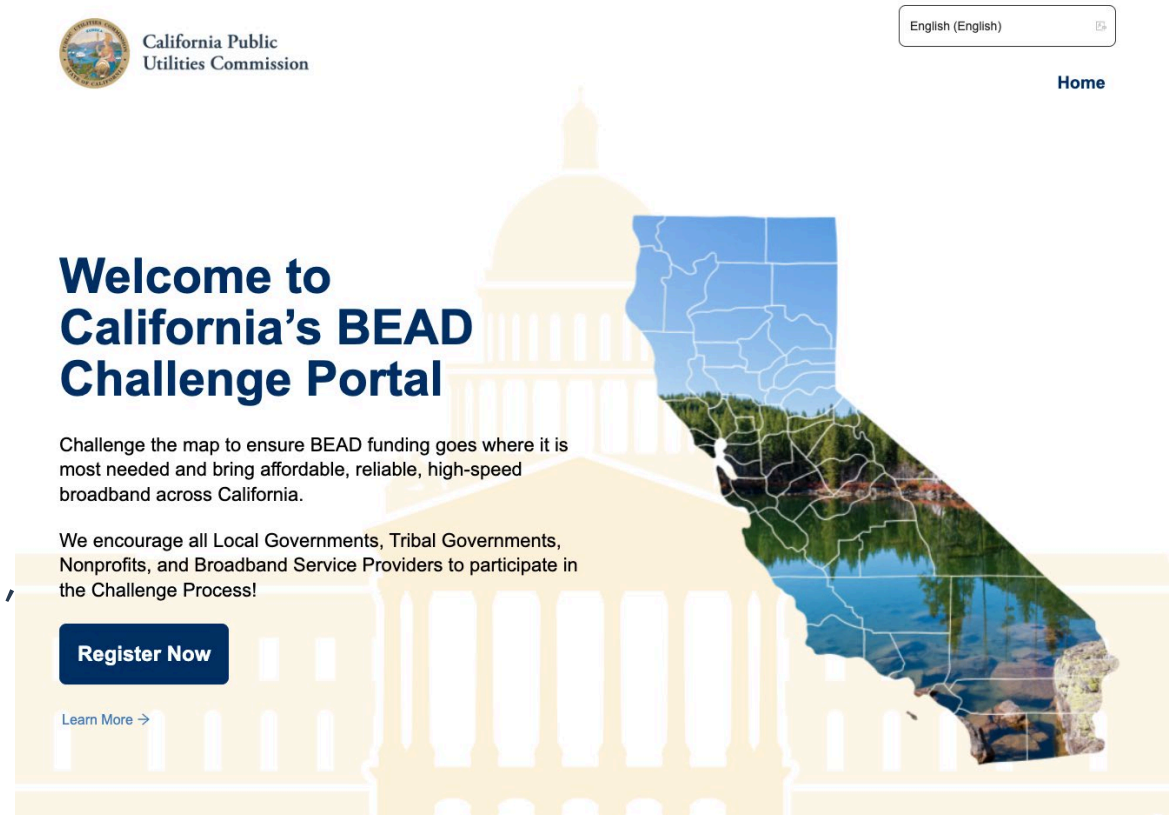
We hope to see you at future webinars!

California Public Utilities Commission

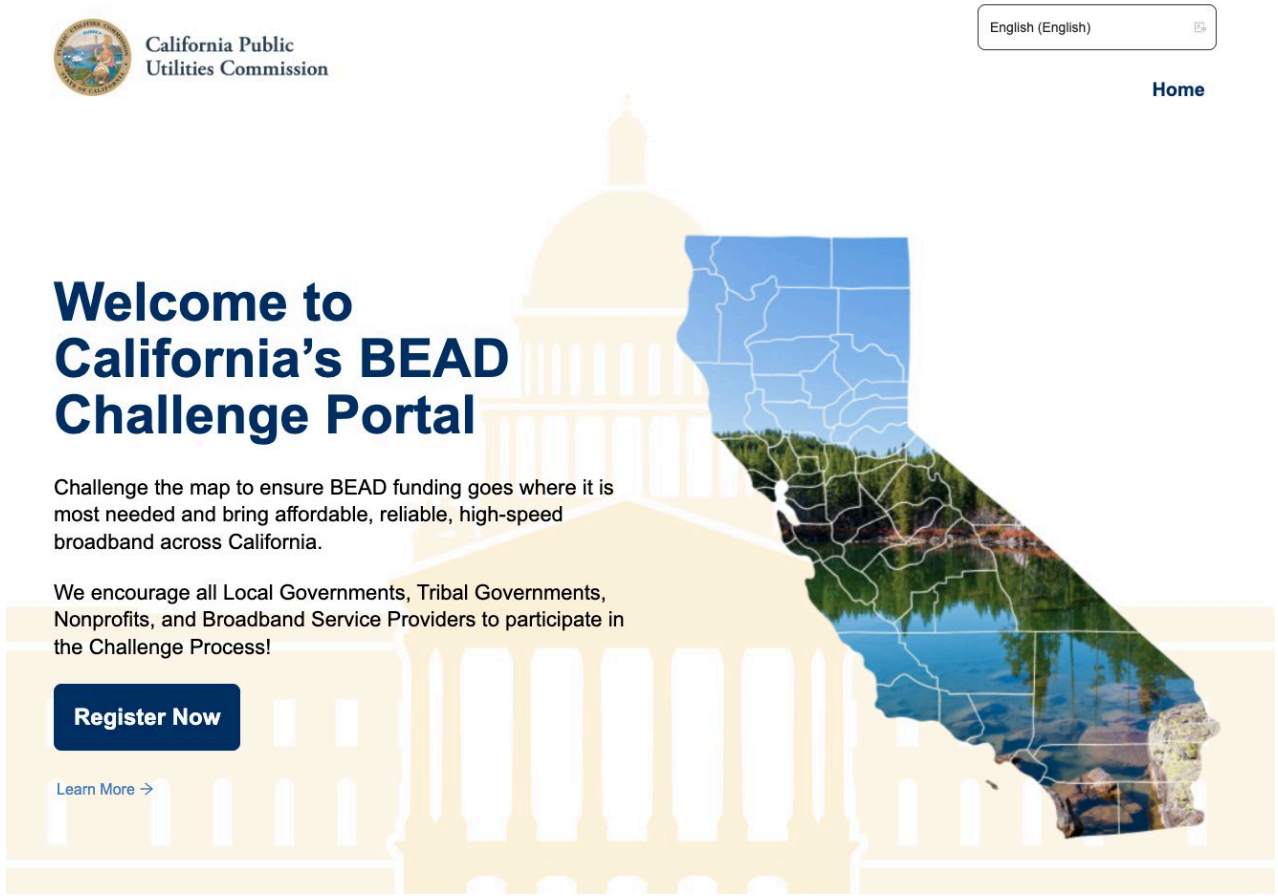
Slides for upload to CPUC site (not for webinar)

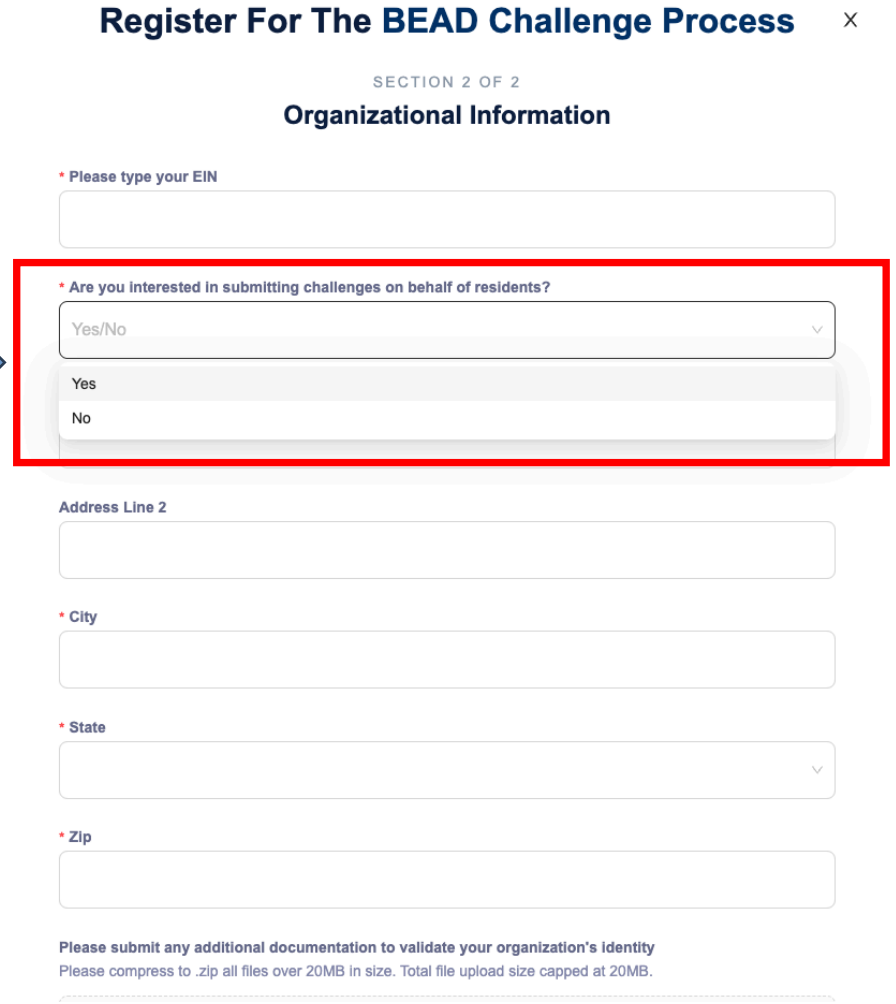
Registration for the Challenge Portal for permissible challengers

1. Visit register.challenge.cpuc.ca.gov and select **'Register Now'**
2. Fill out the form of **basic information** about your organization
3. Select to submit challenges and evidence **on individuals' behalf**
4. Fill out information **specific to your organization type** (local government, Tribal government, nonprofit)
5. Select **'Finish'**
6. Receive **approval** and email to **set up account**



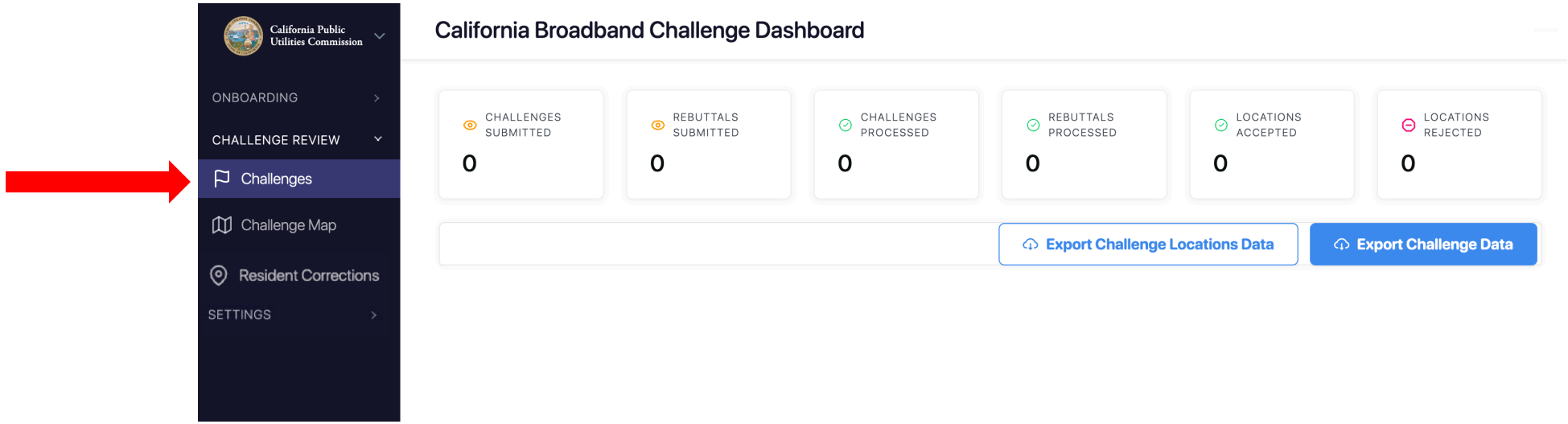
You must register to submit challenges on behalf of individual members of the public



