

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

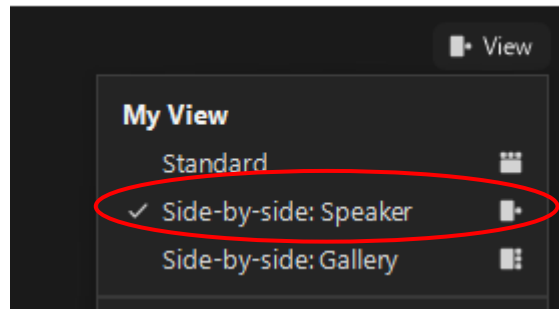


Closed Captions: English closed captions are available. Select “Show captions“ on your toolbar. (Click the small arrow on the ‘Show captions’ button for more settings or to see a full transcript)

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

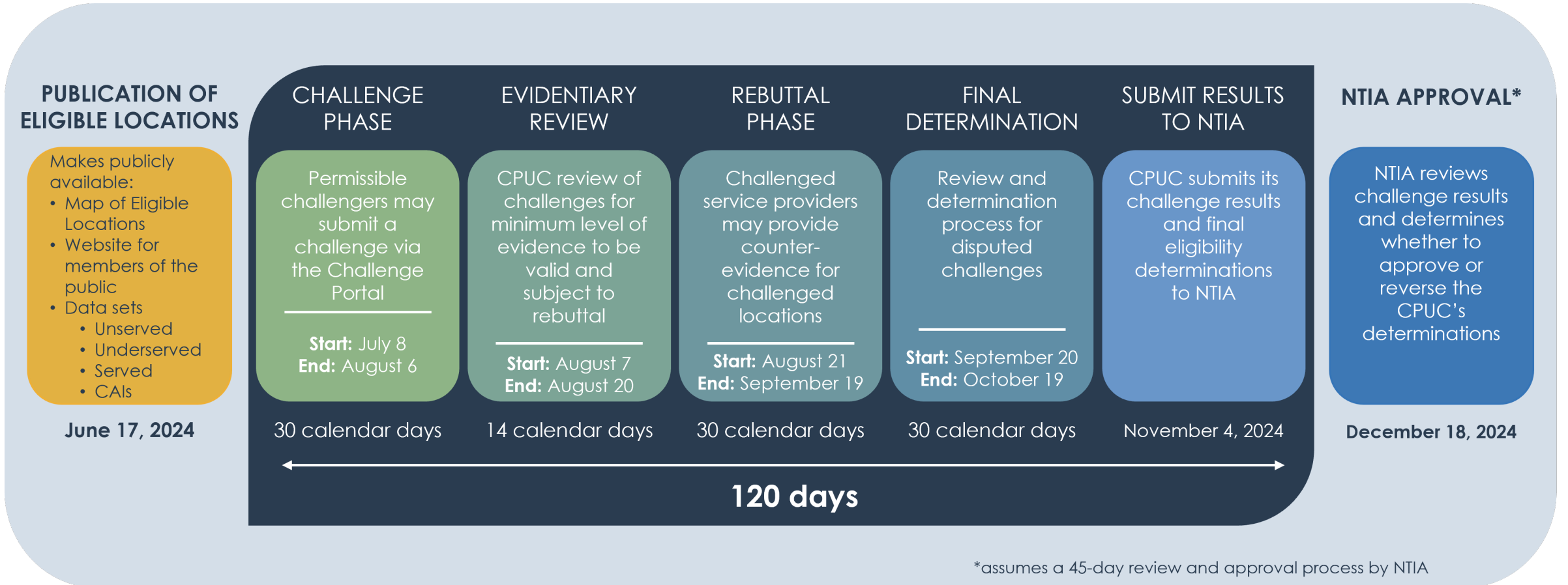
Who should be involved?

- 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?

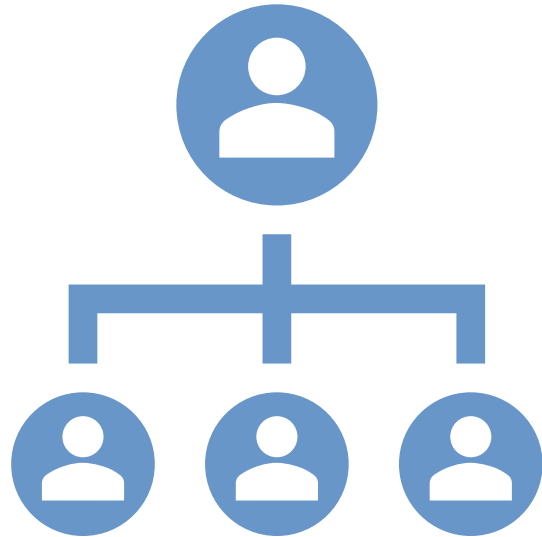
- The Challenge Process is the **only opportunity for entities to propose changes** to the FCC National Broadband Map in terms of **locations eligible for BEAD funding**
- BEAD funding is unprecedented; California is allocated **\$1.86 billion** for broadband infrastructure
- Once the final map is approved, **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



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.

