

Minnesota
Broadband Navigator™
User Guide
Version 1.0



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Broadband Navigator™ User Guide

Welcome to the Broadband Navigator™ User Guide. This guide is designed to help you understand and use the application for managing the BEAD State Challenge process.

Overview

According to the National Telecommunications and Information Administration’s (NTIA) Broadband, Equity, Access, and Deployment (BEAD) Program Guidance, each State Broadband Office needs to implement a State Challenge Process Portal as part of their BEAD Program. The goal of the State Challenge Process is to improve the broadband data coverage (BDC) map in each state, so that State Broadband offices have the most accurate map possible to use to make funding disbursement decisions. The Broadband Navigator will provide the tools and capabilities to allow Local Governments, Tribal Governments, Internet Service Providers (ISPs), and Nonprofits to view and challenge the broadband coverage determinations (served, underserved, unserved) for each broadband serviceable location (BSL). Members of the public will be able to use the tools to submit evidence that could substantiate challenges.

To manage these challenges according to the [NTIA’s BEAD process policy guidelines](#), AppGeo provides the Broadband Navigator™ Portal. The Portal is a solution that will meet NTIA’s requirements while also allowing states the flexibility to implement the tool in a way that aligns with their particular priorities and goals, according to their Five-Year Plans and Initial Proposals.

Using the Navigator, Broadband Offices can manage the complete lifecycle of a BEAD challenge through inception, review of evidence, rebuttal, adjudication, and final determination.

Who Can Submit Evidence?

Anyone using the Broadband Navigator is welcome to submit evidence on issues with Availability, Speed, Latency, Technology, Data Cap and Business Service Only. If you are a member of the public who would like to submit evidence, see the [Public Evidence Submission](#) section below.

Who Can Create Challenges?

Only the following entities are eligible to submit challenges to the State under the BEAD Program federal policy:

1. Units of Local Governments
2. Units of Tribal Governments
3. Nonprofit Organizations
4. Internet Service Providers (ISPs)

Types of Challenges

Challenge	Description
Availability	Individuals, Nonprofits, Tribal Governments, Local Governments, and ISPs are stating that the service displayed on the map isn’t offered on the ground.

Speed/ Latency	Individuals are taking speed tests to show that their subscribed service tier is not served at the speed indicated on the map. Additionally, they are testing to ensure the latency of this BSL is <100mbps.
Data Cap	Individuals, Nonprofits, Tribal Governments, Local Governments, and ISPs are stating that there is a data cap of 600GB or less imposed on this BSL’s service tier.
Technology	Individuals, Nonprofits, Tribal Governments, Local Governments, and ISPs are stating that the technology indicated for this service tier is incorrect.
Business Service Only	Individuals, Nonprofits, Tribal Governments, Local Governments, and ISPs are stating that a particular service level at a residential location is only available to businesses.
Enforceable Commitment	Nonprofits, Tribal Governments, Local Governments, and ISPs are stating that there is an enforceable funding commitment to deploy broadband at this location by the date stated in the deployment obligation.
Not Part of an Enforceable Commitment	ISPs, Broadband Offices, Nonprofits, Tribal Governments and Local Governments state that the location is in an area subject to an enforceable commitment, but it is not part of that commitment.
Planned Service	ISPs, Nonprofits, Tribal Governments and Local Governments are stating that there are plans for service at this BSL.
Location is a Community Anchor Institution (CAI ¹)	Individuals, ISPs, Nonprofits, Tribal Governments and Local Governments are stating that the location falls within the definition of a CAI as defined by the State Broadband Office.
Location is not a CAI	Individuals, ISPs, Nonprofits, Tribal Governments and Local Governments are stating that the location does not fall within the definition of a CAI as defined by the State Broadband Office.

Challenge Process Phases Overview

Publication of Eligible Locations

During this phase, eligible entities may submit challenges through the challenge portal and members of the public will be able to submit evidence that could substantiate challenges. Challenges must include evidentiary support of each challenge based on the evidence documentation provided in the state’s BEAD Initial Proposal Volume I.

Once evidence is submitted, the challenge will appear in the challenger’s dashboard and the Broadband Office dashboard for review. Each challenge has its own activity log, which enables the Broadband Office to audit any challenge. From the dashboard, the Broadband Office or their designees can examine the

¹ According to the Federal Communications Commission (FCC), community anchor institutions (CAIs) are, “schools, libraries, medical and healthcare providers, public safety entities, community colleges, and other institutions of higher education, and other community support organizations and agencies that provide outreach, access, equipment, and support services to facilitate greater use of broadband service by vulnerable populations, including low-income, the unemployed, and the aged.”

provided evidence and accept or reject it based on the guidelines of the BEAD Challenge Process. If the challenge meets the requirements, it will be updated in the portal as 'Challenged' and be visible to the provider whose service availability and performance is being contested.

The portal will also notify the provider of the challenge through an automated email. The email will contain important timing information on the specific challenge, alerting the rebutters or challenge reviewers of the deadlines associated with each challenge.

Deadlines are a critical element of the BEAD Process; It is recommended to submit challenges early. If any errors exist, there will be an opportunity to re-submit, but only within the Challenge Phase window. No changes will be accepted after the 30-day Challenge Phase window.

Rebuttal Phase

Each challenge will have a limited length of time to be rebutted. This length of time is specified in the BEAD Initial Proposal Volume I and begins at the time of challenge evidence approval. At the end of the Challenge Phase, an official Rebuttal Phase will begin. This phase serves as a buffer and ensures all challenges submitted at the end of the Challenge Phase have ample time to be rebutted.

Service Level Challenge Rebuttals

Challenges related to service level (availability, speed/latency, data cap, technology, and business service only) will be posted in the dashboard of the associated ISP. The ISP will also be notified by email as each challenge is moved to the Rebuttal Phase. Challenges of these challenge types may only be rebutted by the challenged service provider. The challenged service provider may rebut the reclassification of a location or area with sufficient evidence outlined in the state's BEAD Initial Proposal Volume I. If rebutted, the challenge location or locations will be put into the 'disputed' state. If a challenge is not rebutted within the rebuttal period, the challenge will be accepted and enter the 'sustained' state.

All Other Challenges - Open Rebuttals

All other challenge types (planned service, enforceable commitment, location is a CAI, and location is not a CAI) may be rebutted by any registered users. Since Non-profits and Local or Tribal governments are not linked to specific locations, they will not receive email notifications. These challenges will be placed in the 'Open Rebuttals' section in the Navigator and remain open for the rebuttal period.

All rebuttals will be reviewed by the Broadband Office to determine if the rebuttal evidence is sufficient. If rebuttal evidence is sufficient, the challenge is rejected. If the rebuttal evidence is not sufficient, the challenge is sustained.

Final Determination Phase

The Final Determination Phase will occur on a rolling basis for provider specific challenges, and during a state-specified timeframe for those published in the Open Rebuttals list. From the date of the rebuttal, each challenge will have a designated length of time for finalization from the Broadband Office. This length of time is specified in the BEAD Initial Proposal Volume I.

Challenge evidence must be fully reviewed by the Broadband Office, and the challenge must be classified as ‘sustained’ or ‘rejected.’ At the end of the Rebuttal Phase, an official Final Determination Phase will begin. This phase serves as a buffer and ensures all rebuttals submitted at the end of the Rebuttal Phase have ample time to be accepted or rejected.