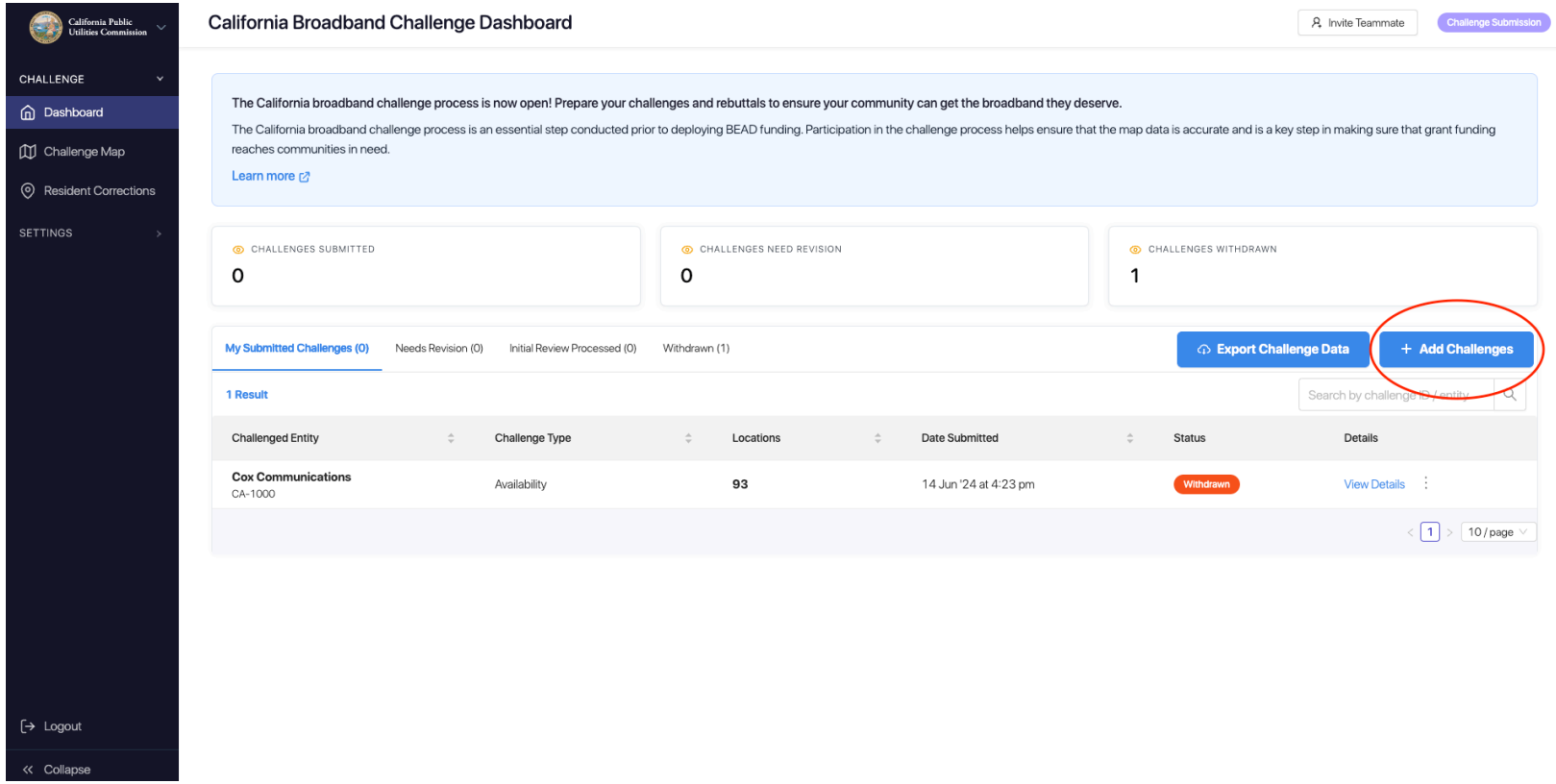


How permissible challengers can submit a challenge in the Portal

1. **Log in to the Challenge Portal** – Users can log in using email/password combo or use a "Magic Link" which sends an email with a link to log-in directly without a password.
2. **Select 'Challenges' Item in the Navigation Menu** – The display will show the Dashboard.