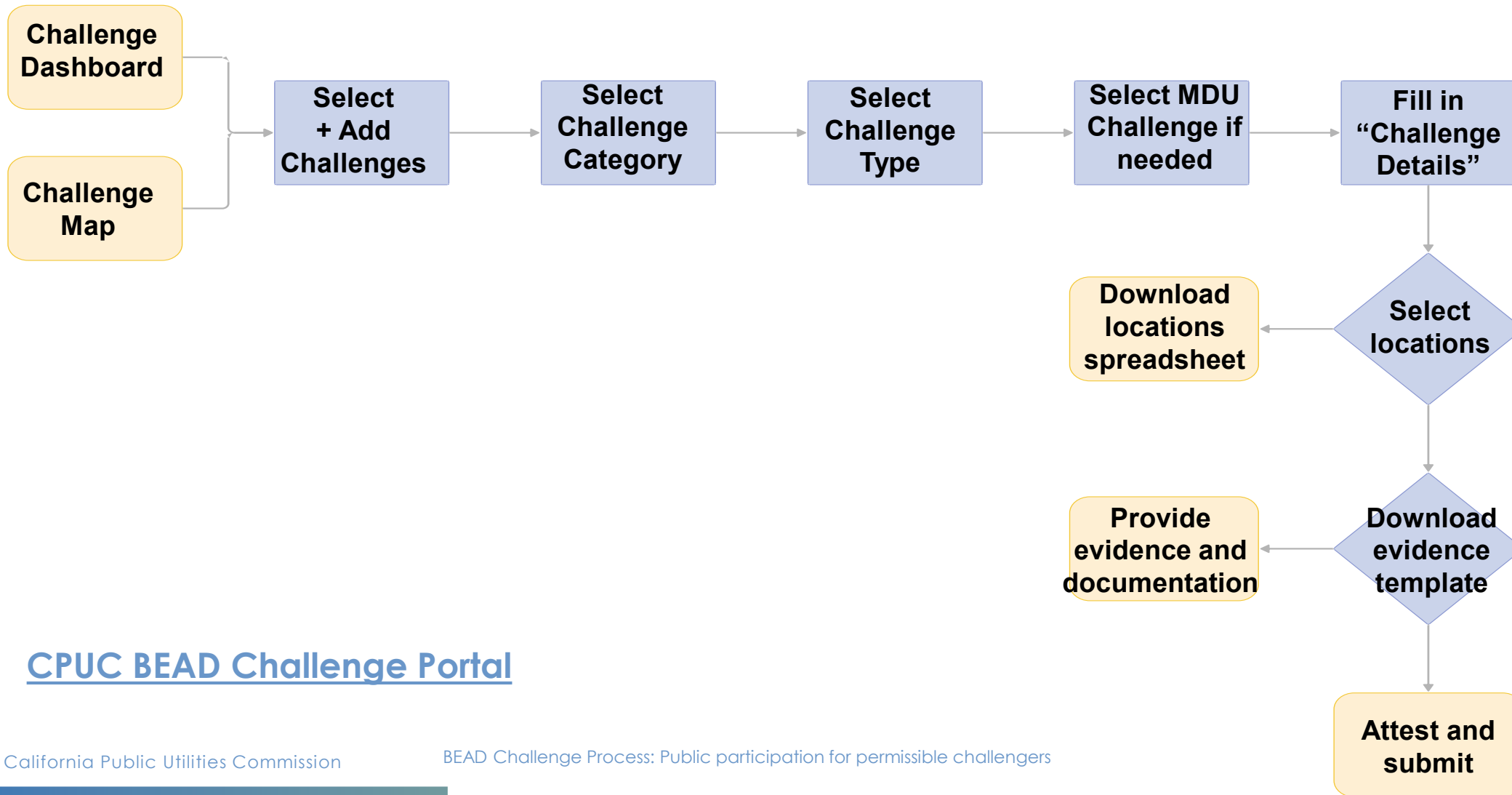
The Challenge Portal

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

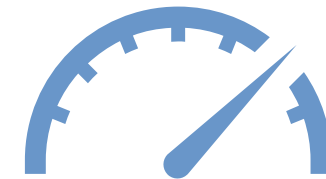
Common challenge types

Individuals may submit evidence for the following types of challenges:

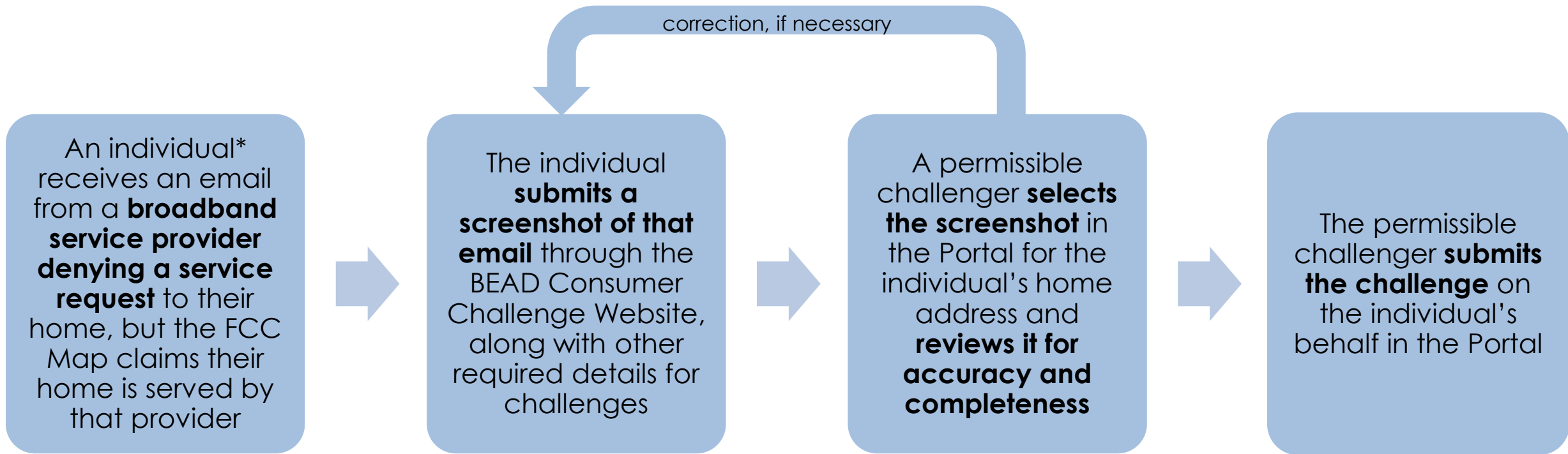
- Availability
- Speed
- Latency
- Data cap
- Technology
- Business service only



The most common types for individuals are Availability and Speed



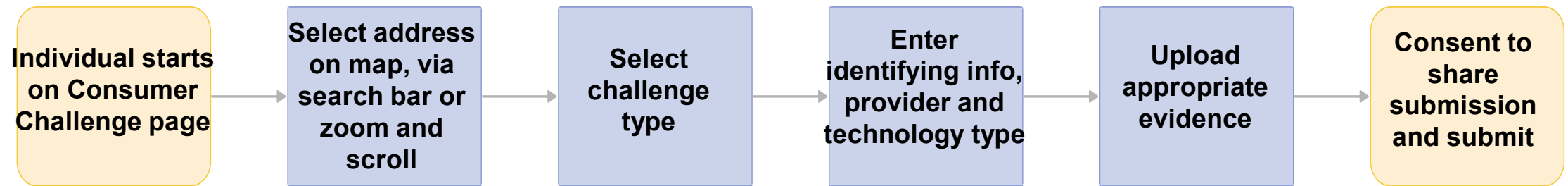
Example of Challenge Process sequence for individual submissions