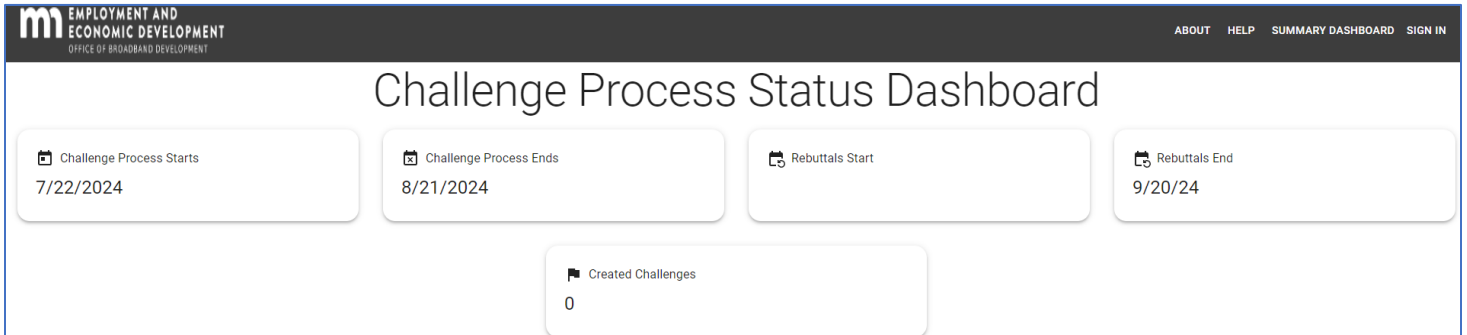


Image 1: Summary Dashboard displaying challenge and rebuttal process deadlines.

Navigator Walkthrough

Public-Facing Mapping Functionality

The Broadband Navigator™ features full-screen map viewing with a clean design and intuitive tools and workflows. The following items encompass the core functionality of the public-facing component of the Broadband Navigator™.

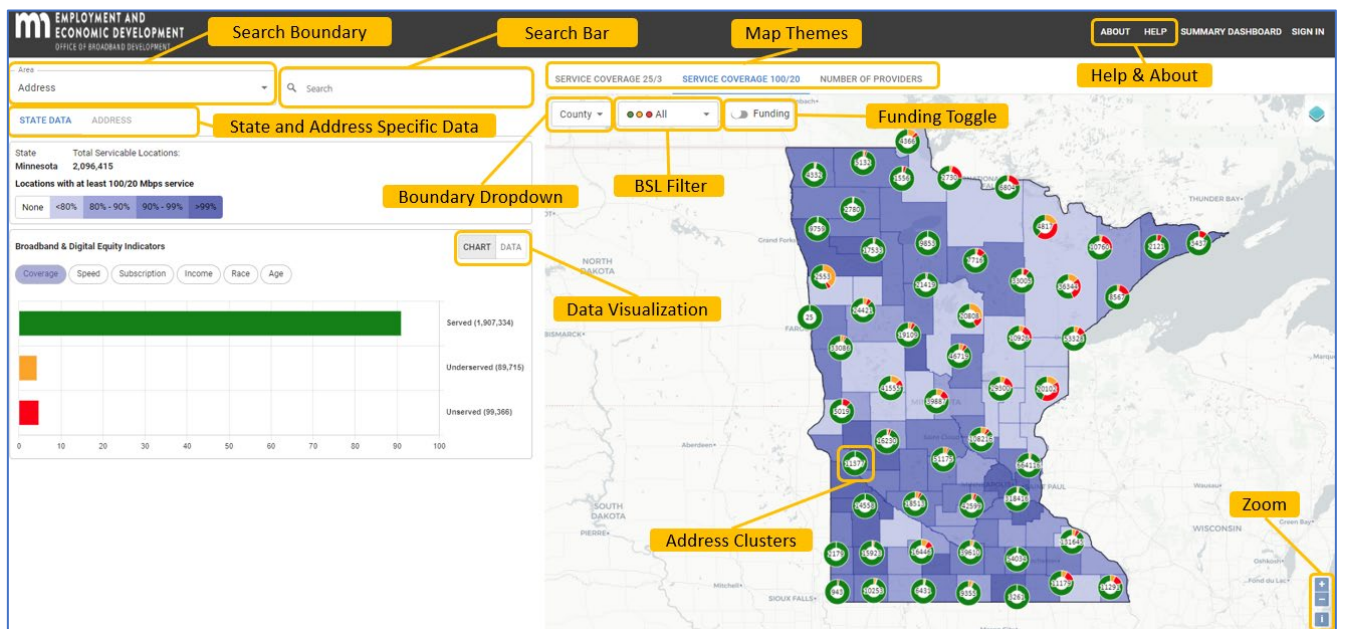


Image 1: Overview of the Broadband Map with labelled features. This image can be used as a reference alongside other images in the document.

Introductory Splash Screen / About / Help content:

When the user first enters the website, a splash screen is displayed that contains important information that the State wants to communicate to users. The About and Help content is available to guide users through the application and workflow.

View Broadband Data Coverage / Availability Map:

At first glance, users will be presented with the Broadband Availability Map showing 'donut' charts that display the total number of BSLs in the area and their proportion of Unserved, Underserved, and Served status. These charts are derived from aggregates of census block groups.

Choose from various Map Themes:

Users can choose from a pre-set list of map themes that will change the way the broadband availability is displayed on the map. The three themes are Service Coverage 25Mbps/3Mbps, Service Coverage 100Mbps/20Mbps, and Number of Providers. Included is a legend to the left of the screen, explaining the boundaries of each shade of the choropleth visualization.

View Existing Broadband Funding Overlay:

An overlay of Broadband Funding can be turned on or off using the Funding Toggle, displaying areas within the State that have received funding.

Select levels of geography:

By selecting the boundary dropdown, users can choose to view area boundaries and data by various geographic areas.

Toggle Served / Underserved / Unserved:

Users can view or hide all Served, Underserved, and Unserved BSLs as a count when zoomed out, or specific points when zoomed in using the BSL Filter.

View Broadband & Digital Equity Indicators:

Users can gain more insight into broadband availability and demographics based on the geographical boundary selected. Included indicators are Broadband Coverage, Speed, Subscription, Income, Race, and Age. This information can be visually represented in the Chart Tab or numerically viewed by selecting the Data Tab. Use the Data Visualization tabs to navigate between the two.

Search for a Geographical Area and view broadband details in that Area:

Using the Search Boundary dropdown, users are able to search within different geographic boundaries. To search Census Block, Block Group, or Tract, search by the 15, 12, or, 11-digit census code. To search by House, Senate, or Congressional District, search by specific number only for the district (e.g. 1, 5). If you do not know the district number, you can use the Boundaries dropdown to explore the different House, Senate, or Congressional Districts in the State.

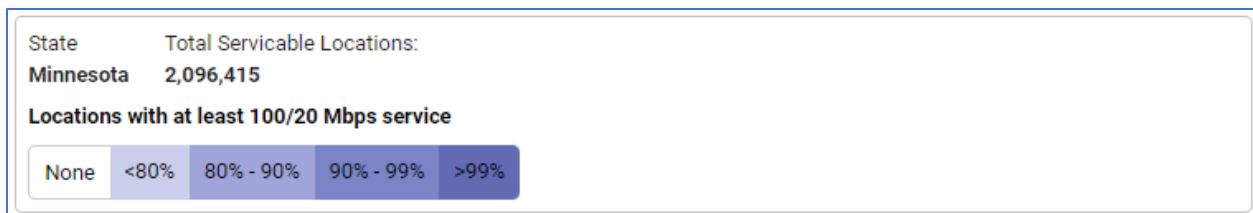


Image 1.2: Search different areas with the Area Dropdown.

Search for an Address and view broadband details at that Address:

Using the address search bar or zooming in and clicking a specific address allows users to see details about the broadband service and funding at that location.