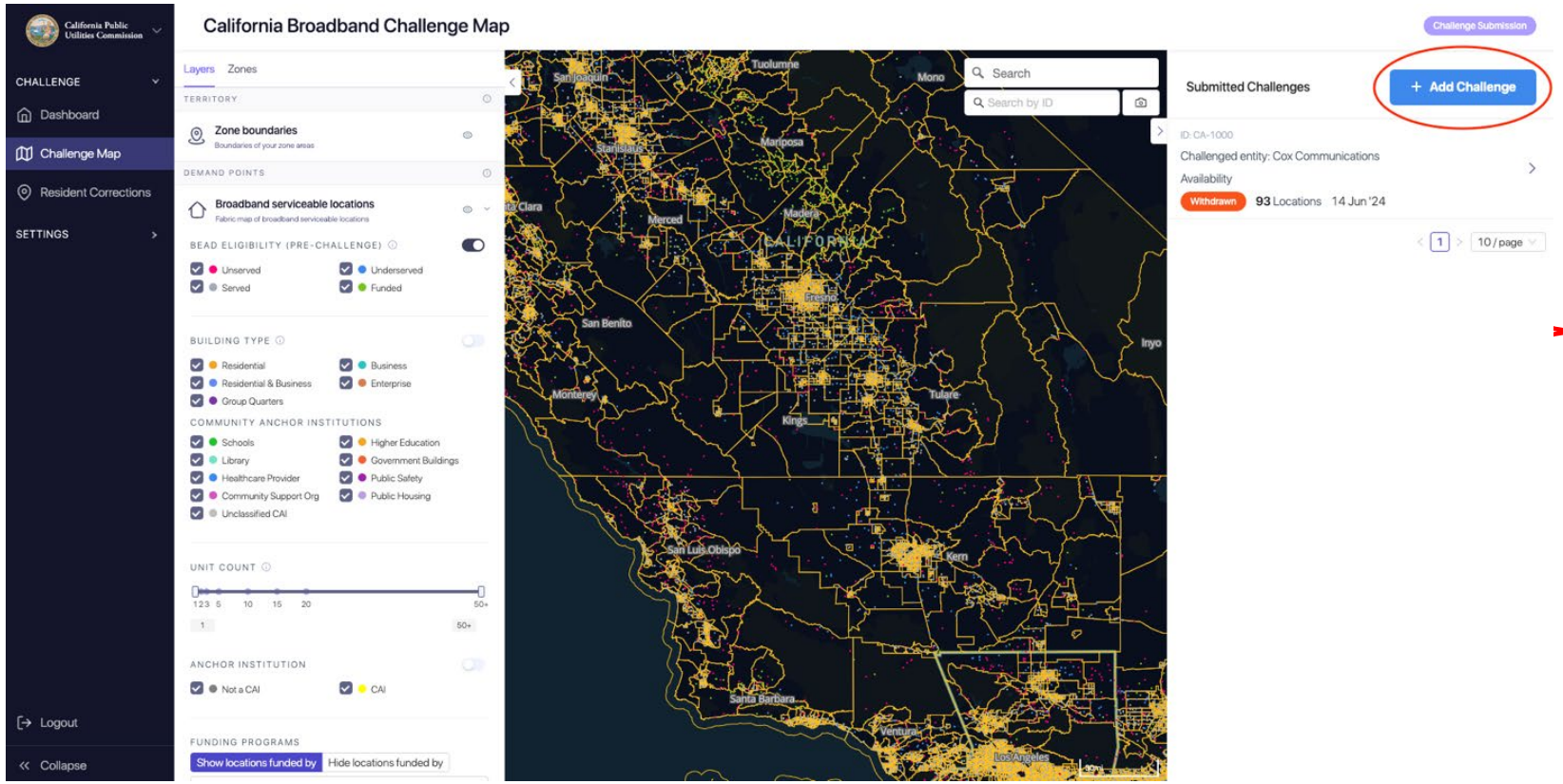


How to submit a challenge



3. **Select 'Add Challenge'** from the Dashboard

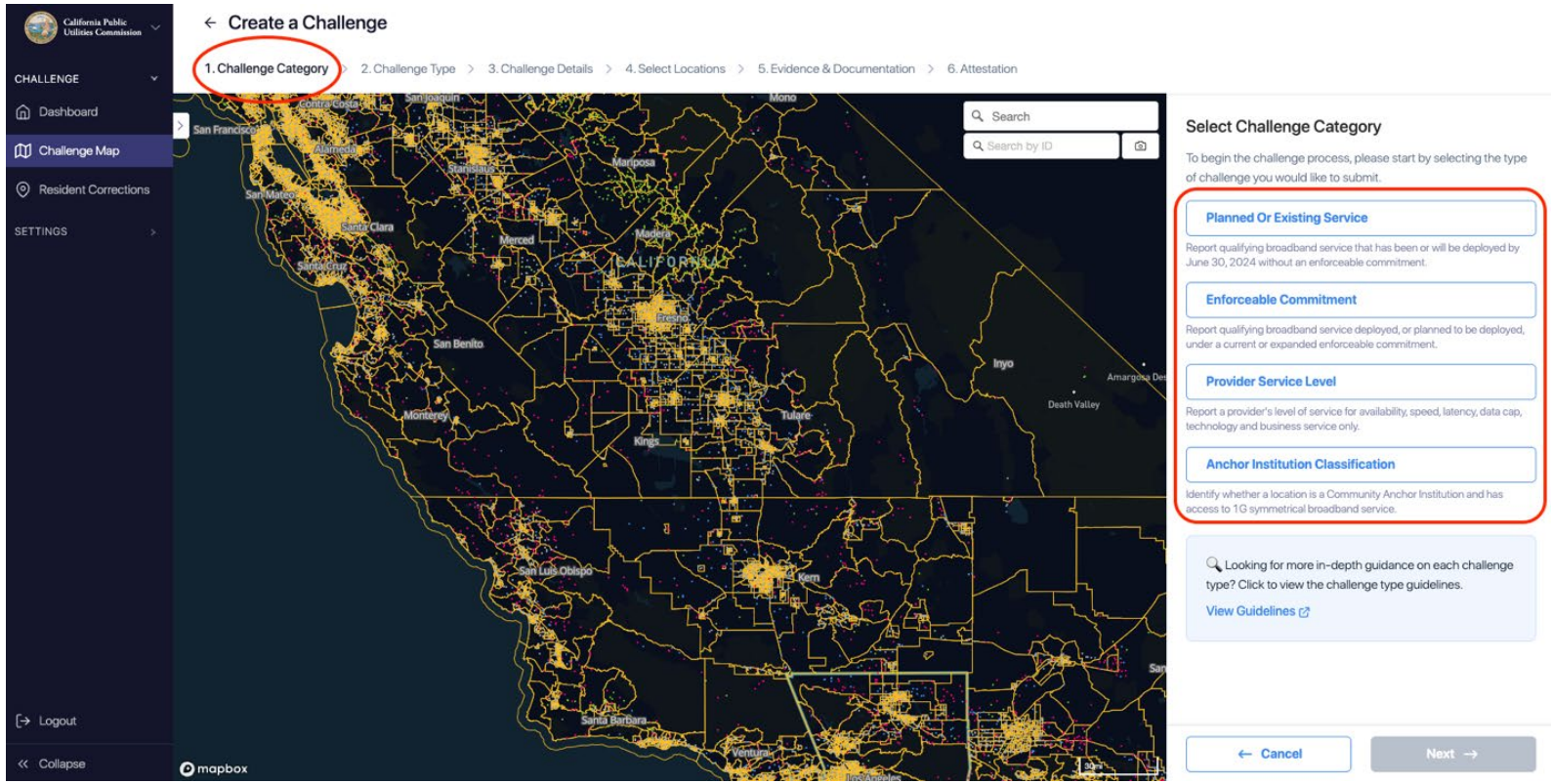
How to submit a challenge



4. **Select either ‘Dashboard’ or ‘Challenge Map’** – This is a view of the Challenge Map
5. **Select ‘ + Add Challenge’**