*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

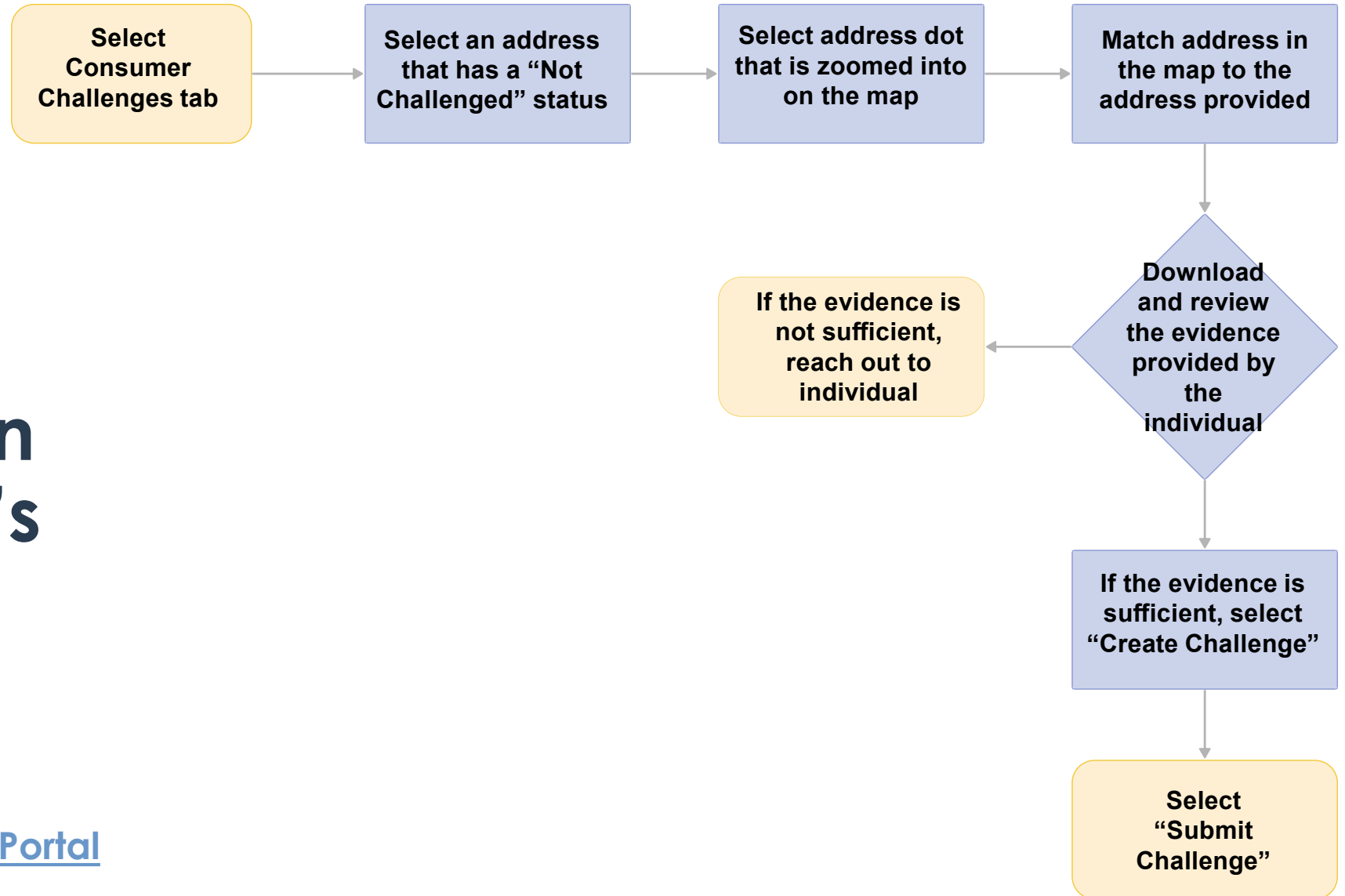
- If a **challenge based on individually-submitted evidence has an error or is rejected before the end of the Challenge Phase** (e.g., wrong file submission or incomplete information):
 - Permissible challenger should **contact the individual** using the email address provided in the submission; consent 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

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

Yes

- 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



English (English)

Map Data Download Individuals Challengers Home

Welcome to California's BEAD Challenge Page

The CPUC's [Broadband Equity, Access, and Deployment \(BEAD\) Challenge Process](#) enables stakeholders in California to provide feedback on the [state's list of locations eligible for BEAD funding](#).* Based on the process approved by the National Telecommunications and Information Administration (NTIA), you can challenge data sourced from the National Broadband Map by submitting relevant and allowable evidence as outlined in the state's BEAD Initial Proposal Volume 1.

This page is your starting point for accessing the CPUC's Challenge Portal, Consumer Challenge website, and associated maps and user guides.



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!

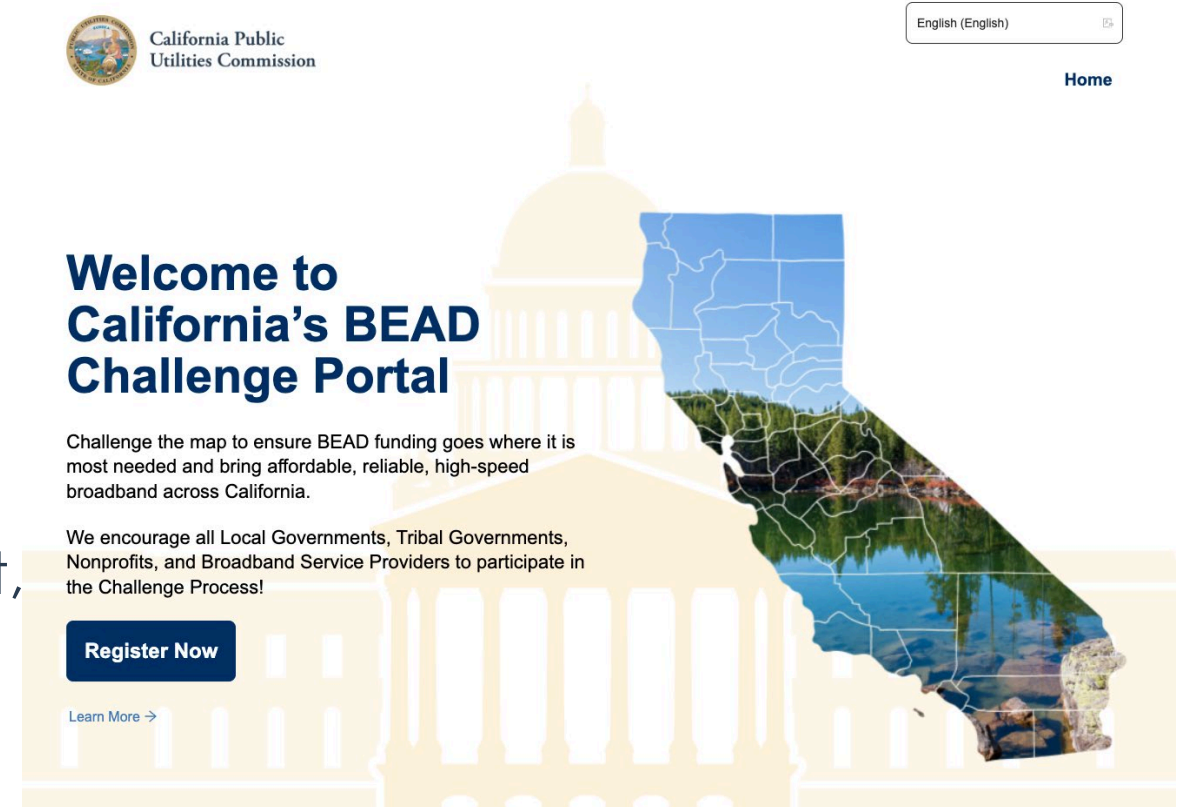


California Public Utilities Commission

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**



The screenshot shows the top of the registration portal. On the left is the California Public Utilities Commission logo. On the right is a language selector dropdown set to 'English (English)' and a 'Home' link. The main heading reads 'Welcome to California's BEAD Challenge Portal'. Below this is a paragraph: 'Challenge the map to ensure BEAD funding goes where it is most needed and bring affordable, reliable, high-speed broadband across California.' This is followed by another paragraph: 'We encourage all Local Governments, Tribal Governments, Nonprofits, and Broadband Service Providers to participate in the Challenge Process!'. A prominent blue 'Register Now' button is centered, with a 'Learn More ->' link below it. The background features a stylized map of California with a scenic landscape image overlaid on the right side, and a faint silhouette of the California State Capitol building.

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

Register For The BEAD Challenge Process ×

SECTION 2 OF 2

Organizational Information

* Please type your EIN

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

Yes

No

Address Line 2

* City

* State

* Zip

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.



California Public Utilities Commission

English (English)

Home

Welcome to California's BEAD Challenge Portal

Challenge the map to ensure BEAD funding goes where it is most needed and bring affordable, reliable, high-speed broadband across California.