The Broadband Navigator uses a combination of the MapBox geocoder and the Fabric data to search on addresses. When the user enters an address into the search bar the MapBox geocoder will give you options for the address. When you click on the address the Navigator will take you to the closest BSL to that location.

In most cases this works perfectly, but there are cases where the distance means the user is not taken directly to the BSL and shown a screen that there is no BSL corresponding with the address entered. In other cases, the user will go to a BSL that does not directly correspond with their address.

In edge cases if the users are unable to find an address we recommend navigating to the approximate location and identifying the BSL. All BSLs in the fabric are present in the map and can be found, but there are edge cases where the name matching is imperfect.

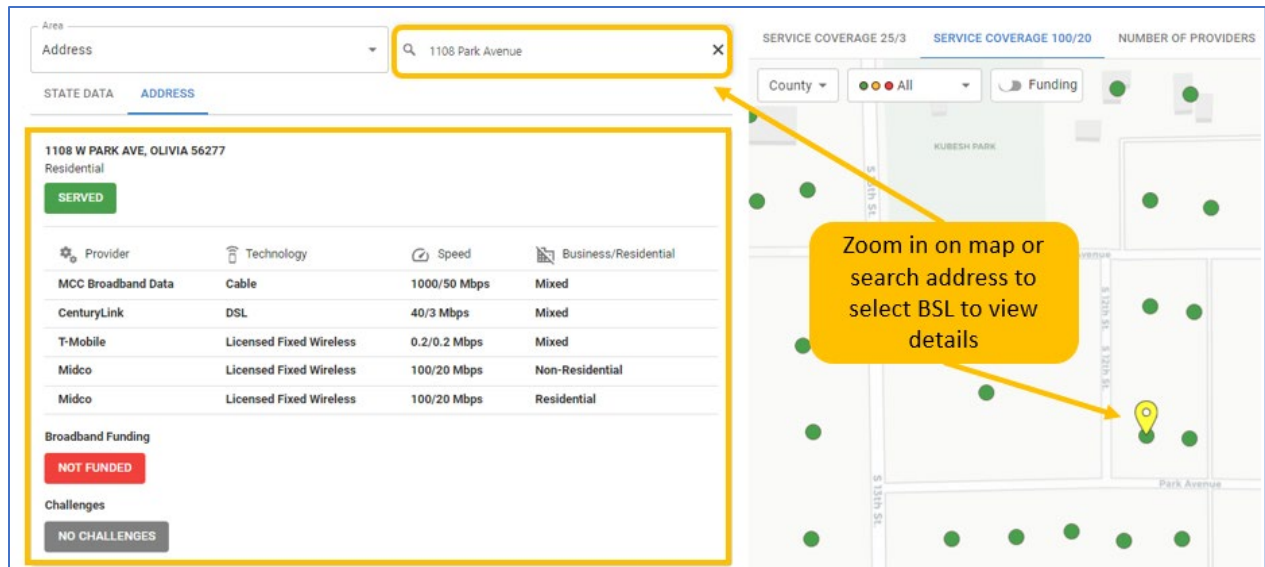


Image 2: Address search and selection view showing broadband service and funding at the location.

Share or Bookmark Map URL allowing selected locations/views to be sent out:

The URL for the map can be copied, shared, or saved. When clicked or re-opened again by another user (or by the same user as a bookmark) the map will open at the same location and display as was previously set.

Select a Basemap (Street Map or Imagery):

Users will have the option to view a basic streetmap or aerial imagery as the underlying basemap.

Public Evidence Submission

Public users can select a BSL and take a speed test or submit evidence for a challenge without the need to register for an account. After selecting a BSL they can choose 'Take a Speed Test' or 'Report a Service Issue' from the Connectivity Hub section.

Taking Speed/Latency Tests:

When taking a speed test, users will be prompted to enter their contact information and select their service tier. Additionally, the user will click through several questions pertaining to the quality of their home network (mobile/wireless/wired network, current network bandwidth, and more). If the tested speed is considered insufficient, users will be guided to a screen to submit evidence. This evidence may be used to file a Speed/Latency, Technology, or Availability Challenge. The Challenge Navigator will automatically e-mail the user with a link to take another speed test until three speed tests have been taken to comply with BEAD guidance.

Speed Test

Check all that apply:

- I am on VPN
- Mobile/wireless network
- My network is heavily used for video or gaming

MLAB MEASURE ABOUT CONTACT

Test Your Speed

M-Lab's Speed Test provides advanced diagnostics of the performance of your broadband connection through quick measurements.

I agree to the [data policy](#), which includes retention and publication of IP addresses.

BEGIN

For more on M-Lab's data collection and measurement, including the disclosure of IP addresses, see our [Privacy Policy](#).

Image 3: Take a Speed Test

Submitting problems with service

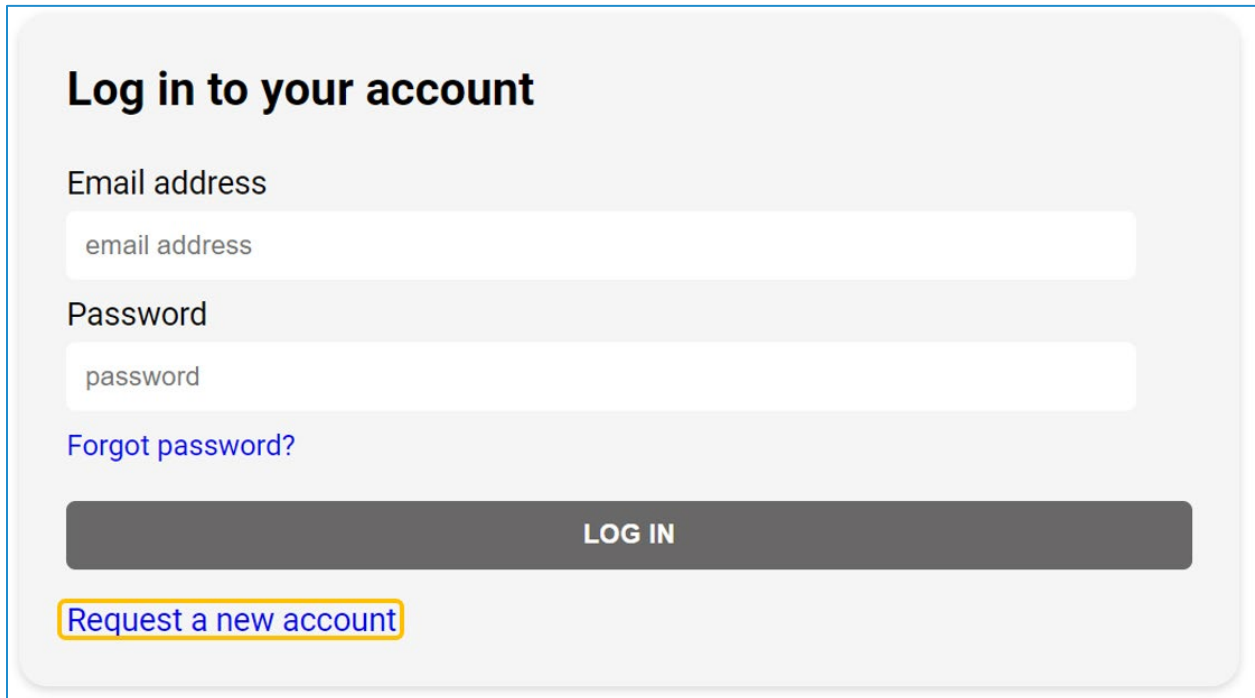
Service issue evidence submission is available to the public. Members of the public may submit evidence documenting issues with Availability, Data Cap, and Business Service Only. Once the evidence submission type is selected, users will be prompted to answer questions pertaining to their

provider, property type, and contact information before the opportunity to upload PDF(s), JPEG(s), PNG(s), BMP(s), or Word Document(s) of evidence before submitting the problem for review by a State Broadband Office.