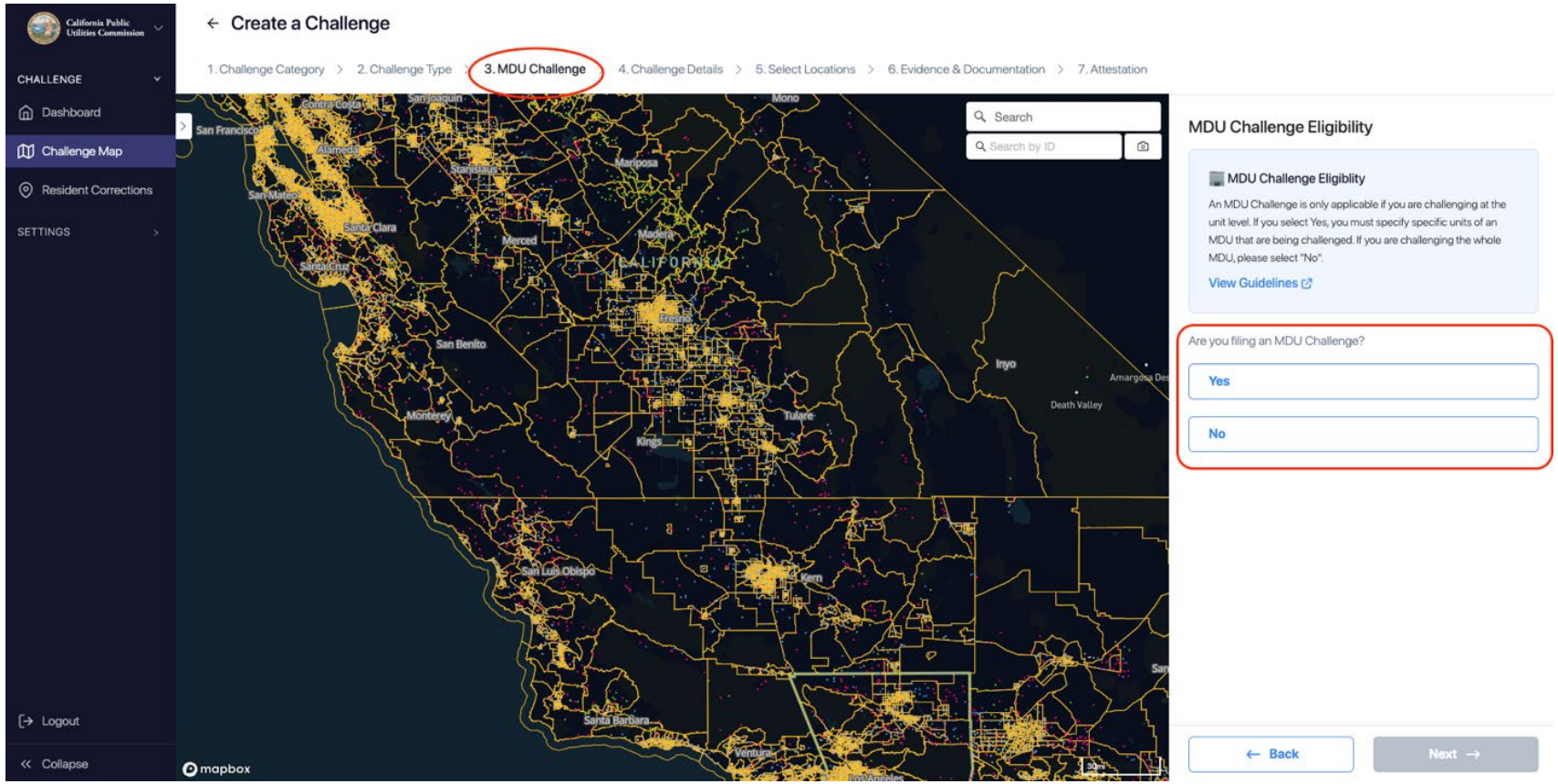
How to submit a challenge

6. Select ‘Challenge Category’



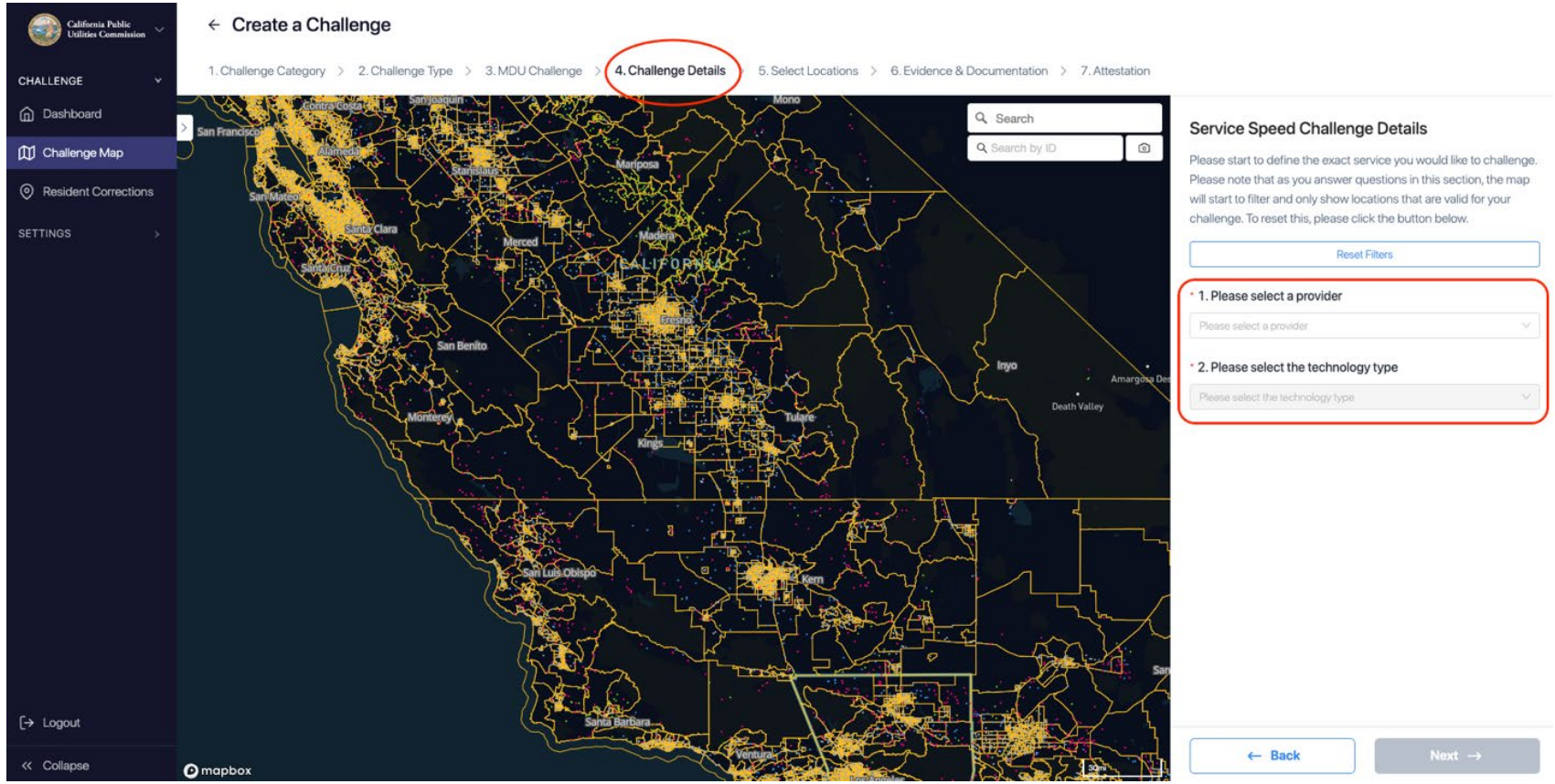
How to submit a challenge

7. Select ‘MDU Challenge’ if applicable



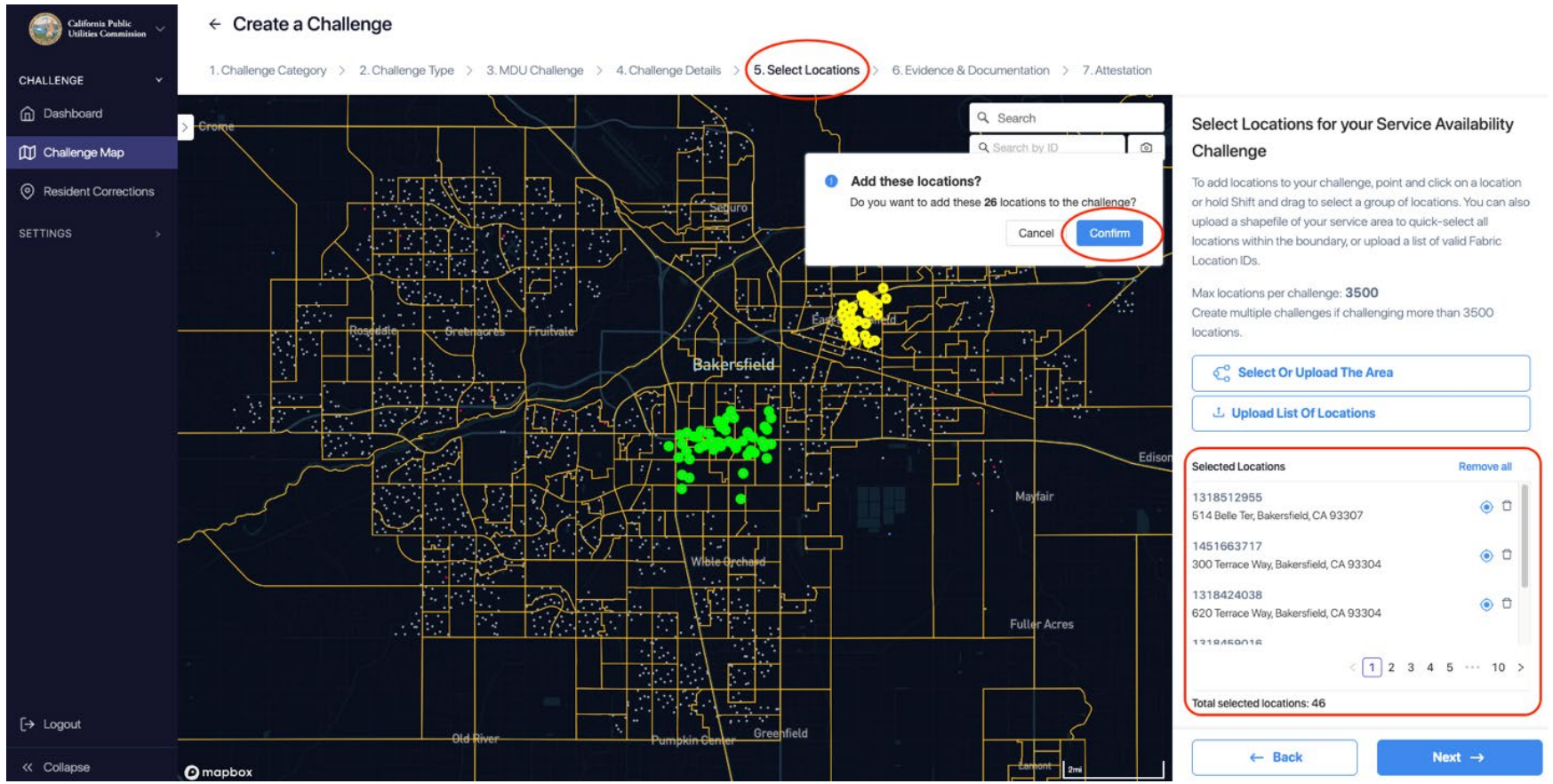
How to submit a challenge

8. Answer ‘Challenge Details’ questions



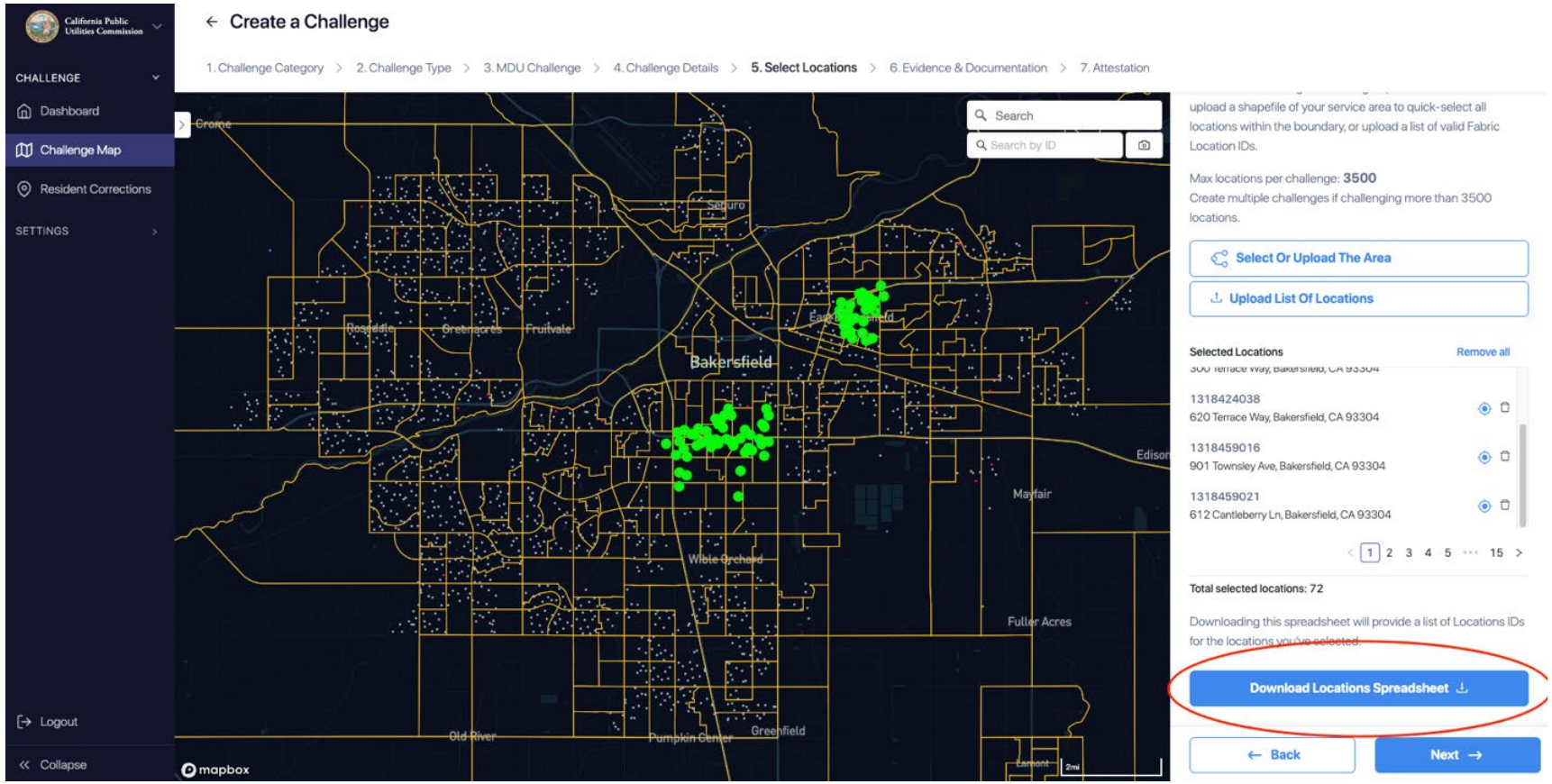
How to submit a challenge

9. Select locations



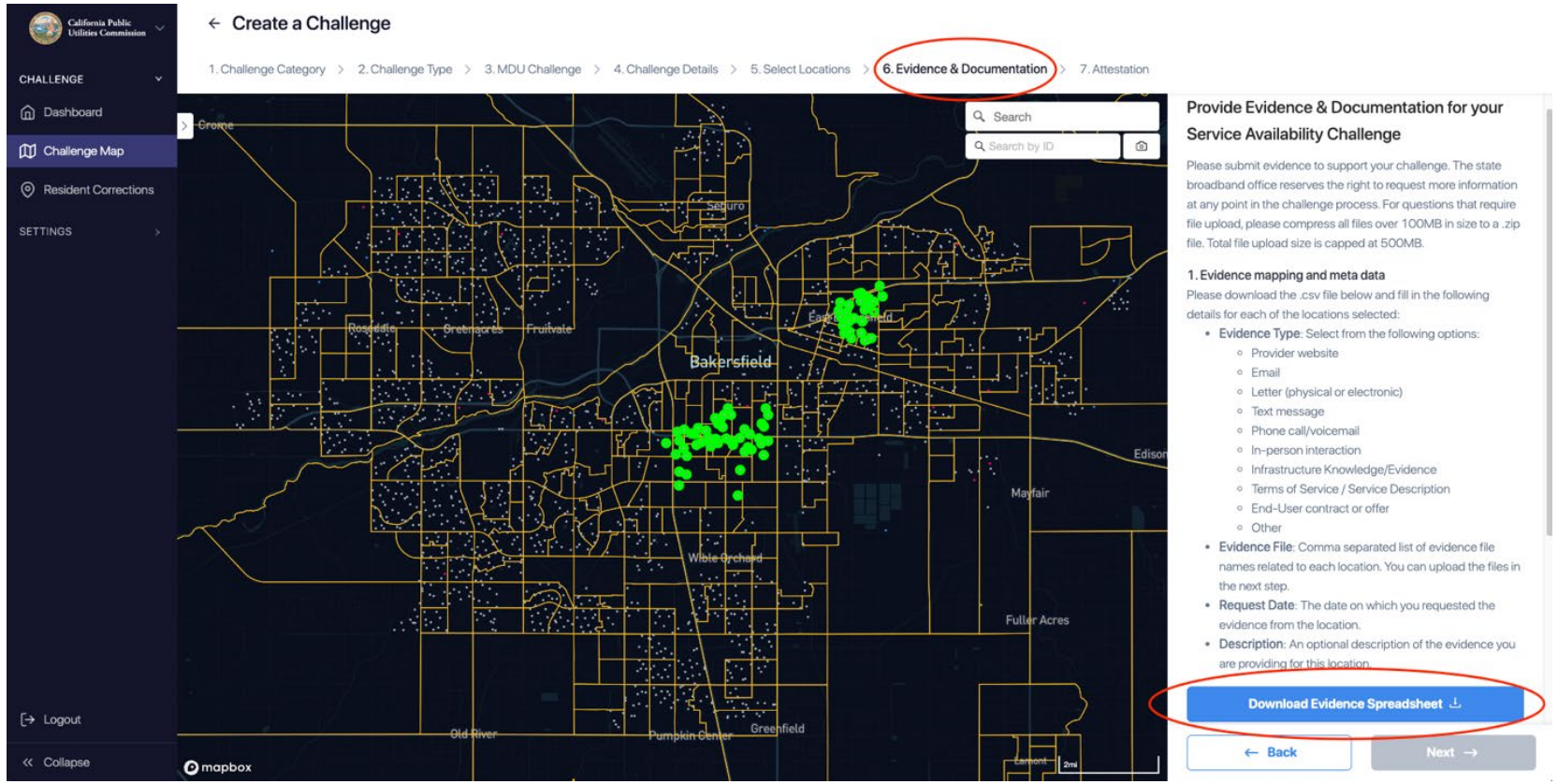