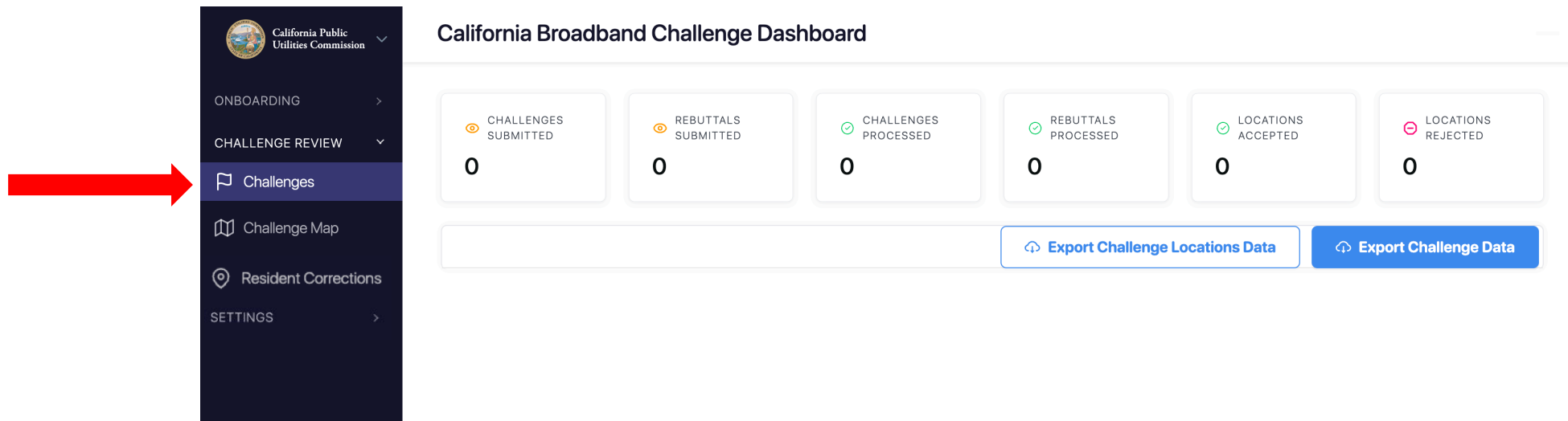
We encourage all Local Governments, Tribal Governments, Nonprofits, and Broadband Service Providers to participate in the Challenge Process!

[Register Now](#)

[Learn More](#) →

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

California Public Utilities Commission

CHALLENGE

- Dashboard
- Challenge Map
- Resident Corrections

SETTINGS

Logout

Collapse

California Broadband Challenge Dashboard

Invite Teammate Challenge Submission

The California broadband challenge process is now open! Prepare your challenges and rebuttals to ensure your community can get the broadband they deserve.

The California broadband challenge process is an essential step conducted prior to deploying BEAD funding. Participation in the challenge process helps ensure that the map data is accurate and is a key step in making sure that grant funding reaches communities in need.

[Learn more](#)

CHALLENGES SUBMITTED: 0

CHALLENGES NEED REVISION: 0

CHALLENGES WITHDRAWN: 1

My Submitted Challenges (0) Needs Revision (0) Initial Review Processed (0) Withdrawn (1)

Export Challenge Data + Add Challenges

Search by challenge ID/entity

Challenged Entity	Challenge Type	Locations	Date Submitted	Status	Details
Cox Communications CA-1000	Availability	93	14 Jun '24 at 4:23 pm	Withdrawn	View Details

< 1 > 10/page

3. Select 'Add Challenge' from the Dashboard

How to submit a challenge

The screenshot displays the 'California Broadband Challenge Map' interface. On the left is a dark sidebar with navigation links: 'CHALLENGE' (containing 'Dashboard' and 'Challenge Map'), 'Resident Corrections', and 'SETTINGS'. The main content area features a map of California with various filters and controls. The 'Layers' panel on the left includes 'Zones', 'TERRITORY' (Zone boundaries), 'DEMAND POINTS' (Broadband serviceable locations), 'BEAD ELIGIBILITY (PRE-CHALLENGE)' (with checkboxes for Unserved, Served, Underserved, Funded), 'BUILDING TYPE' (Residential, Residential & Business, Group Quarters, Business, Enterprise), 'COMMUNITY ANCHOR INSTITUTIONS' (Schools, Library, Healthcare Provider, Community Support Org, Unclassified CAI, Higher Education, Government Buildings, Public Safety, Public Housing), 'UNIT COUNT' (a slider from 1 to 50+), 'ANCHOR INSTITUTION' (Not a CAI, CAI), and 'FUNDING PROGRAMS' (Show/Hide locations funded by). A search bar is located at the top right of the map. On the right side, a 'Submitted Challenges' section is visible, featuring a '+ Add Challenge' button circled in red. Below this, details for a challenge (ID: CA-1000, Challenged entity: Cox Communications, Availability: Withdrawn, 93 Locations, 14 Jun '24) are shown.

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'

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. Challenge Details > 4. Select Locations > 5. Evidence & Documentation > 6. Attestation

CHALLENGE

- Dashboard
- Challenge Map
- Resident Corrections

SETTINGS

Logout

mapbox

Select Challenge Category

To begin the challenge process, please start by selecting the type of challenge you would like to submit.

- Planned Or Existing Service**
Report qualifying broadband service that has been or will be deployed by June 30, 2024 without an enforceable commitment.
- Enforceable Commitment**
Report qualifying broadband service deployed, or planned to be deployed, under a current or expanded enforceable commitment.
- Provider Service Level**
Report a provider's level of service for availability, speed, latency, data cap, technology and business service only.
- Anchor Institution Classification**
Identify whether a location is a Community Anchor Institution and has access to 1G symmetrical broadband service.

Looking for more in-depth guidance on each challenge type? Click to view the challenge type guidelines.
[View Guidelines](#)

← Cancel Next →

How to submit a challenge

7. Select 'MDU Challenge' if applicable

California Public Utilities Commission

← Create a Challenge

1. Challenge Category > 2. Challenge Type > **3. MDU Challenge** > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation

San Francisco, Contra Costa, San Joaquin, Mono, San Mateo, Alameda, Stanislaus, Mariposa, Merced, Madera, Fresno, Kings, Tulare, Inyo, Amargosa Des, Death Valley, San Benito, Monterey, San Luis Obispo, Kern, Santa Barbara, Ventura, Los Angeles

Search
Search by ID

MDU Challenge Eligibility

MDU Challenge Eligibility

An MDU Challenge is only applicable if you are challenging at the unit level. If you select Yes, you must specify specific units of an MDU that are being challenged. If you are challenging the whole MDU, please select "No".

[View Guidelines](#)

Are you filing an MDU Challenge?

Yes

No

← Back Next →

How to submit a challenge

8. Answer 'Challenge Details' questions

California Public Utilities Commission

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > **4. Challenge Details** > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation

San Francisco, Contra Costa, San Joaquin, Mono, Alameda, Stanislaus, Mariposa, Santa Clara, Merced, Madras, Fresno, Inyo, Amargosa De, Death Valley, San Benito, Monterey, Kings, Tulare, Kern, San Luis Obispo, Santa Barbara, Ventura, San

Search
Search by ID

Reset Filters

* 1. Please select a provider
Please select a provider

* 2. Please select the technology type
Please select the technology type

← Back Next →

How to submit a challenge

9. Select locations

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > **5. Select Locations** > 6. Evidence & Documentation > 7. Attestation

Select Locations for your Service Availability Challenge

To add locations to your challenge, point and click on a location or hold Shift and drag to select a group of locations. You can also upload a shapefile of your service area to quick-select all locations within the boundary, or upload a list of valid Fabric Location IDs.