Account Registration

Request a New Account

Eligible challengers (local governments, tribal governments, nonprofit organizations and internet service providers) can request an account by selecting the 'Sign In' link in the upper right corner of the application and then selecting 'Request a new account.'



The screenshot shows a login interface with the following elements:

- Log in to your account**: A heading at the top of the form.
- Email address**: A label above a text input field containing the placeholder text "email address".
- Password**: A label above a text input field containing the placeholder text "password".
- Forgot password?**: A blue hyperlink below the password field.
- LOG IN**: A dark grey button with white text, centered below the input fields.
- Request a new account**: A blue hyperlink with a yellow border, located below the "LOG IN" button.

Image 4: Log in screen

Enter the information below to request a new account. We will let you know via email whether your request was accepted or rejected. Only users directly representing tribal governments, local governments, internet service providers and nonprofit organizations may apply for accounts. An individual registering for an account on behalf of an organization acknowledges the accompanying responsibility for that individual to both submit and rebut challenges on behalf of that organization during the state-challenge process.

Members of the public wishing to participate reporting a service issue for an individual residence in Minnesota do not need to register and will have a more direct method available through the Broadband Navigator mapping portal once that functionality has been enabled on April 8.

Registration is required to view content provided in the Broadband Navigator.

1. Select the 'Sign In' link in the upper right corner of the application.
2. Select 'Request a new account'

3. Fill out user information
 - I. *Full name
 - II. *Email address
 - III. *Phone Number
 - IV. *Organization Category
 - i. Unit of Local Government
 - ii. Tribal Government
 - iii. Non-Profit Organization
 - iv. Broadband Provider
 - V. *Organization
 - i. Nonprofits, Tribal Governments and Local Governments:
 1. Select the Organization dropdown.
 2. Scroll through the Organizations to search for your organization.
 3. If you do NOT see your organization in the list, select 'Other' and manually enter the name of your organization.
 4. If the account request is accepted, the manually entered organization will now be listed in the Organization drop down for all future users to choose from.

*Please ensure that the **same organization name is used** if multiple users are accessing the portal. This will ensure access to challenge review dashboards.*
 - ii. Broadband Providers:
 1. Select the Organization dropdown.
 2. Scroll through the Organizations to search for your organization. All FCC filed broadband providers in your state will be listed alphabetically.
 3. If you do NOT see your organization in the list, select 'Other' and manually enter the name of your organization.
 4. If the account request is accepted, the manually entered organization will now be listed in the Organization drop down for all future users to choose from.

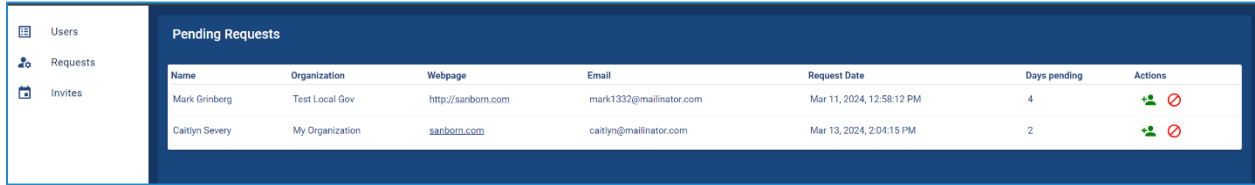
*Please find and select your organization name from the auto populated list. **This is critical to ensure challenges will be linked to your account and will be appropriately notified.** *
 - VI. *Webpage (your organization's URL)
4. Select 'Request'
5. Request will be reviewed.
6. Once accepted, you should receive an email confirmation providing a link to complete the signup process and create a password. This link will only be valid for seven days, at which time it will expire, and a new request will need to be submitted.
7. Once the password has been set, the new user can view and use all functionality associated with their organization type.

Manage Users (Broadband Office Only):

The Broadband Office will be given access to the Manage Users dashboard where they can invite, manage, and view pending and approved users. To access the Manage Users dashboard, log in to your Broadband Office account, select the icon in the top right of the application, and click on Manage Users.

User Requests and Management

The Broadband Office admin users can view and manage requests using the Manage Users dashboard. In the Requests section, admin users can accept or reject account registration requests.






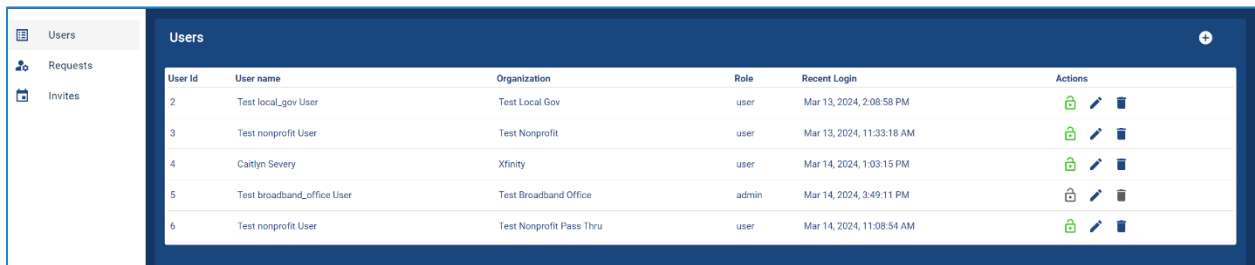
Name	Organization	Webpage	Email	Request Date	Days pending	Actions
Mark Grinberg	Test Local Gov	http://sanborn.com	mark1332@mailinator.com	Mar 11, 2024, 12:58:12 PM	4	 
Caitlyn Severy	My Organization	sanborn.com	caityln@mailinator.com	Mar 13, 2024, 2:04:15 PM	2	 

Image 4.1: Pending user requests

Admin users may also view all registered users and edit or lock the accounts in the Users section.


















User Id	User name	Organization	Role	Recent Login	Actions
2	Test local_gov User	Test Local Gov	user	Mar 13, 2024, 2:08:58 PM	  
3	Test nonprofit User	Test Nonprofit	user	Mar 13, 2024, 11:33:18 AM	  
4	Caitlyn Severy	Xfinity	user	Mar 14, 2024, 1:03:15 PM	  
5	Test broadband_office User	Test Broadband Office	admin	Mar 14, 2024, 3:49:11 PM	  
6	Test nonprofit User	Test Nonprofit Pass Thru	user	Mar 14, 2024, 11:08:54 AM	  

Image 4.2: Manage users

Invite a User

Admin users can invite new users to the application via an interface that is the same as the 'Request an Account' interface. These user accounts are automatically approved.