How to submit a challenge

10. Download locations spreadsheet



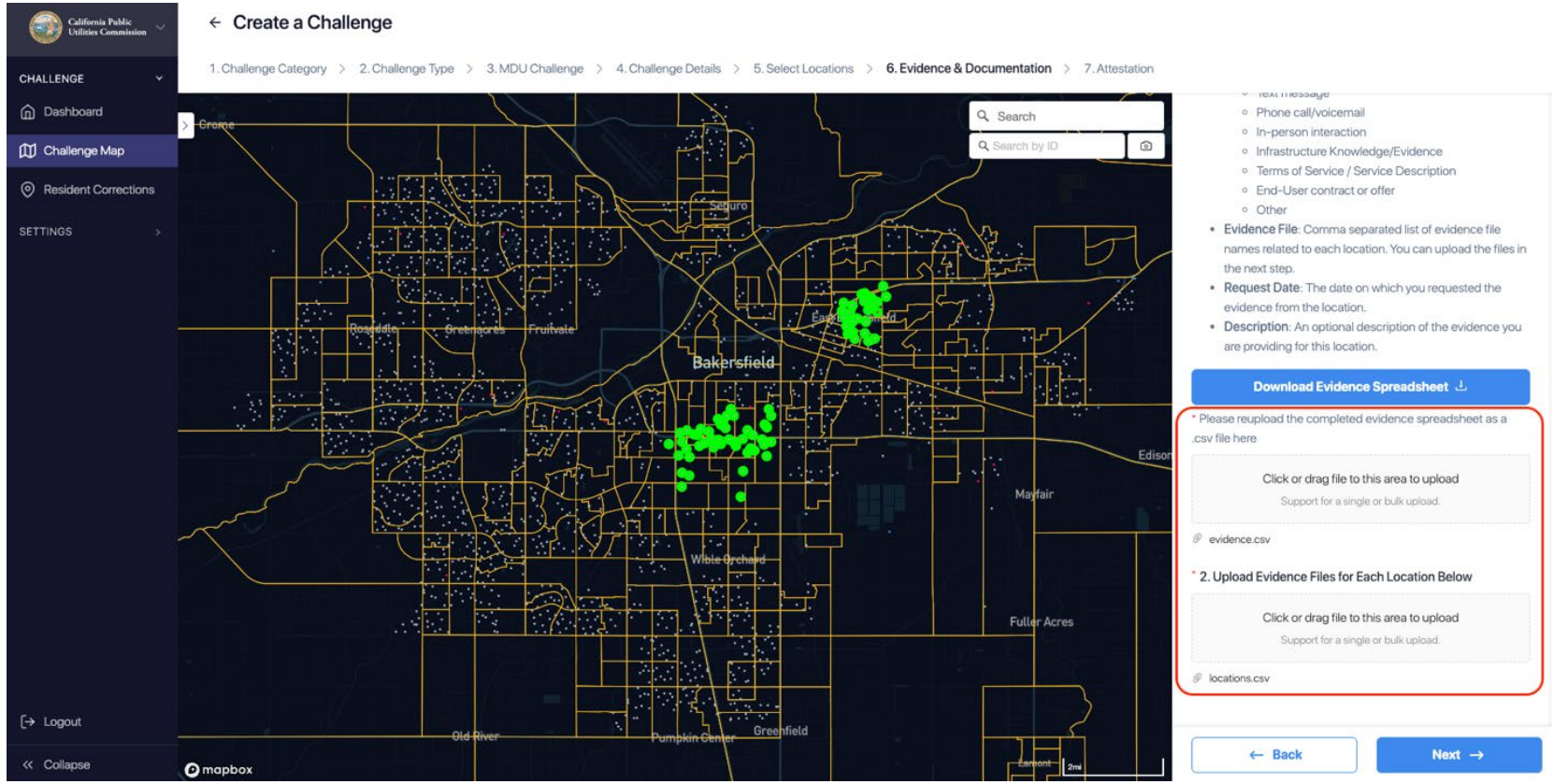
How to submit a challenge

11. Download evidence template



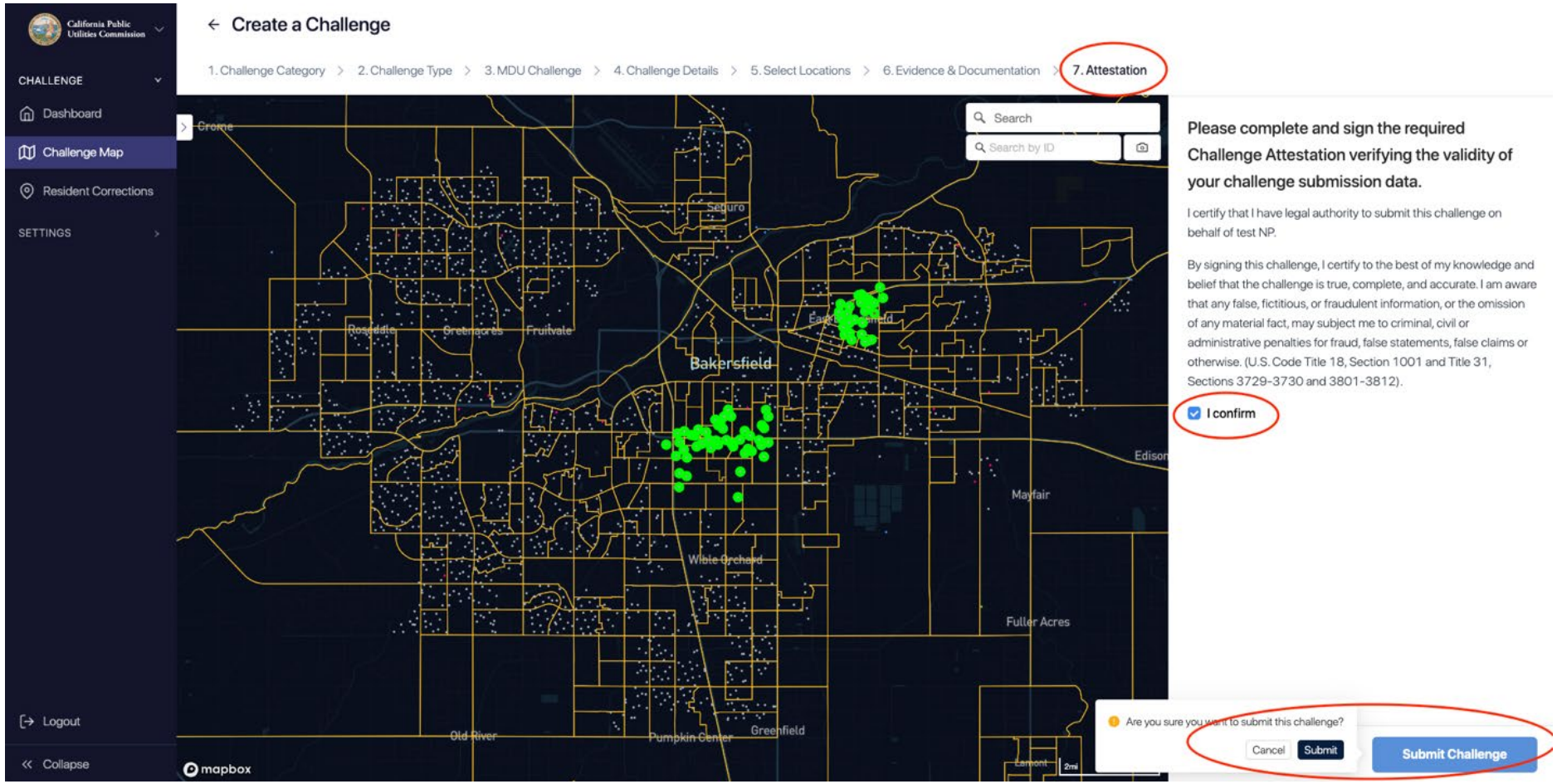
How to submit a challenge

12. Provide evidence and documentation



How to submit a challenge

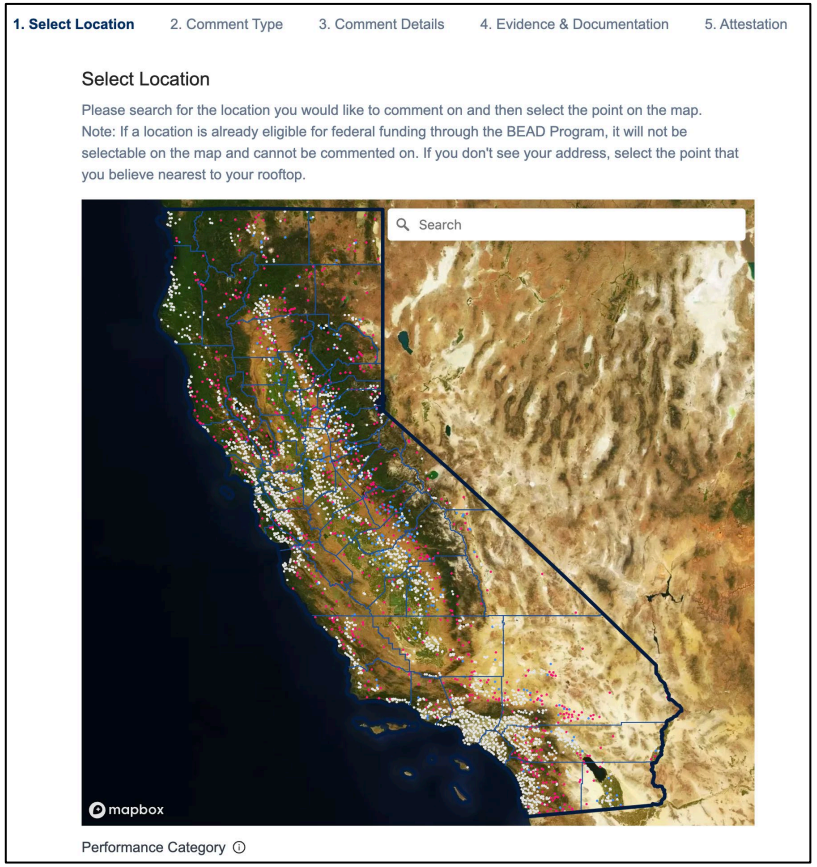
13. Attest and submit



The remaining screenshots need to be replaced with updated content

Individual submission through webpage