Max locations per challenge: **3500**
Create multiple challenges if challenging more than 3500 locations.

[Select Or Upload The Area](#)

[Upload List Of Locations](#)

Selected Locations Remove all

1318512955	514 Belle Ter, Bakersfield, CA 93307	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1451663717	300 Terrace Way, Bakersfield, CA 93304	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1318424038	620 Terrace Way, Bakersfield, CA 93304	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1318450118		<input checked="" type="checkbox"/>	<input type="checkbox"/>

< 1 2 3 4 5 ... 10 >

Total selected locations: **46**

[← Back](#) [Next →](#)

How to submit a challenge

10. Download locations spreadsheet

The screenshot shows the 'Create a Challenge' interface for the California Public Utilities Commission. The breadcrumb trail indicates the user is at step 5, 'Select Locations'. The main area is a map of Bakersfield with several green dots representing selected locations. On the right, there is a panel with instructions: 'upload a shapefile of your service area to quick-select all locations within the boundary, or upload a list of valid Fabric Location IDs.' Below this, it states 'Max locations per challenge: 3500' and 'Create multiple challenges if challenging more than 3500 locations.' There are two buttons: 'Select Or Upload The Area' and 'Upload List Of Locations'. A list of 'Selected Locations' is shown, including addresses like '620 Terrace Way, Bakersfield, CA 93304'. At the bottom of the list, there is a 'Download Locations Spreadsheet' button, which is circled in red. Below the list are 'Back' and 'Next' navigation buttons.

How to submit a challenge

11. Download evidence template

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > **6. Evidence & Documentation** > 7. Attestation

Provide Evidence & Documentation for your Service Availability Challenge

Please submit evidence to support your challenge. The state broadband office reserves the right to request more information at any point in the challenge process. For questions that require file upload, please compress all files over 100MB in size to a .zip file. Total file upload size is capped at 500MB.

1. Evidence mapping and meta data

Please download the .csv file below and fill in the following details for each of the locations selected:

- **Evidence Type:** Select from the following options:
 - Provider website
 - Email
 - Letter (physical or electronic)
 - Text message
 - Phone call/voicemail
 - In-person interaction
 - Infrastructure Knowledge/Evidence
 - Terms of Service / Service Description
 - End-User contract or offer
 - Other
- **Evidence File:** Comma separated list of evidence file names related to each location. You can upload the files in the next step.
- **Request Date:** The date on which you requested the evidence from the location.
- **Description:** An optional description of the evidence you are providing for this location.

Download Evidence Spreadsheet ↓

← Back Next →

How to submit a challenge

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > 7. Attestation

REAL TIME EVIDENCE

- Phone call/voicemail
- In-person interaction
- Infrastructure Knowledge/Evidence
- Terms of Service / Service Description
- End-User contract or offer
- Other

• **Evidence File:** Comma separated list of evidence file names related to each location. You can upload the files in the next step.

• **Request Date:** The date on which you requested the evidence from the location.

• **Description:** An optional description of the evidence you are providing for this location.

Download Evidence Spreadsheet ↓

* Please reupload the completed evidence spreadsheet as a csv file here

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

evidence.csv

2. Upload Evidence Files for Each Location Below

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

locations.csv

← Back Next →

12. Provide evidence and documentation

How to submit a challenge

13. Attest and submit

← Create a Challenge

1. Challenge Category > 2. Challenge Type > 3. MDU Challenge > 4. Challenge Details > 5. Select Locations > 6. Evidence & Documentation > **7. Attestation**

CHALLENGE

- Dashboard
- Challenge Map**
- Resident Corrections

SETTINGS

Logout

Collapse

mapbox

Search

Search by ID

Please complete and sign the required Challenge Attestation verifying the validity of your challenge submission data.

I certify that I have legal authority to submit this challenge on behalf of test NP.

By signing this challenge, I certify to the best of my knowledge and belief that the challenge is true, complete, and accurate. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise. (U.S. Code Title 18, Section 1001 and Title 31, Sections 3729-3730 and 3801-3812).

I confirm

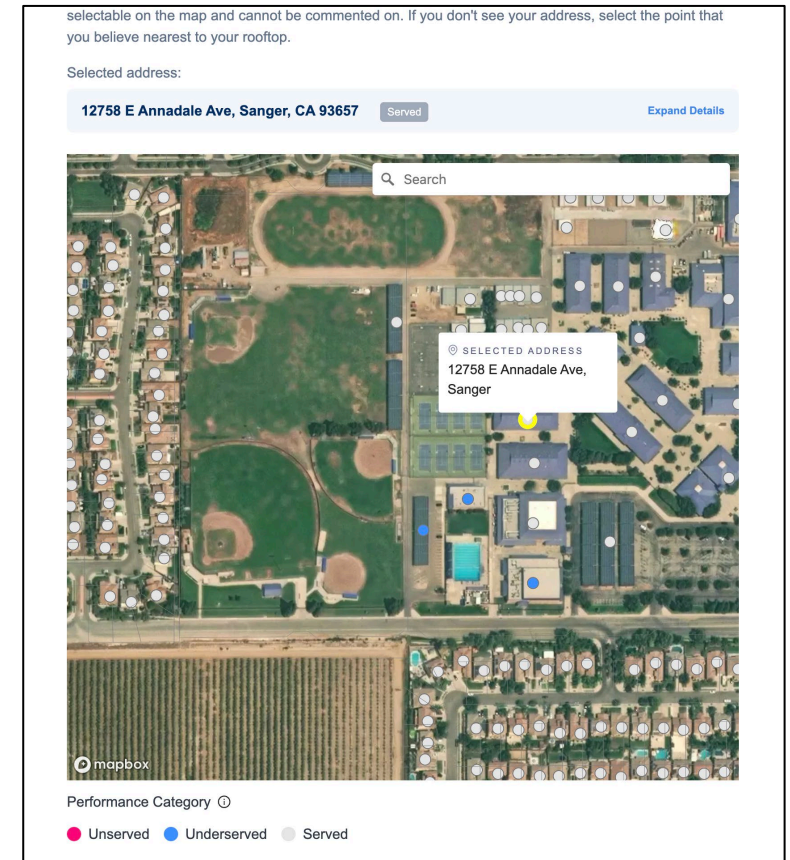
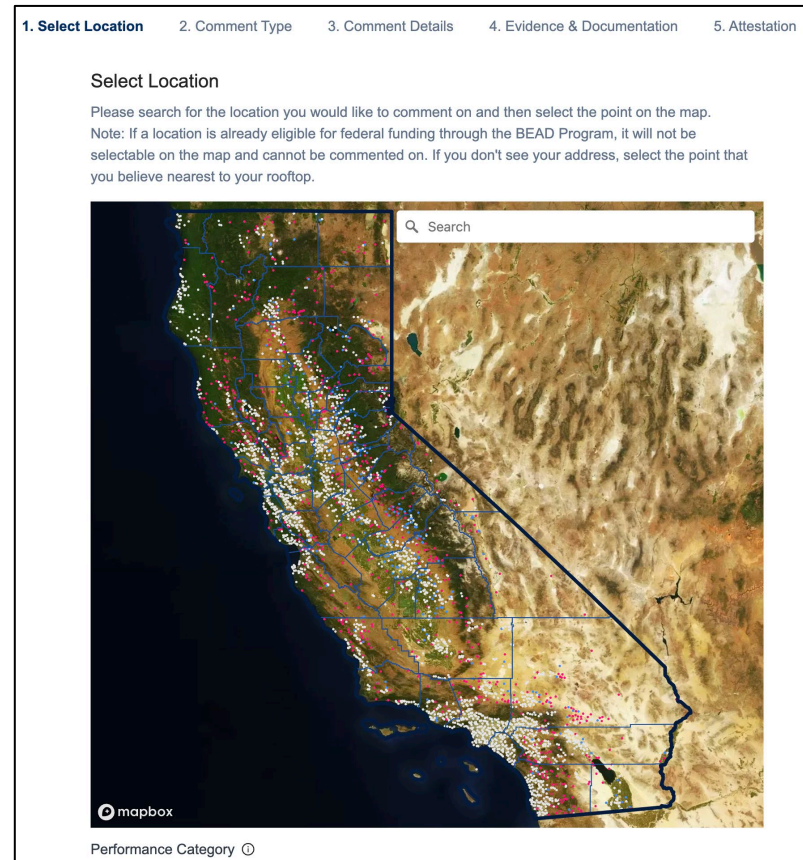
Are you sure you want to submit this challenge?