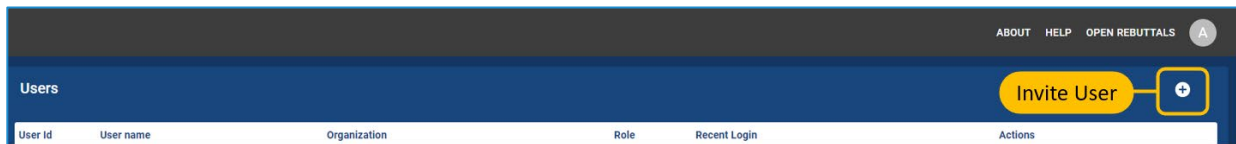


Image 5: Invite a user

1. Fill out user information
 - I. * Full Name
 - II. * Email Address
 - III. * Role
 - i. User
 - ii. Admin
 - IV. * Category
 - i. Unit of Local Government
 - ii. Tribal Government
 - iii. Non-Profit Organization
 - iv. Broadband Provider
 - v. Broadband Office
 - V. * Organization
 - i. Inviting Non-Profit Organization, Local Governments, and Tribal Governments:

1. Select 'Non-Profit Organization,' 'Unit of Local Government,' or 'Unit of Tribal Government' from the Organization Category dropdown menu.
 2. If multiple users from the same organization are accessing the portal, please ensure that the same organization name is used for all users. This will ensure access to challenge review dashboards.
 3. If the Organization Name is not listed, select 'Other' at the bottom of the list and manually type the name.
- ii. Inviting Broadband Providers:
 1. Select 'Broadband Provider' from the Organization Category dropdown menu.
 2. Find and select the organization name from the auto populated list. This is critical to ensure challenges will be linked to correct account and will be appropriately notified.
 3. If the Organization Name is not listed, select 'Other' at the bottom of the list and manually type the name.
 - iii. Inviting Broadband Offices:
 1. Select 'Broadband Office' from the Organization Category dropdown menu.
2. Select 'Invite'
 3. An email will be sent to the invited user with a link to complete the signup process and create a password. This link will only be valid for seven days, at which time it will expire, and a new invitation will need to be submitted.
 4. Once the password has been set, the invited user can view and use all functionality associated with their organization type.

Submitting Challenges

Prioritization of BEAD-relevant challenges

The focus of the state challenge process is on making funding decisions, and on that basis the Broadband Office will deprioritize challenges that would have no effect on whether the location would be eligible for BEAD funding. Check to see if the challenge would have **no effect** and be **deprioritized** by reviewing whether any of the following situations apply:

-If filing a service level challenge to a location already considered eligible for BEAD funding (i.e. service status is already unserved or underserved and no award of public funding)

-If challenging a location that would require multiple other challenges (that have not yet been received) to have an effect (i.e. location has multiple providers reporting Reliable Broadband Service above 100/20 Mbps, location has one or more providers reporting Reliable Broadband Service above 100/20 Mbps and an award of public funding)

If a challenge is deprioritized, the Broadband Office may still draw on this information after the state challenge process for the purpose of improving general accuracy of broadband mapping.

The screenshot displays the Broadband Navigator interface. At the top, there is a search bar with the address "1108 Park Avenue" entered. Below the search bar, the "ADDRESS" tab is selected, showing details for "1108 W PARK AVE, OLIVIA 56277". The service status is "SERVED". A table lists providers and their service details:

Provider	Technology	Speed	Business/Residential
MCC Broadband Data	Cable	1000/50 Mbps	Mixed
CenturyLink	DSL	40/3 Mbps	Mixed
T-Mobile	Licensed Fixed Wireless	0.2/0.2 Mbps	Mixed
Midco	Licensed Fixed Wireless	100/20 Mbps	Non-Residential
Midco	Licensed Fixed Wireless	100/20 Mbps	Residential

Below the table, the "Broadband Funding" status is "NOT FUNDED", and there are "NO CHALLENGES". At the bottom, the "Connectivity Hub" section includes buttons for "TAKE A SPEED TEST" and "REPORT SERVICE ISSUE". A yellow callout box with an arrow points to the map on the right, containing the text: "Zoom in on map or search address to select BSL to challenge".

Image 6: Searching for an address and submitting a speed test

By BSL

1. Search for the desired BSL by navigating the map or using the 'Search' function in the top left of the application.
2. Once you have found your desired BSL, ensure that it is selected and that the correct address is visible in the 'Address' tab to the left of the map.
3. The following information for the selected address will be shown:
 - i. Service status
 - ii. Funding status and funding information (if applicable)
 - iii. Available Provider, Technology, and Speed Information

4. To submit a challenge, select 'Submit a Challenge' in the 'Connectivity Hub' pane to the left of the map.
5. A pop-up window will appear on screen with the option to select your 'Service Issue'. Select from the following list based on the service issue existing at the selected address (the options for 'Service Issue' may change depending on your account type (ISP, Non-Profit, Tribal Government, or Local Government)):
 - i. Availability – Service Not Available
 - ii. Availability – Service Available
 - iii. Data Cap
 - iv. Business Service Only
 - v. Speed
 - vi. Latency
 - vii. Technology
 - viii. Enforceable Commitment
 - ix. Not Part of an Enforceable Commitment
 - x. Planned Service
 - xi. Location is a Community Anchor Institution
 - xii. Location is not a Community Anchor Institution

Image 7: Service challenge type dropdown. Please note: the options for 'Service Issue' may change depending on your account type (ISP, Non-Profit, Tribal Government, or Local Government).

6. Next, depending on your challenge type, you will be required to answer questions to support your challenge.
 - i. Select the accurate 'Provider – Technology – Speed', 'Reason', 'Property Type', 'Plan Speeds', etc. from the drop downs.
 - ii. Review the 'Certification of Individual or Certifying Official' and 'Privacy Act Statement'. If all information is accurate and lawful, select the 'Submit' button on the bottom right to complete your challenge.
7. Next, you will be prompted to submit the appropriate evidence depending on the challenge.

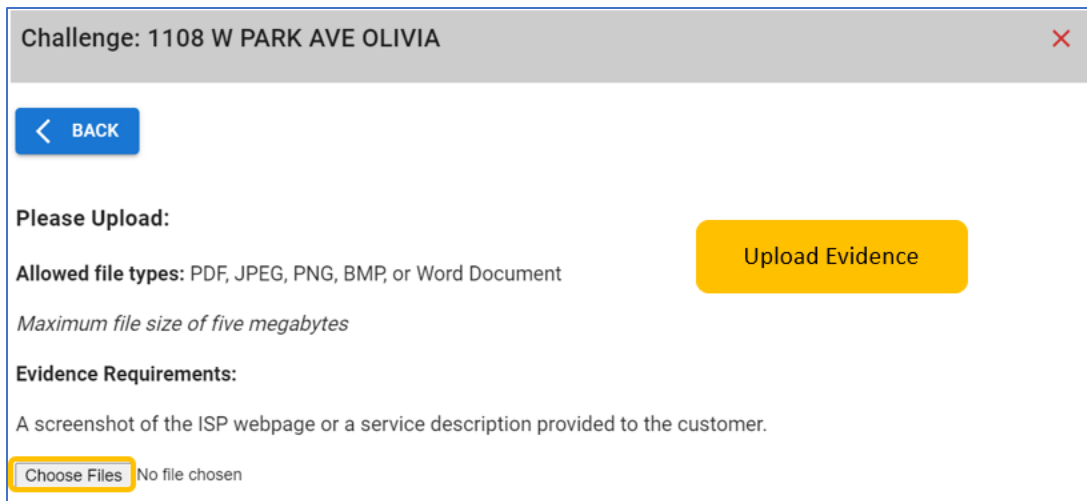


Image 8: Challenge evidence upload

- i. Required evidence for your challenge type will be listed on the 'Evidence Requirements' section (Every challenge will have specific evidence requirements).
 - ii. Select 'Choose Files' to add the required evidence.
 - a. All evidence must be in PDF, JPEG, PNG, BMP, or Word Document format.
 - b. You may upload up to 5 files under 5MB each.
 - c. If the incorrect evidence is attached by mistake, use the red 'X' to remove the attachment.
 - iii. Select 'Submit' at the bottom right of the screen once the evidence has been successfully attached (denoted with a green check mark). *Note: If the evidence does not meet the requirements for the specified challenge type, the challenge will be rejected.*
8. The challenge will automatically be forwarded to your Broadband Office for review.