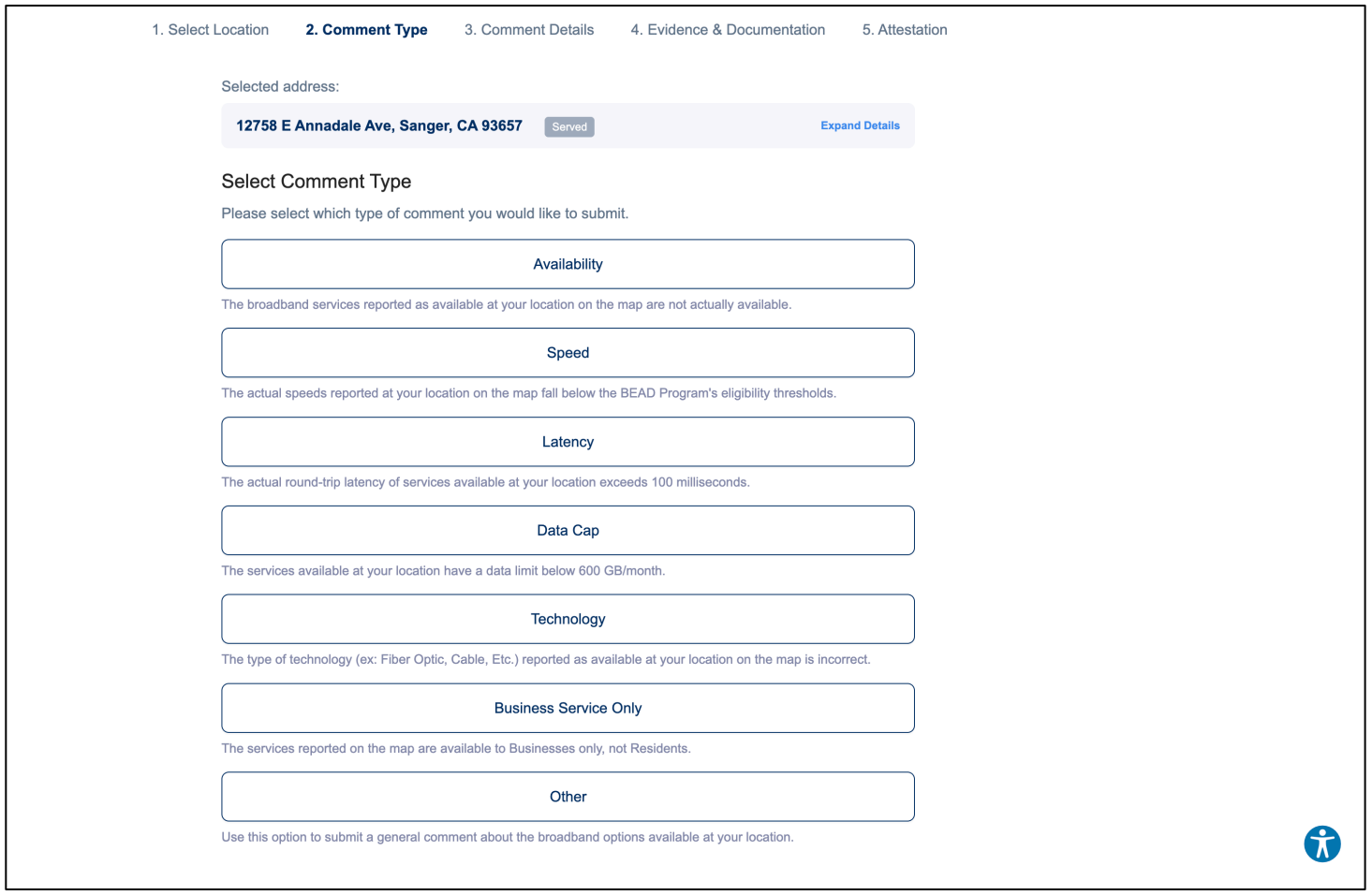
1. Select location



Need URL for individual website

Individual submission through webpage (continued)

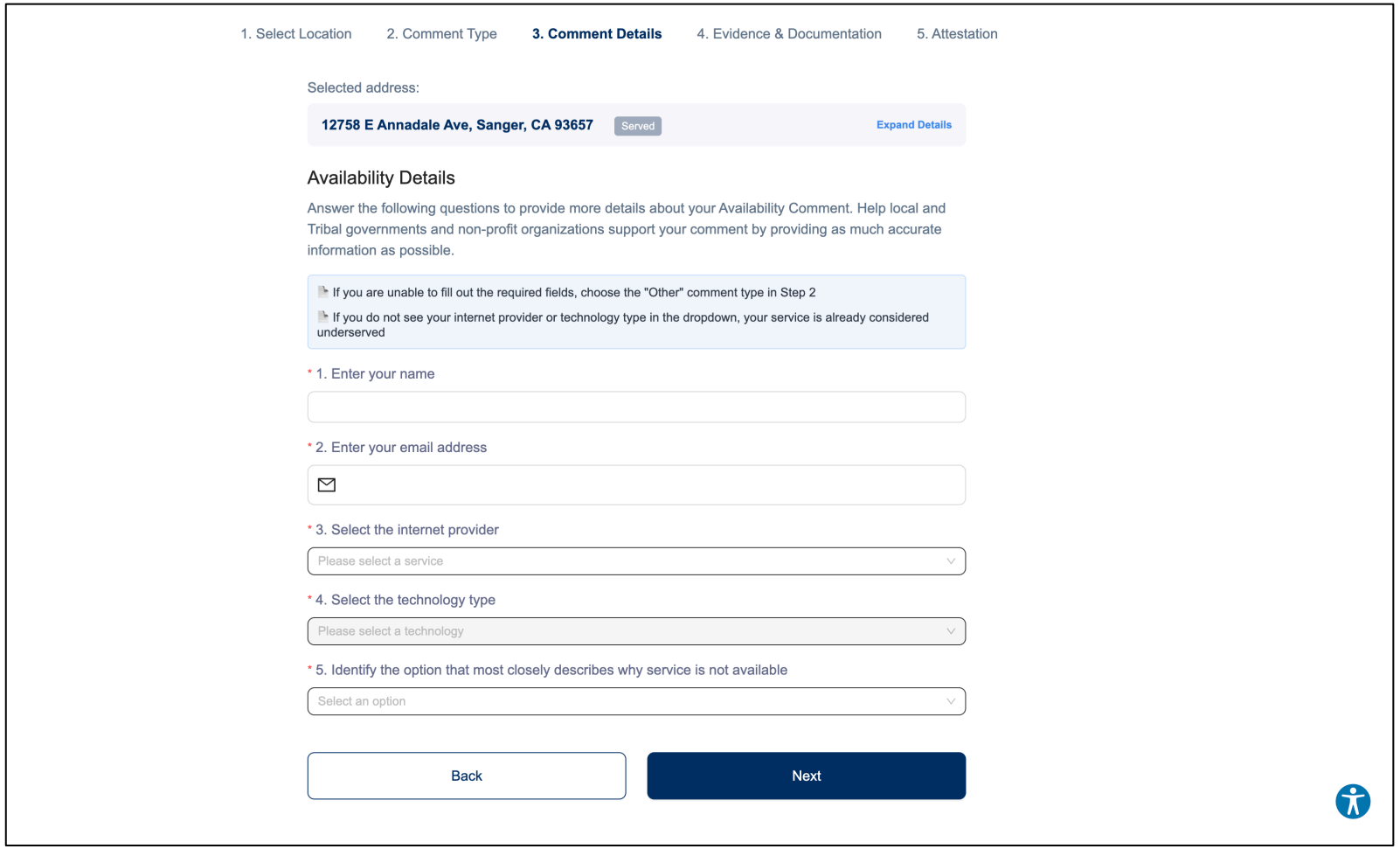
2. Select Comment Type



Individual submission through webpage (continued)

3. **Enter details** for the challenge type

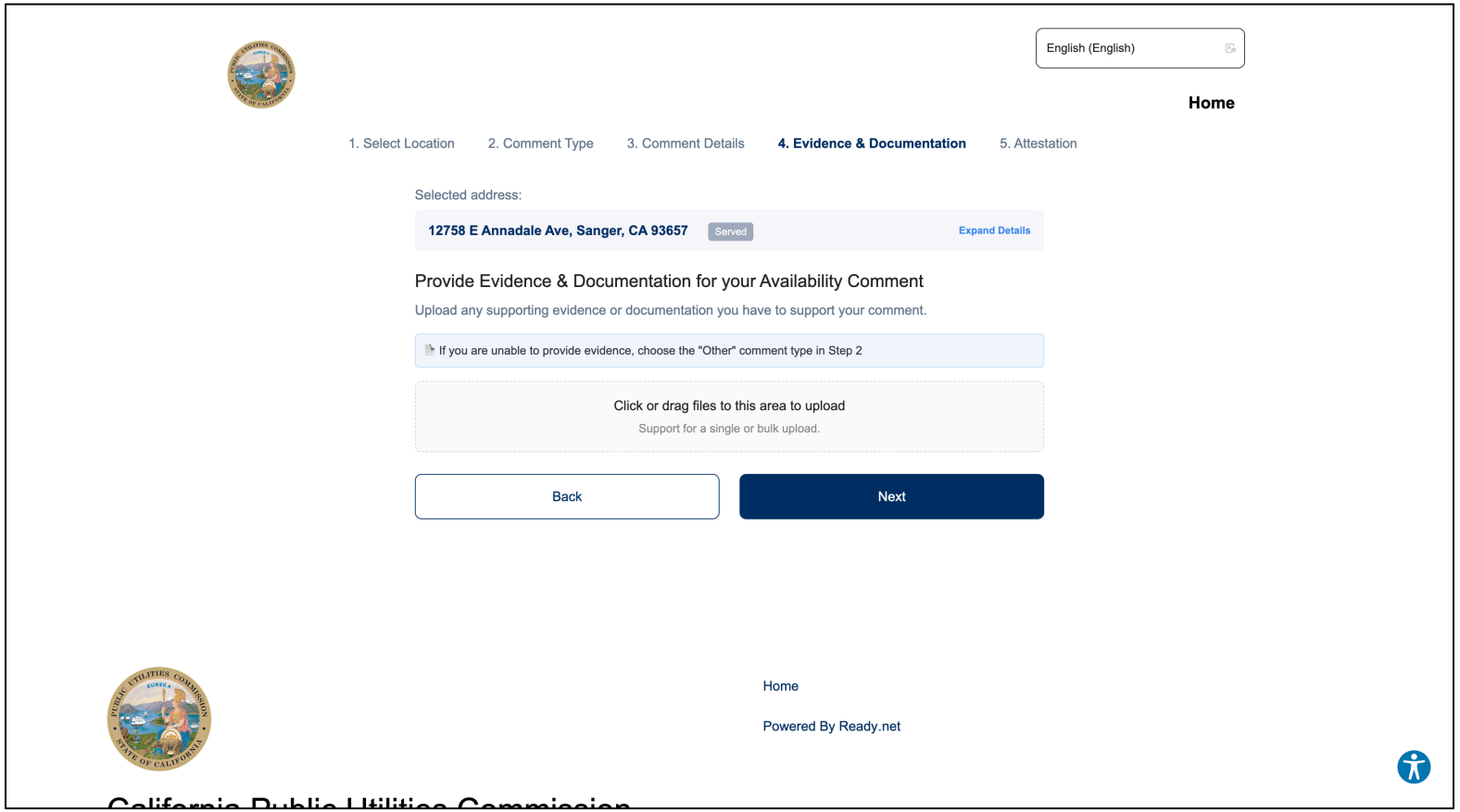
(For this example, 'Availability')



Individual submission through webpage (continued)