Cancel Submit **Submit Challenge**

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

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

Selected address:
12758 E Annadale Ave, Sanger, CA 93657 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.



Individual submission through webpage (continued)

3. Enter details for the challenge type

(For this example, 'Availability')

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

Selected address:
12758 E Annadale Ave, Sanger, CA 93657 Served [Expand Details](#)

Availability Details

Answer the following questions to provide more details about your Availability Comment. Help local and Tribal governments and non-profit organizations support your comment by providing as much accurate information as possible.

If you are unable to fill out the required fields, choose the "Other" comment type in Step 2
 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

* 4. Select the technology type

* 5. Identify the option that most closely describes why service is not available



Individual submission through webpage (continued)

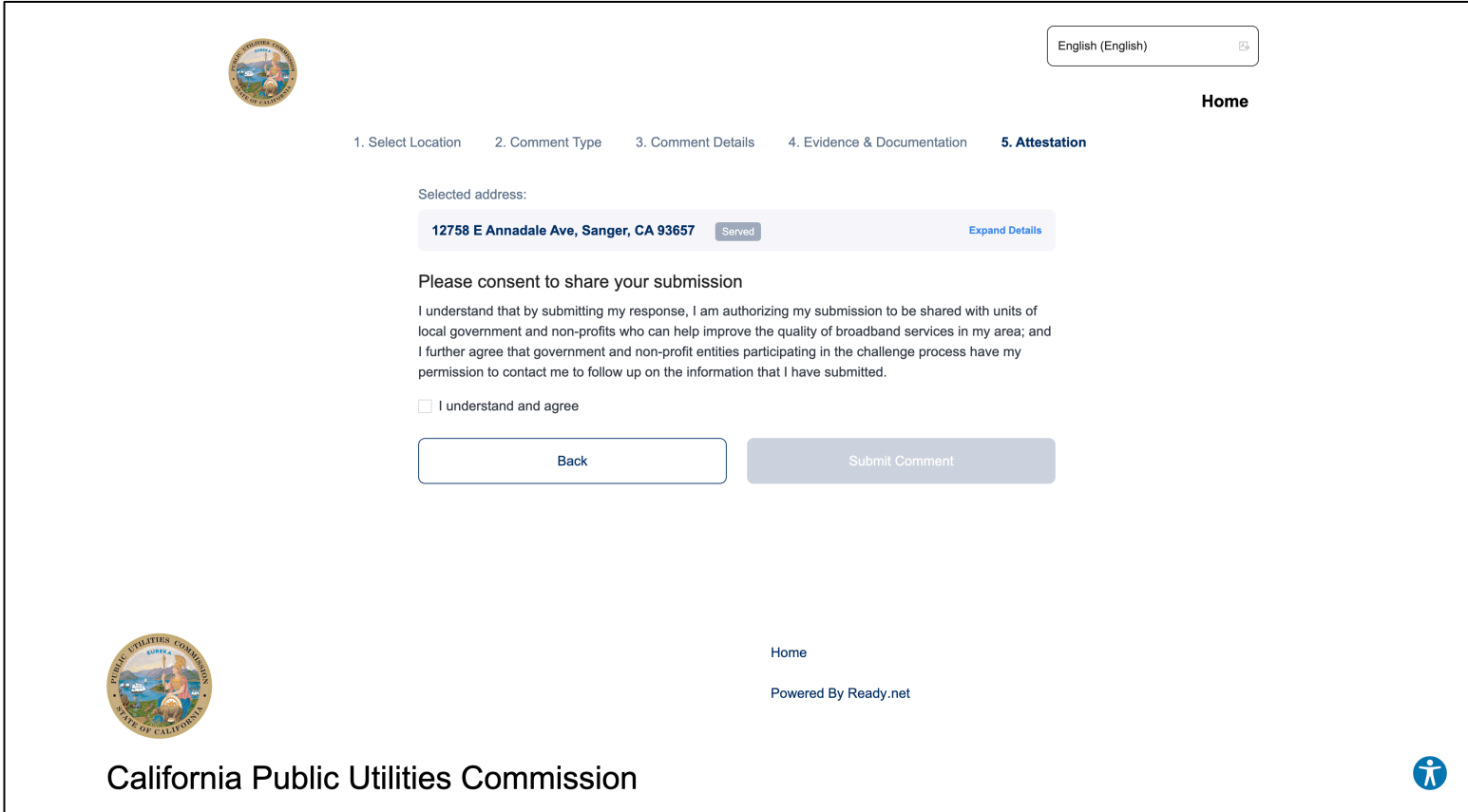
4. Upload evidence

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

The screenshot displays the 'Evidence & Documentation' step of a submission process on the California Public Utilities Commission website. The page features a navigation bar with five steps: 1. Select Location, 2. Comment Type, 3. Comment Details, 4. Evidence & Documentation (highlighted), and 5. Attestation. A 'Home' link is visible in the top right corner. The main content area shows a 'Selected address' field with the value '12758 E Annadale Ave, Sanger, CA 93657' and a 'Served' status. Below this, there is a section titled 'Provide Evidence & Documentation for your Availability Comment' with the instruction 'Upload any supporting evidence or documentation you have to support your comment.' A blue box contains the text: 'If you are unable to provide evidence, choose the "Other" comment type in Step 2'. A dashed box below contains the text: 'Click or drag files to this area to upload' and 'Support for a single or bulk upload.' At the bottom of the form area are 'Back' and 'Next' buttons. The footer includes the California Public Utilities Commission logo, a 'Home' link, 'Powered By Ready.net', and an accessibility icon.