Group Challenges

Group Challenges can be filed for the for the following challenge types: Enforceable Commitment, Not Part of an Enforceable Commitment, and Planned Service. The remaining challenge types require location-specific evidence (e.g. speed tests, refusal of service to an address) and must be filed on a BSL. Challengers can use area challenge rules (e.g. submitting challenges to 6 locations in a census block group) as a mechanism to challenge more comprehensive areas of the map.

1. Zoom into the desired map location until BSL points appear.
2. Once you have found the desired area, select the pencil icon to draw a boundary around all desired BSLs with the same challenge provider and type. Remember to close the

- boundary by connecting the final point to the starting point. If an undesired BSL was included, you can restart the drawing process by selecting the trashcan icon.
3. Once the boundary is closed, a 'Service Challenge' window will appear to select the Service Issue from a list of Enforceable Commitment, Not Part of an Enforceable Commitment, and Planned Service.
 4. Upon selecting your Service Issue, you will be directed to a page to fill in information on the challenge.
 5. Review the 'Certification of Individual or Certifying Official' and 'Privacy Act Statement'. If all information is correct and lawful, select 'Next'.
 6. On the next page, you will be asked to submit evidence. The dynamic text displayed on the page will inform you of the type of evidence you will need to submit for the selected challenge type. Select 'Choose Files' to upload evidence. Once complete, click 'Next'.
 - i. Evidence must be in PDF, JPEG, PNG, BMP, or Word Document format.
 - ii. You may upload any number of files under 5mb.
 - iii. A green checkmark will appear once the evidence has been successfully attached.
 7. Once you are satisfied with the evidence selected, select 'Submit' to complete the challenge.

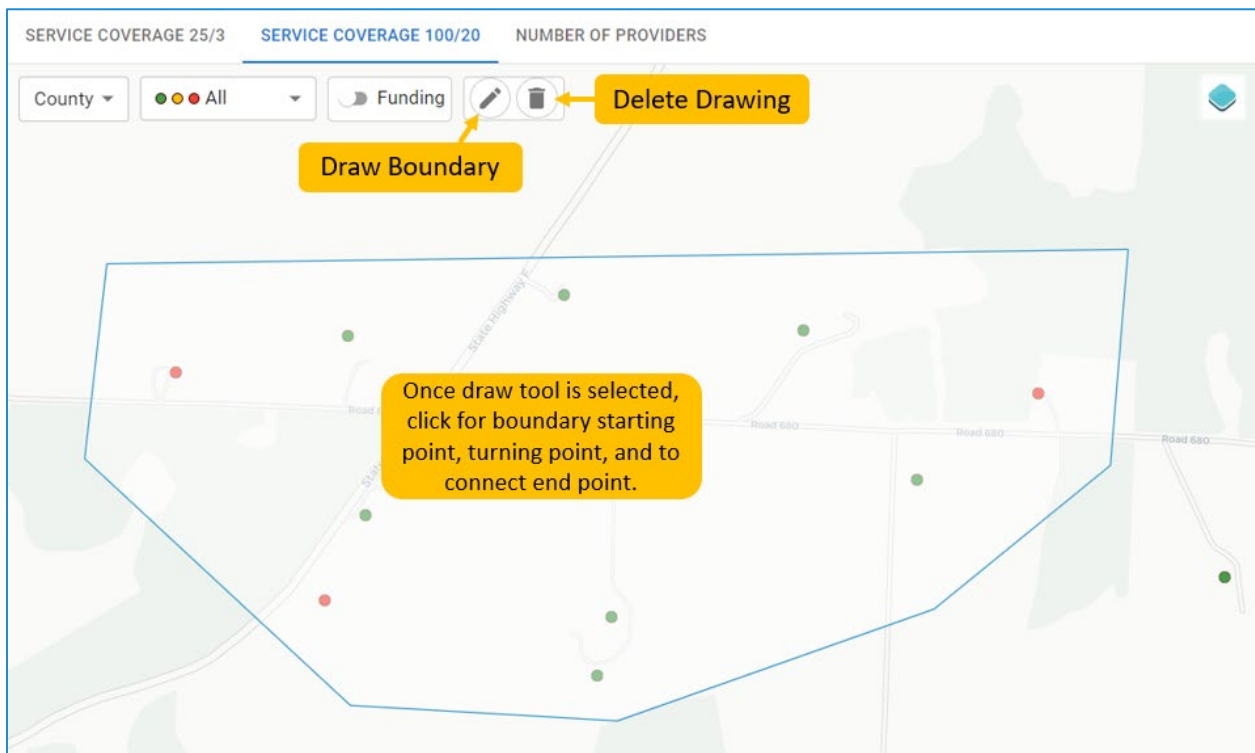


Image 9: Group area challenge

Review Challenges

Challenges can be viewed and managed in the Challenge Dashboard. From the dashboard, Broadband Offices or their designees can examine the provided evidence and accept or reject it based on their guidelines of the BEAD Challenge Process.

Each challenge has its own activity log, which enables the audit of any challenge. Furthermore, each challenge can be assigned to allow for multiple individuals working on a stream of challenges concurrently. Challenges can be commented on, so that any questions or concerns about a particular challenge can be captured throughout the process. Comments are only visible within an organization. Individuals from other organizations including the Broadband Office cannot see comments left by individuals from other organizations. For example, if several individuals are working on behalf of an internet service provider to rebut challenges, their comments are only visible by other providers within that internet service provider's authenticated users.

Non-Profits and Local Governments

The 'My Challenges' queue allows local governments and non-profits to view the challenges that they have submitted. They can see the status of these challenges as they move through the stages of evidence review, rebuttal, and adjudication. Challenges move to the 'Completed' queue once they have been fully reviewed. For example, a challenge may move into the 'Completed' queue if upon initial review of evidence, the broadband office deems the evidence insufficient. Challenges may also move into the 'Completed' queue following an ISP's failure to rebut or decision to sustain a challenge. Rebutted challenges that have been adjudicated by the Broadband Office will also fall into the 'Completed' queue.

ISP

Challenges submitted by the ISP will be visible in their 'Created Challenges' section. In addition, they are responsible for reviewing challenges submitted against them that require rebuttal in their 'Awaiting Rebuttal' section of their dashboard. The deadline to review column will display the calculated rebuttal deadline. Upon this date, the challenge will be sustained automatically and enter the 'Completed' section.

Pass-Through

The designated Pass-Through organization is responsible for reviewing submissions by public users in the 'Evidence Review' section of the dashboard. If accepted, this will generate a challenge in the Broadband Office's dashboard for review and move to the 'My Challenges' section in the Pass-Through dashboard. Evidence submission that has been rejected, along with submissions reviewed by the Broadband Office will enter the 'Completed' state.

Area and MDU Challenges

Once evidence for individual BSL challenges has been reviewed and accepted, the system will check whether the State's threshold for multiple BSLs in an area has been met to qualify for an area challenge. If so, the individual challenges are subsumed by the area challenges, and the individual challenges complete and the area challenge takes the place of the individual challenges. There are more robust evidence requirements for rebuttal of an area challenge.

Deadlines are a critical element of the BEAD State Challenge Process. Each challenge will be tagged to alert rebutters or challenge reviewers of the associated deadlines for review of that particular challenge.

Resubmitting a Challenge

If a challenge is denied due to lack of evidence, authorized challengers will have a chance to re-submit the challenge within the Challenge Phase. Challenges that do not meet the acceptable guidelines for evidence may be denied or a request for more evidence may be given. If more evidence is requested, the challenger will receive an email with the information of the challenge that needs to be updated and the reason for rejection. To re-challenge, the challenger must submit an entirely new challenge for the BSL with sufficient evidence. If a re-submission is not entered before the end of the 30-day challenge period, the challenge will be denied.