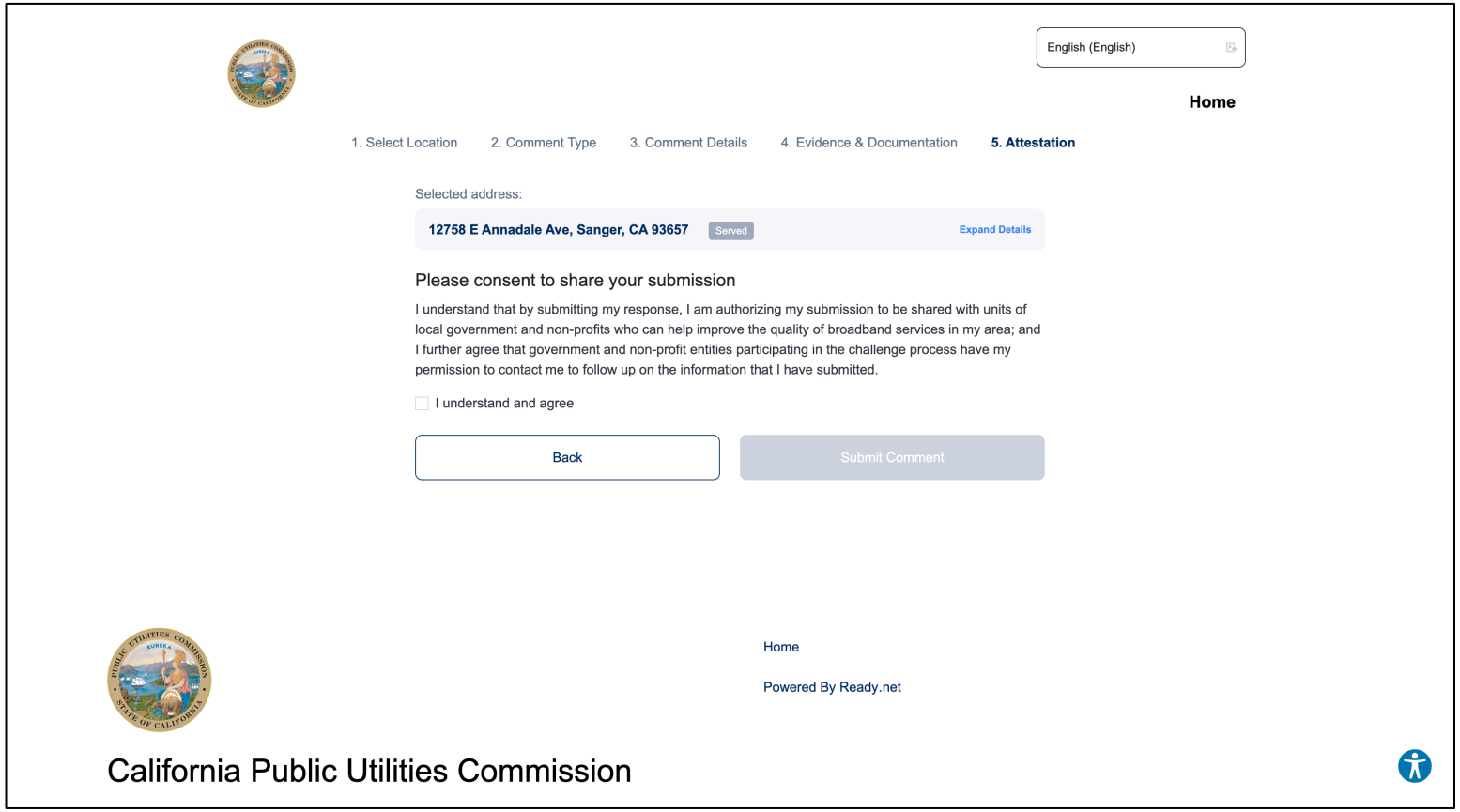
4. **Upload evidence**

Will also be asked to submit information about the evidence (date, type, description, etc.)



Individual submission through webpage (continued)

5. **Certify attestation** and select **'Submit Comment'**

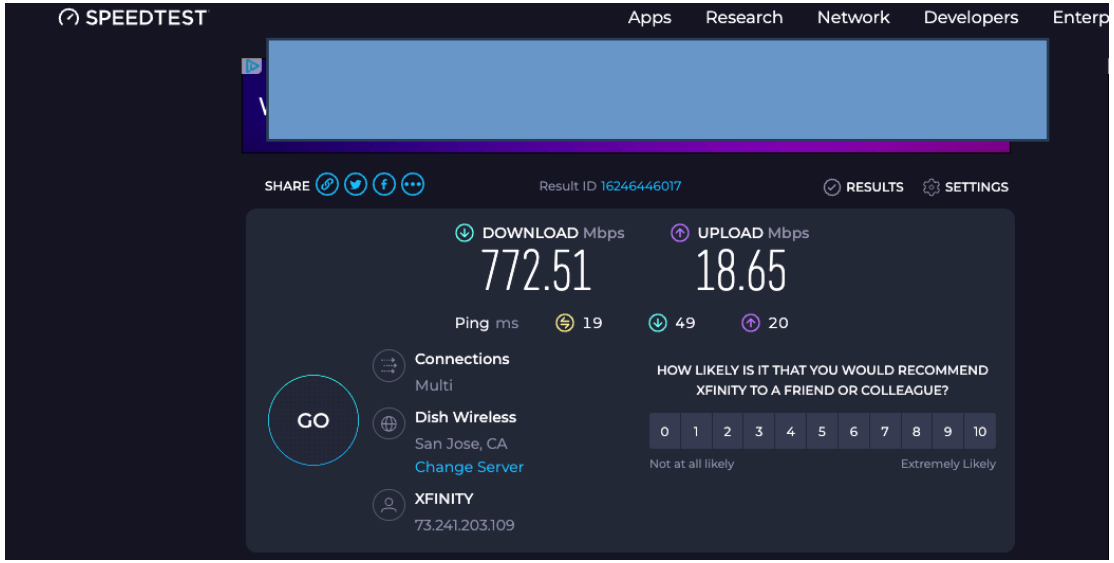


Individual submission of speed tests

- A member of the publiccan run a speed test in public-facing Challenge evidence submission webpage
- However, they need to remember to run speed tests and download results on three separate days

  Only then should they upload those same results to the ‘Speed’ challenge submission and submit the challenge

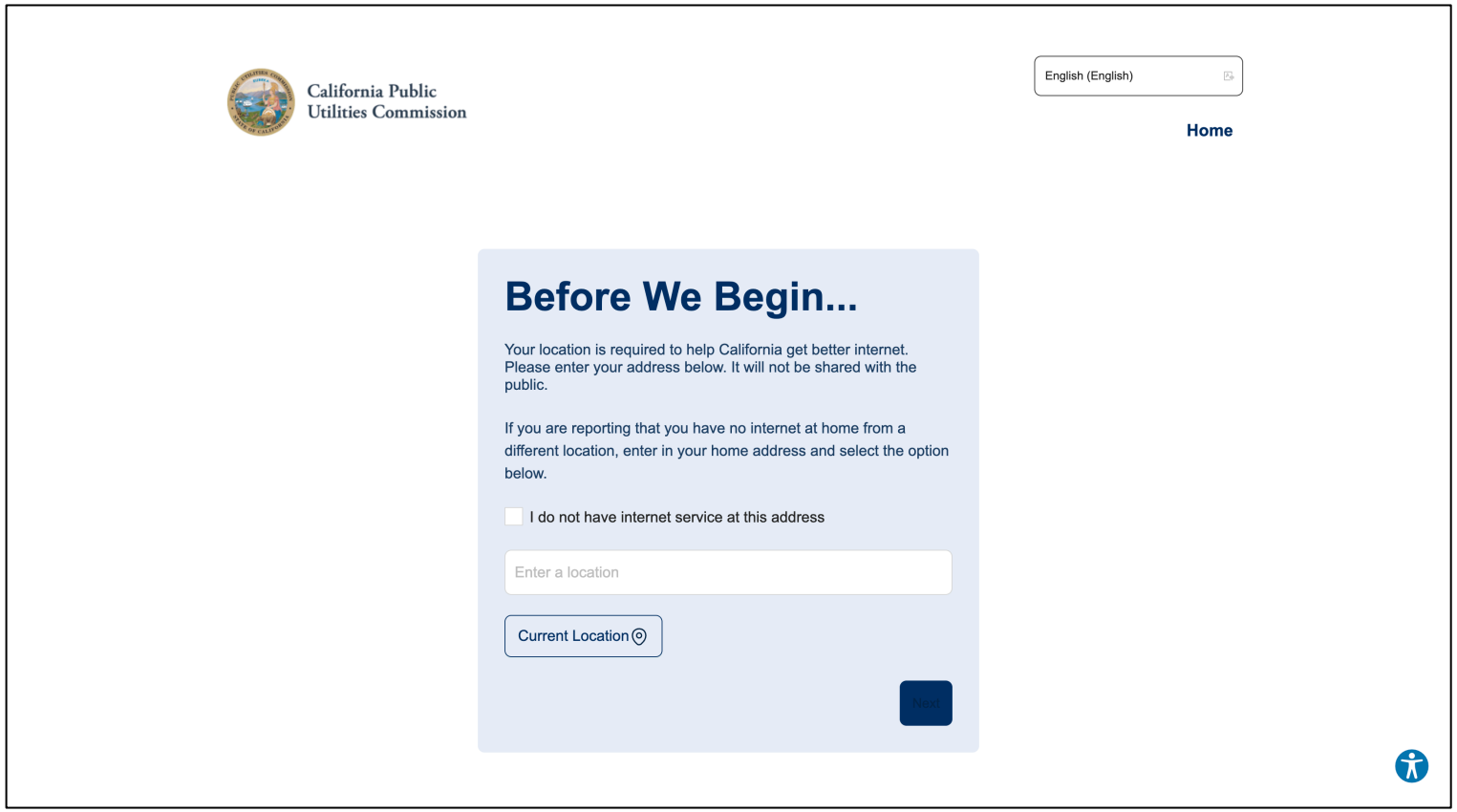
- Acceptable speed test sites:
  - Ookla (speedtest.net)
  - M-Lab (speed.measurementlab.net)
  - Cloudflare (speed.cloudflare.com)
  - Netflix (fast.com);



Individual submission of speed tests (individual evidence submission webpage)

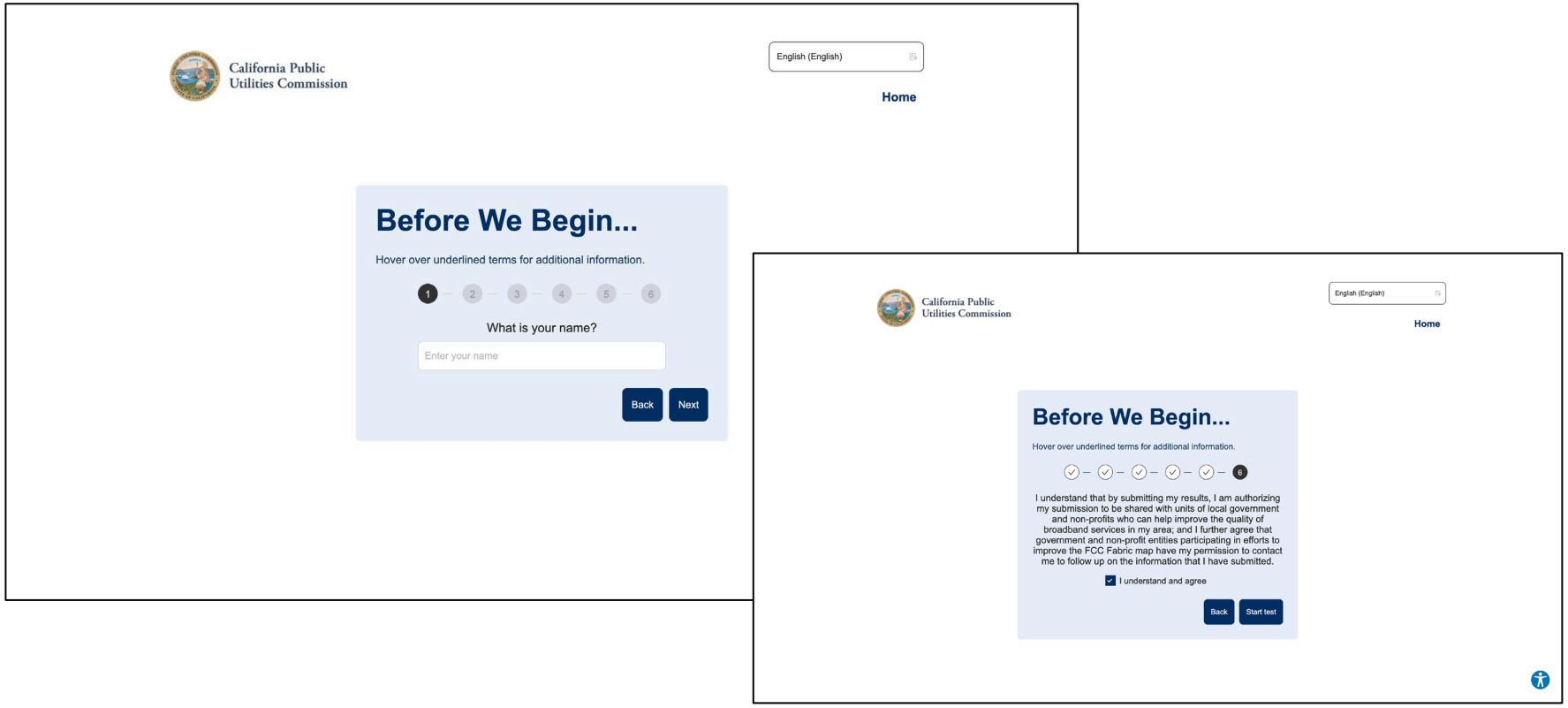
1. Go to speed test by **selecting 'Speed' challenge** or through **separate link on CPUC webpage**

