Broadband Equity, Access, & Deployment (BEAD) Program

Challenge Process FAQ

The questions have been organized by theme for clarity.

Number	Question	DEEP Response
1	When will DEEP provide public notice of the final determinations for each location and CAI?	DEEP will provide public notice of the final determinations for each location and CAI at least 60 days prior to allocating grant funds. The 60 days will begin after the NTIA has validated the final determinations submitted by DEEP.
2	Which version of the FCC's Broadband Serviceable Location Fabric (Fabric) is the state using?	DEEP is using the most recent version of the Fabric, version 3.2.
3	Are there file size limitations for challenges?	There is a file size limit 500 MB per upload. Please refer to the Challenge Process portal for acceptable formatting.
4	Will bulk CAI challenges be accepted?	No, bulk CAI challenges are not typically accepted.
5	How will a CAI be notified of a rebuttal if a provider files a challenge against the organization?	Challenges to CAIs will be posted publicly. If a provider claims gigabit service availability for a CAI or a unit of local government disputes the CAI status of a location, the CAI may rebut. All types of challengers may rebut planned service and enforceable commitment challenges.
6	Will there be enforcement measures, such as penalties for failure to complete build out, with respect to planned service challenges?	DEEP will require a high standard of evidence for planned service challenges from providers that attest to their ability to complete planned service projects as submitted. If it comes to DEEP's attention after the deadline for planned service that a provider has not built out to certain locations as intended, DEEP will work with the NTIA during the final determinations phase of the Challenge Process to identify opportunities to correct the map.
7	Does submittable evidence include phone calls?	DEEP will allow the submission of phone call transcripts per guidance. Please refer to the BEAD Challenge Process Guidance for examples of acceptable evidence.
8	Do non-wired connections need to be challenged?	Unlicensed fixed wireless and satellite technologies are considered unserved, but licensed fixed wireless may be considered served, in which case the service reported on the map may be challenged. For a full overview of technologies that are considered served or unserved, please review the BEAD Initial Proposal Volume 1.
9	How do I add a Teammate to the challenge account?	On the challenge dashboard in the top right-hand corner, there is an "Invite Teammate" button. To add a teammate, click the button and submit the teammates first name, last name, and email address. Once the information has been included,

		click "Invite Teammate". The teammate added will get an email inviting them to the portal.
10	Will challengers be posted on DEEP's website?	DEEP will not publish the names of challengers unless prompted by the challenger themselves. If an eligible organization would like to be publicly advertised as a challenger, please reach out to DEEP.Broadband@ct.gov.
11	There is an address that is incorrect on the map. How would this be fixed?	Fabric challenges are not considered eligible challenges per NTIA guidelines.
12	How do I challenge a location that is not on the map?	Only missing CAIs locations may be challenged. Other Fabric challenges are not considered eligible challenges per NTIA guidelines.
13	If more than one CAI shares the same location, should a challenge be submitted for each CAI?	Ultimately, CAI locations may be eligible to receive service to the location, not the individual organizations within that single location. Therefore, each individual CAI at that location may not need to submit a challenge for the location to be considered eligible for a one gigabit connection. It is important to note, however, that the submission of multiple challenges, as needed, will result in a more accurate map and potentially a greater likelihood of a successful challenge in case one or more challenges do not meet the evidentiary standards required and/or are adjudicated in a provider's favor.
14	Can DEEP provide a list of Location IDs and the corresponding addresses for my municipality?	DEEP is unable to provide a list of Location IDs and the corresponding address data per its license with CostQuest Associates. Information on how challengers can apply for their own CostQuest license can be found on DEEP's website.
15	Can a challenge be revised once it has been submitted?	A challenge cannot be revised once it has been submitted unless requested by DEEP. If the information included in the challenge was incorrect, please withdraw the challenge with the incorrect information and submit a new challenge with the correct information.
16	What speed information has to be submitted for an "Is an Anchor Institution Challenge"?	If you believe that a location is incorrectly identified as a non-CAI, you may challenge to have that location included as a CAI. Evidence to support the challenge may include registration documents, contact information to confirm organizational details, or other evidence that demonstrates that the organization meets the requirements of the selected category of CAI. When challenging to add a location as a CAI, you will be

		given an opportunity to indicate whether the institution currently has access to broadband at the CAI target threshold of 1000/1000 Mbps.
17	Is speed information necessary for a CAI challenge?	Yes, evidence for service availability challenges must be uploaded with the challenge. If challenging whether a location qualifies as a CAI, please refer to #16 (above).
18	If a CAI has more than one building, do those location(s) need to be challenged?	If a CAI operates out of more than one building and the additional location(s) meets the qualifications for a CAI at those sites, each additional location should also be challenged as needed.
19	Does the CAI list posted on DEEP's website include all CAIs in the state or does the list only CAIs eligible for BEAD funding?	The CAI list posted on DEEP's website contains all of the CAIs identified by the state, including locations that currently have access to 1 Gbps/1 Gbps, as they can also be challenged.
20	Can a Broadband Service Provider submit a screenshot of their own website for evidence of existing service?	Yes, a Broadband Service Provider may submit a screenshot of their own website but must also include address-specific evidence that the purported service is available at a standard installation. Other examples of evidence include documentation that the location subscribes or has subscribed within the last 12 months, e.g., with a copy of a customer bill., or documentation that service is now available as a standard installation, e.g., via a copy of an offer sent to the location.
21	Do speed test need to be taken at different times of the day as well as on different days?	Each speed test consists of three measurements, taken on different days. Speed tests cannot predate the beginning of the Challenge Submission Period by more than 60 calendar days. Each location must conduct three speed tests on three different days; the days do not have to be adjacent. Speed tests do not have to be taken at different times of the day, only on three separate days. For additional guidance on speed test challenges, please review page 16 in the Challenge Process Guidance.
22	If a resident's bill does not show the plan name and/or speeds, what evidence can be included as part of a speed challenge to certify the speed tier the customer subscribes to?	The challenger can instruct the consumer to engage with their service provider to confirm the active service plan. Some providers make plan information available on customer invoices, in online customer portals, or though engaging with a customer service representative. Examples of verification may include copies of customer invoices, screenshots of plan information on a customer portal, or an email from the provider to the customer stating the speed tier they are subscribed to. Please review page 16 in the Challenge Process Guidance for more information.

23	Can a challenge be submitted for a location that is not subscribed to served speeds even if served speeds are available in a more expensive plan?	Service availability is based on the highest level of service available, not adopted. Therefore, any location that could subscribe to served speeds, even at a higher price, is still considered served.
24	Are area challenges automatically triggered if there are six locations challenged in a census block?	An area challenge is triggered in the portal if six (6) or more locations using a particular technology and a single provider within a census block group are successfully challenged under the same challenge type. Each type of challenge and each technology and provider is considered separately, i.e., an availability challenge (A) does not count towards reaching the area threshold for a speed (S) challenge. If a provider offers multiple technologies, such as DSL and fiber, each is treated separately since they are likely to have different availability and performance. DEEP must review and approve successful challenges before an area challenge is activated. Additional information on area challenges can be found on page 3 of the Challenge Process Guidance.