Rebutting the Challenge

Immediately following the acceptance of a challenge, the rebuttal phase begins. Rebutting parties will be notified at the start of the rebuttal phase via email. In addition, ISPs will be contacted via email each time an individual challenge in their service area is accepted. These challenges will be accessible in the dashboard or 'Open Rebuttals' page for review and rebuttal by challengers. The directions to rebut are based on organization type:

ISPs: Availability/ Data Cap/ Business Service Only/ Speed/ Latency/ Technology

1. Log into the Navigator using your registered username and password.
2. Access the challenge portal by selecting your user icon in the top right of the page and selecting 'Challenge Dashboard.'
3. The dashboard will be organized into four sections:
 - I. Awaiting Rebuttal
 - II. Rebutted Challenges
 - III. Created Challenges
 - IV. Completed
4. All Availability, Data Cap, Business Service Only, Speed, Latency, and Technology challenges will be listed under the 'Awaiting Rebuttal' tab with all necessary information on the challenge:
 - I. Challenger
 - II. Assignee
 - III. Group Challenge ID (if applicable)
 - IV. Area Challenge ID (if applicable)
 - V. Challenge ID
 - VI. Challenge Type
 - VII. Submitted Date
 - VIII. Deadline to Review
 - IX. Actions
5. Select the challenge from the list or use the search bar to find a specific challenge by Challenge ID, Address, or Challenger.
 - I. If your organization is using the assignments feature, choose 'Assigned to Me' in the top right-hand corner to view challenges assigned to you.

- II. Clicking the 'Download Challenges as CSV' button in the top right-hand corner will generate a download of the challenges in the dashboard and their associated information, including: ID(s), challenge type and date, assignee, review deadline, and challenger information.

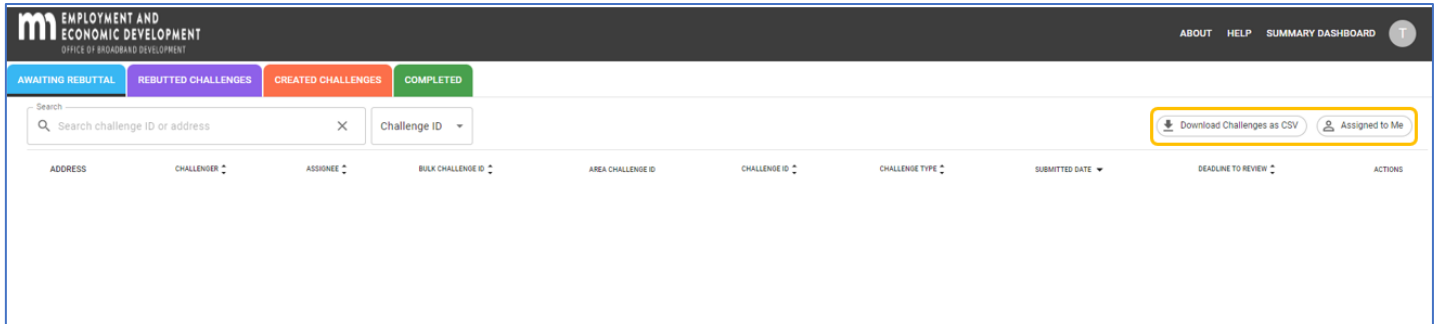



Image 11: Challenge Dashboard

6. The selected challenge will appear in the pane on the right.
7. If there is no evidence to support a rebuttal, the ISP may choose to sustain.
 - I. No further steps will need to be taken; the challenge will automatically be accepted after the 30-day rebuttal period.
8. If there is evidence to rebut the challenge, the ISP can choose to submit a rebuttal. To submit a rebuttal, select 'Rebut this Challenge'.
 - I. Challenges that have a Group Challenge ID may be group accepted/rejected. To group accept/reject, select one challenge with the Group Challenge ID and navigate to the  button in the side bar. Select 'Group Reject' or 'Group Accept' to address every challenge in the Group Challenge.
 - i. If the user wishes to partially accept or reject a group challenge, they may do so by addressing the partials one by one and group accepting/rejecting the remainder.

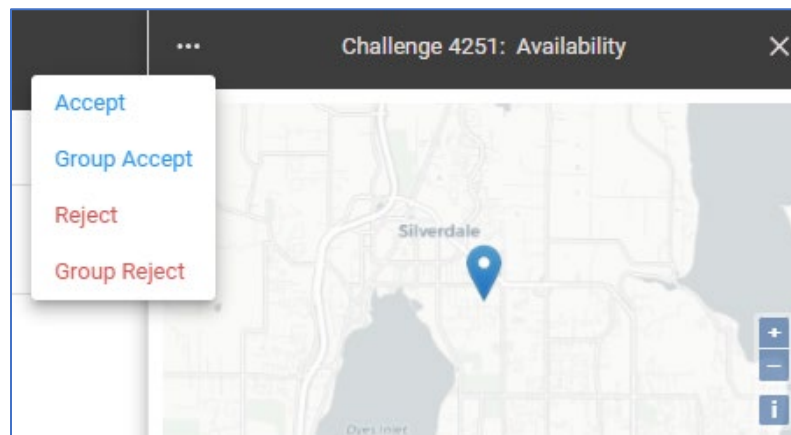



Image 11.1: Group Accept and Group Reject

- II. Similarly, challenges with an 'Area Challenge ID' may be rebutted/sustained as a whole. To do this, select one challenge with the Area Challenge ID and navigate to the  button in the side bar. Select 'Area Challenge Rebut' or 'Area Challenge Sustain' to address every challenge in the Area Challenge.
 - i. If the user wishes to partially sustain or rebut an area challenge, they may do so by addressing the partials one by one and sustaining/rebutting the remainder.

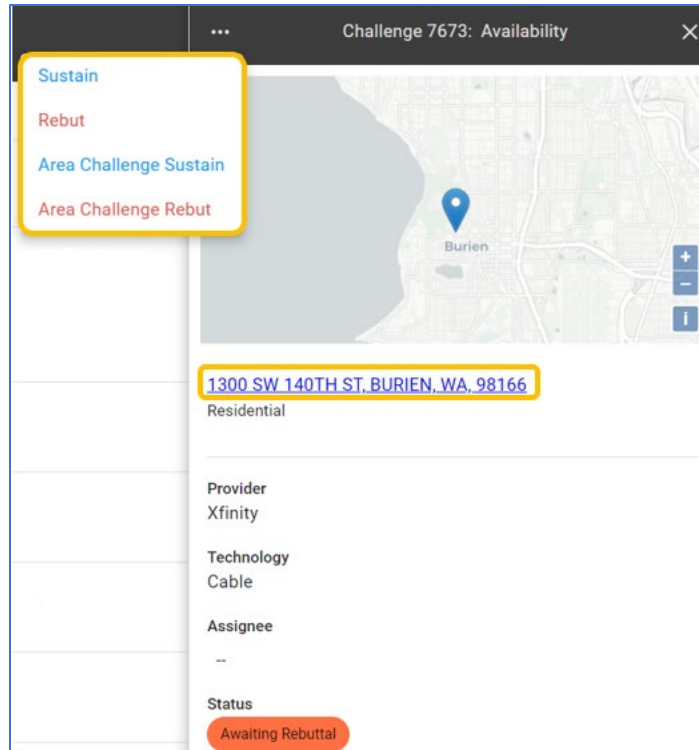


Image 11.2: Area Challenge Sustain and Area Challenge Rebut

- ii. Select the blue address hyperlink in the challenge details panel to be taken to the challenge's location on the main map.
9. A pop up will appear with the steps to submit a rebuttal for this challenge.
10. Select the 'Reason for Rebuttal' in the provided list and select 'Next.'
11. Provide evidence to support your rebuttal:
 - I. Required evidence for your challenge type will be listed on the 'Evidence Submission' page.
 - II. Select 'Choose Files' to add the required evidence.
 - i. All evidence must be in PDF, JPEG, BMP, or Word Document format.
 - ii. You may upload as many files as needed; they must be under 5MB per file.
 - iii. If the incorrect evidence is attached by mistake, use the red 'X' to remove the attachment.
 - iv. Select 'Next' once the evidence has been successfully attached (denoted with a green check mark).