Individual submission through webpage (continued)

5. Certify attestation and select 'Submit Comment'



The screenshot displays the 'Attestation' step of a submission process on the California Public Utilities Commission website. The page features a navigation bar with a language dropdown set to 'English (English)' and a 'Home' link. A progress indicator shows five steps: 1. Select Location, 2. Comment Type, 3. Comment Details, 4. Evidence & Documentation, and 5. Attestation (highlighted). Below the progress bar, the 'Selected address' is shown as '12758 E Annadale Ave, Sanger, CA 93657' with a 'Served' status and an 'Expand Details' link. A consent section titled 'Please consent to share your submission' contains a paragraph of text and an unchecked checkbox labeled 'I understand and agree'. At the bottom of the form are two buttons: 'Back' and 'Submit Comment'. The footer includes the California Public Utilities Commission logo, a 'Home' link, 'Powered By Ready.net', and an accessibility icon.

English (English) Home

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

Selected address:

12758 E Annadale Ave, Sanger, CA 93657 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

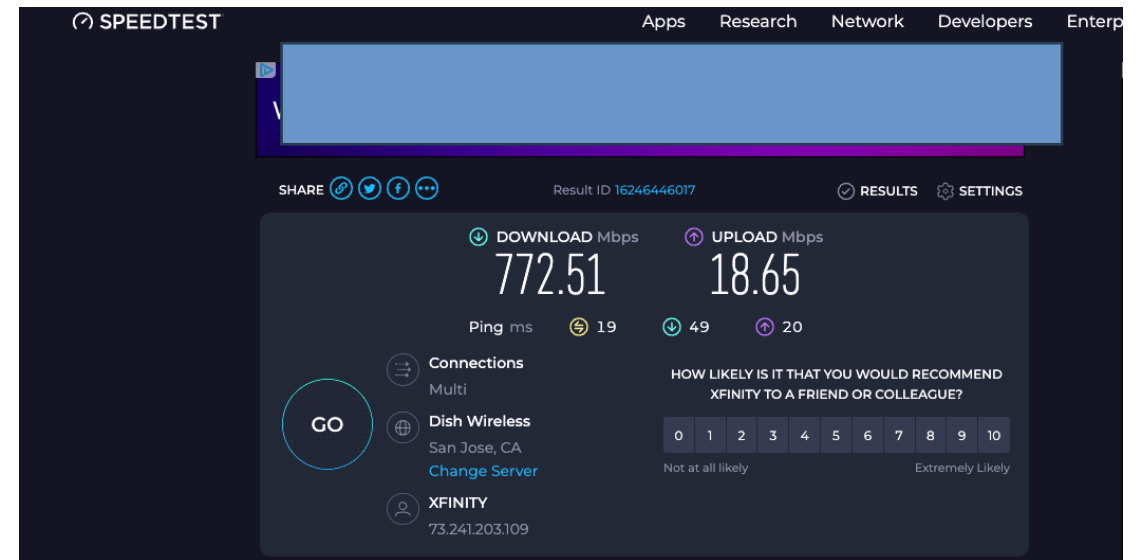
Home

Powered By Ready.net

California Public Utilities Commission

Individual submission of speed tests

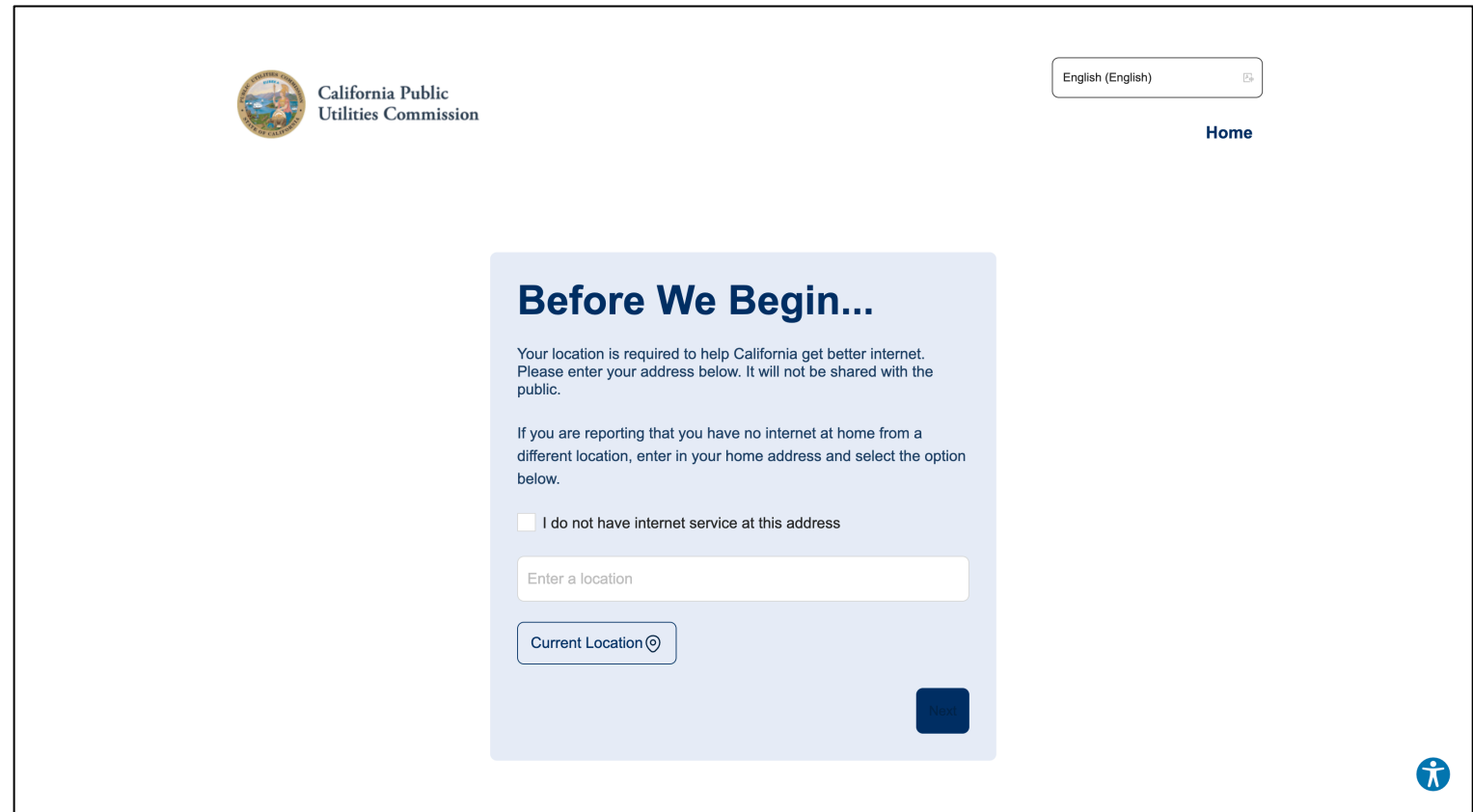
- A member of the public can run a speed test in public-facing Challenge evidence submission webpage
- However, they need to remember to run speed tests and download results on three separate days
 - Only then should they upload those same results to the 'Speed' challenge submission and submit the challenge
- 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**



The screenshot displays the CPUC website interface. At the top left is the CPUC logo and the text "California Public Utilities Commission". At the top right, there is a language selection dropdown menu set to "English (English)" and a "Home" link. The main content area features a light blue box titled "Before We Begin...". Inside this box, the text reads: "Your location is required to help California get better internet. Please enter your address below. It will not be shared with the public." Below this, it says: "If you are reporting that you have no internet at home from a different location, enter in your home address and select the option below." There is a checkbox labeled "I do not have internet service at this address". Below the checkbox is a text input field with the placeholder "Enter a location". At the bottom of the input field is a button labeled "Current Location" with a location pin icon. A dark blue button is visible at the bottom right of the light blue box. In the bottom right corner of the entire webpage, there is a small blue icon of a person with arms raised.