2. **Enter address**



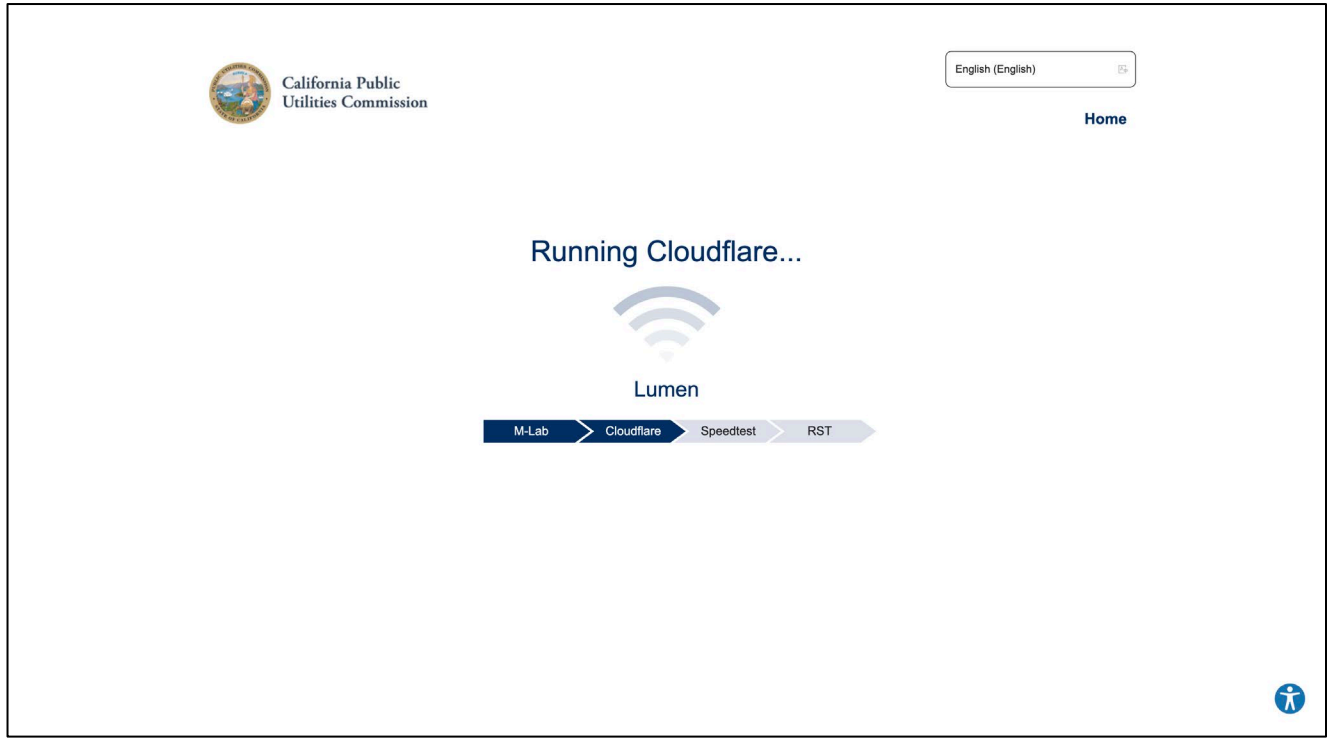
Individual submission of speed tests (individual evidence submission webpage)

2. Enter other information and attestation

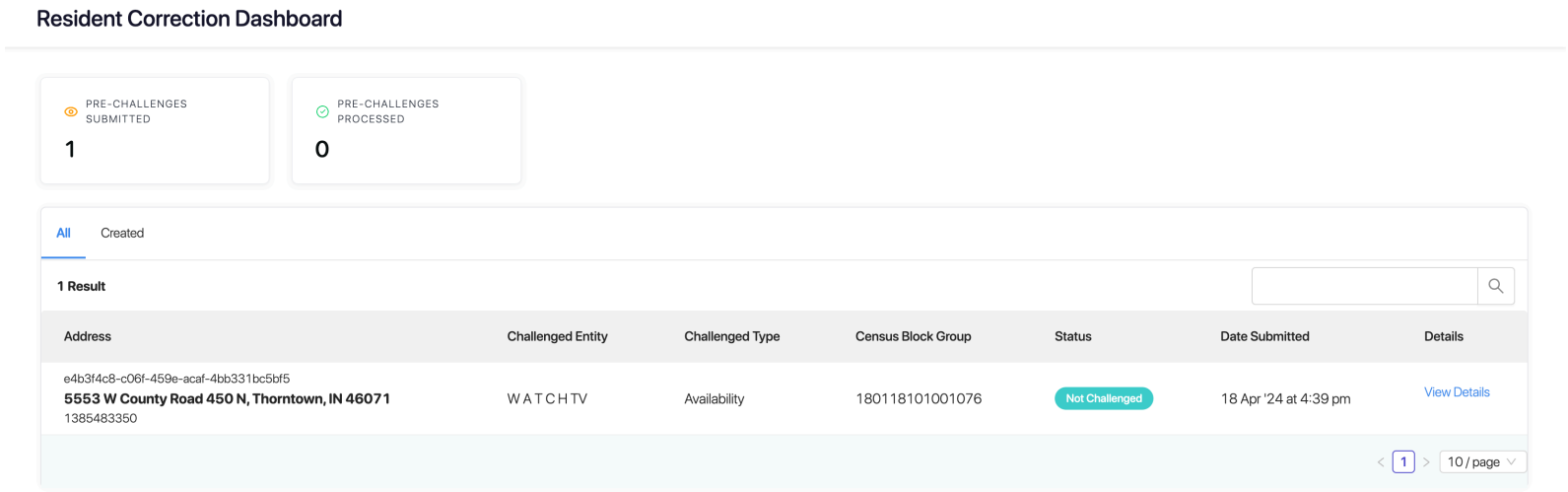
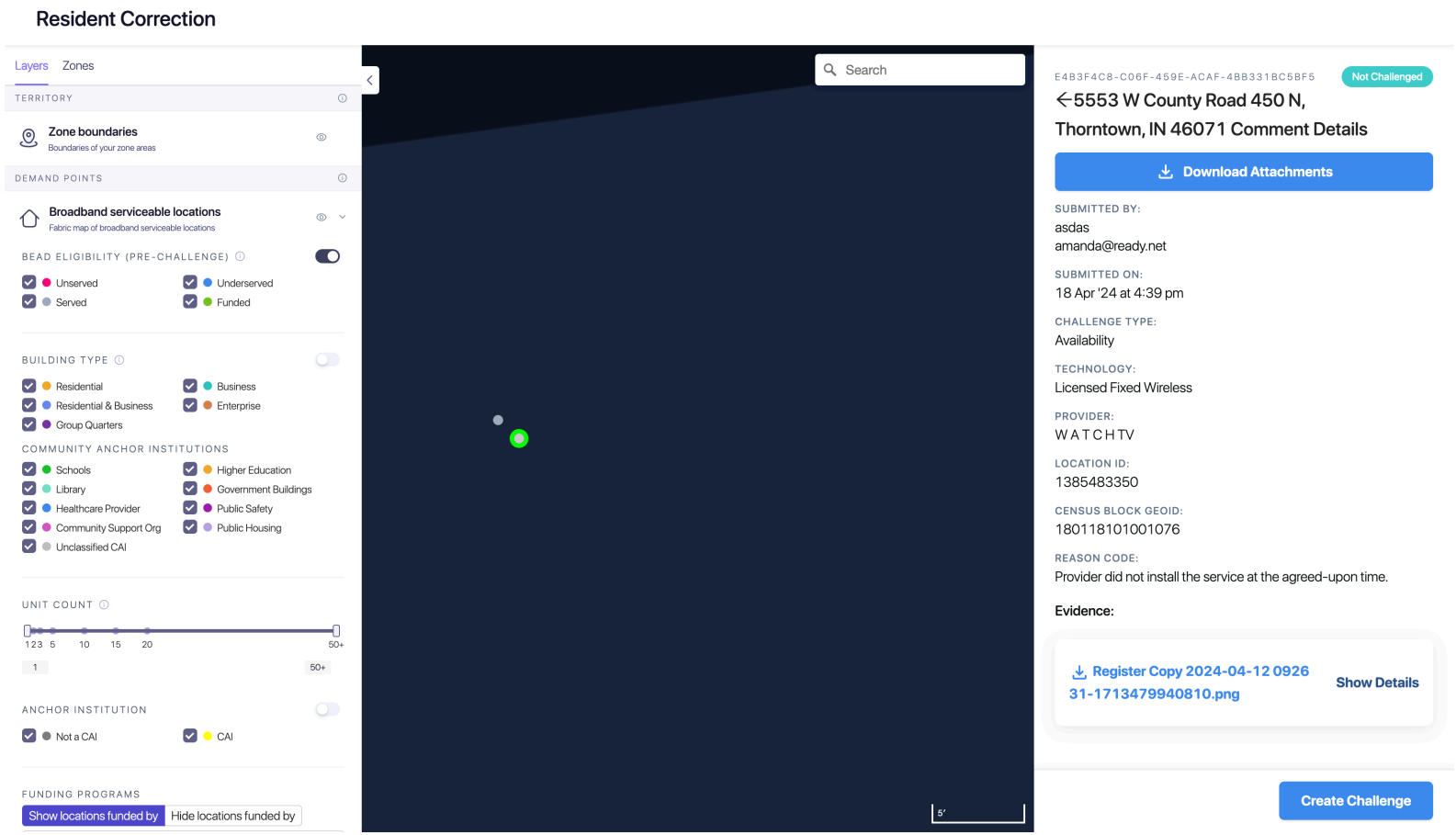


Individual submission of speed tests (individual evidence submission webpage)

3. **Run speed test**
4. **Download results**
5. **Run two more speed tests** on other days and **download** those results
6. **Submit the three speed tests** to the individual evidence submission webpage as described in earlier slides



Submitting a challenge on an individual's behalf



Submitting a challenge on an individual's behalf