Note: If the evidence does not meet the requirements for the specified rebuttal type, the rebuttal will be denied.
12. Select 'Submit' to submit your rebuttal.
 - I. The challenge will be moved to the 'Rebutted Challenges' section.
 - II. Your challenge status will now be listed as 'Rebutted'.

All Users: Enforceable Commitment/ Not Part of an Enforceable Commitment/
 Planned Service/ Location is a Community Anchor Institution/ Location is not a
 Community Anchor Institution

Open Rebuttals	50 of 146 Items	CHALLENGER	CHALLENGE STATUS	CHALLENGE ID	CHALLENGE TYPE	SUBMITTED DATE	DEADLINE TO REVIEW	ACTIONS
1108 W PARK AVE OLIVIA, MN 56277	Test ISP	Awaiting Rebuttal	36	Availability - Service Available	07/15/2024	08/24/2024	REBUT	
19755 170TH AVE GLENWOOD, MN 56334	Test ISP	Awaiting Rebuttal	37	Availability - Service Available	07/15/2024	08/24/2024	REBUT	
526 310TH AVE BADGER, MN 56714	Test ISP	Awaiting Rebuttal	38	Availability - Service Available	07/15/2024	08/24/2024	REBUT	
680 CAMP 20 RD HOVLAND, MN 55606	Test ISP	Awaiting Rebuttal	39	Availability - Service Available	07/15/2024	08/24/2024	REBUT	

Adjudicated Open Rebuttals 0 of 0 Items

Image 10: Open Rebuttals

1. Log into the Navigator using your registered username and password.
2. On the top right of the public facing map, you will see an 'Open Rebuttal' section.
3. Challenges that are ready for rebuttal will appear as a list giving any authorized user the ability to rebut throughout the State's rebuttal period.
 - a. To search for a specific rebuttal, use the 'Search' bar or scroll through the list manually. Challenges may also be sorted by any field.
 - b. Select your desired challenge to view the corresponding information.
4. Once the desired BSL or CAI has been selected, select the 'Rebut' button.
 - a. If you are logged in, this will trigger a window to initiate a rebuttal.
 - i. Broadband Office users can group reject/accept challenges that have a Group Challenge ID. To group reject/accept, select one challenge with the Group Challenge ID and navigate to the  button in the side bar. Select 'Group Reject' or 'Group Accept' to address every challenge in the Group Challenge.
 - ii. If the user wishes to partially accept or reject a group challenge, they may do so by addressing the partials one by one and group accepting/rejecting the remainder.

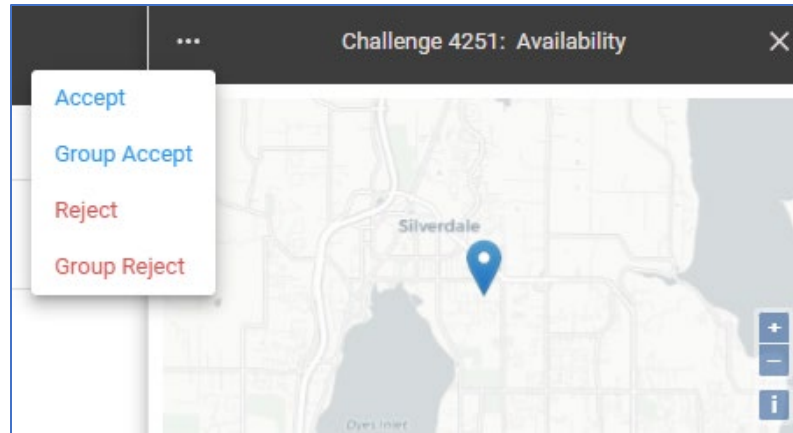


Image 12.1: Group Accept and Group Reject

- b. If you are still not logged in, this will ask you to log into your account to continue with the rebuttal process.
5. A pop up will appear with the steps to submit a rebuttal for this challenge.
6. Select the 'Reason for Rebuttal' in the provided list and select 'Next.'
7. Provide evidence to support your rebuttal:
 - a. Required evidence for your challenge type will be listed on the 'Evidence Submission' page.
 - b. Select 'Choose Files' to add the required evidence.
 - i. All evidence must be in PDF, JPEG, PNG, BMP, or Word Document format.
 - ii. You may upload any number of files under 5MB each.
 - iii. If the incorrect evidence is attached by mistake, use the red 'X' to remove the attachment.
 - iv. Select 'Next' once the evidence has been successfully attached (denoted with a green check mark).

Note: If the evidence does not meet the requirements for the specified rebuttal type, the rebuttal will be denied.
8. Select 'Submit' to submit your rebuttal.
9. If a challenge does not receive any rebuttals, it will automatically be 'sustained' at the conclusion of the rebuttal period.

Review and Adjudication of Rebuttals

As rebuttals are entered, Broadband Offices and their designees will evaluate rebuttals. From the rebuttal dashboard, rebuttal evidence can be reviewed and sustained or rejected. Rebuttals status will be listed as 'Rebutted' until they are approved or denied. If approved the rebuttal will change status to 'Rebuttal Accepted.' If denied, the rebuttal status will be changed to 'Rebuttal Rejected.' All challenges will be moved to the 'Completed' section after rebuttal review, regardless of acceptance or rejection.

Tracking Challenge Status and Updating the Map

As evidence pertaining to a challenge is reviewed and accepted, the public-facing map will update to indicate that the BSL is in a challenged state. Once the challenge has been sustained or rejected, the BSL's status will be updated on the map to indicate the new service categorization (Served,

Underserved, or Unserved). This capability allows all stakeholders to stay informed throughout the lifecycle of the challenge process.

Evidence and Documentation

When filing challenges, challengers must provide sufficient evidence to establish the challenge as valid. If your submission does not meet the minimum evidence criteria, the challenge will not be approved and will not move on to the rebuttal phase. Similarly, rebuttals also require adequate evidence to prove the challenge as invalid. Rebuttals without sufficient evidence will be automatically moved to the Final Determination phase. Having the correct evidence and documentation is the most important part of the challenge process. Sufficient evidence to meet challenge and rebuttal guidelines is established in the state's BEAD Initial Proposal Volume I. Follow the guidelines in Volume I document to ensure that the evidence minimum requirements are met before submitting challenges and rebuttals.

Please note: Challenges submitted with evidence that does not meet the 'Acceptable Evidence Types' will not be accepted. Please follow these guidelines to ensure that challenges and rebuttals are valid.

Conclusion

Thank you for taking part in the State BEAD Challenge Process. Your support is a critical part of the path towards broadband for all.

We hope this guide has enhanced your user experience. If you encounter any issues not covered in this guide, please reach out to your Broadband Office for assistance.

Keep updated on the BEAD Challenge process by visiting the Minnesota Office of Broadband Development web site for more information!