Individual submission of speed tests (individual evidence submission webpage)

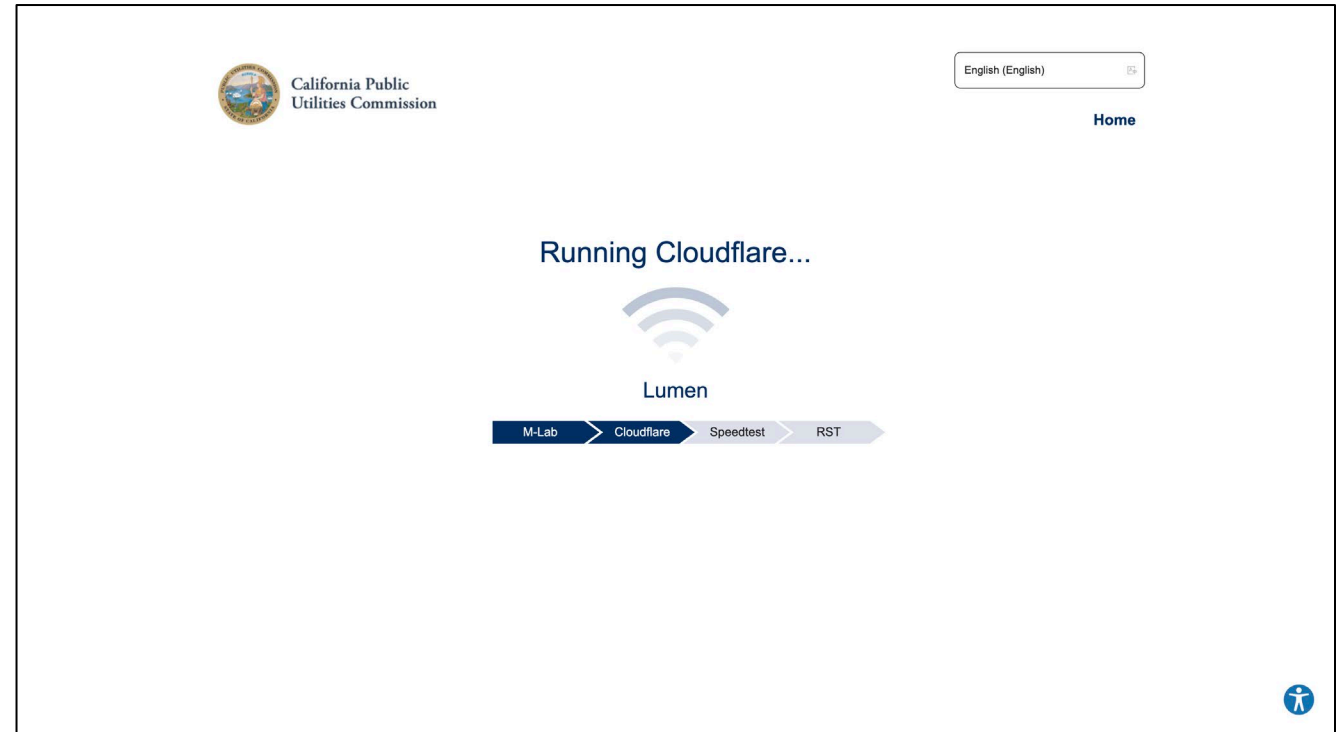
2. Enter other information and attestation

The screenshot shows the California Public Utilities Commission website. At the top left is the logo and name. At the top right is a language dropdown menu set to 'English (English)' and a 'Home' link. The main content area features a light blue box titled 'Before We Begin...' with the instruction 'Hover over underlined terms for additional information.' Below this is a progress indicator with six numbered steps, where step 1 is highlighted. The question 'What is your name?' is followed by a text input field containing 'Enter your name'. At the bottom right of the box are 'Back' and 'Next' buttons.

The screenshot shows the same website as the previous step. The progress indicator now shows steps 1 through 5 as completed (with checkmarks) and step 6 as the current step (highlighted). The text in the light blue box reads: 'I understand that by submitting my results, 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 efforts to improve the FCC Fabric map have my permission to contact me to follow up on the information that I have submitted.' Below this text is a checked checkbox labeled 'I understand and agree'. At the bottom right of the box are 'Back' and 'Start test' buttons. A small accessibility icon is visible in the bottom right corner of the page.

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

Resident Correction Dashboard

PRE-CHALLENGES SUBMITTED

1

PRE-CHALLENGES PROCESSED

0

All Created

1 Result

Address	Challenged Entity	Challenged Type	Census Block Group	Status	Date Submitted	Details
<small>e4b3f4c8-c06f-459e-acaf-4bb331bc5bf5</small> 5553 W County Road 450 N, Thorntown, IN 46071 <small>1385483350</small>	WATCHTV	Availability	180118101001076	Not Challenged	18 Apr '24 at 4:39 pm	View Details

< 1 > 10 / page

Submitting a challenge on an individual's behalf

The screenshot displays the 'Resident Correction' interface. On the left, a sidebar contains several filter sections: 'TERRITORY' with 'Zone boundaries'; 'DEMAND POINTS' with 'Broadband serviceable locations'; 'BEAD ELIGIBILITY (PRE-CHALLENGE)' with checkboxes for 'Unserved', 'Served', 'Underserved', and 'Funded'; 'BUILDING TYPE' with checkboxes for 'Residential', 'Residential & Business', 'Group Quarters', 'Business', and 'Enterprise'; 'COMMUNITY ANCHOR INSTITUTIONS' with checkboxes for 'Schools', 'Library', 'Healthcare Provider', 'Community Support Org', 'Unclassified CAI', 'Higher Education', 'Government Buildings', 'Public Safety', and 'Public Housing'; 'UNIT COUNT' with a slider from 1 to 50+; and 'ANCHOR INSTITUTION' with checkboxes for 'Not a CAI' and 'CAI'. At the bottom of the sidebar is a 'FUNDING PROGRAMS' section with 'Show locations funded by' and 'Hide locations funded by' buttons. The central map area shows a dark background with a search bar at the top and a single green location marker. On the right, a details panel for a challenge includes a 'Not Challenged' status, the address '5553 W County Road 450 N, Thorntown, IN 46071', a 'Download Attachments' button, submission details (submitted by 'asdas', on '18 Apr '24 at 4:39 pm'), challenge type 'Availability', technology 'Licensed Fixed Wireless', provider 'WATCH TV', location ID '1385483350', census block GEOID '180118101001076', and reason code 'Provider did not install the service at the agreed-upon time.' Below this is an 'Evidence' section with a 'Register Copy 2024-04-12 0926 31-1713479940810.png' link and a 'Show Details' button. At the bottom right of the interface is a 'Create Challenge' button.