



**BROADBAND
OFFICE**



Broadband Equity, Access, and Deployment (BEAD) Challenge Process

Informational Webinar

South Carolina Office of Regulatory Staff | March 7, 2024

BEAD Overview

Dependent on NTIA approval of the initial proposal, SCBBO will have approximately \$546.5 million for investment in Broadband deployment projects throughout the State.

Volume 1 and 2 have **NOT been approved by NTIA yet.**

All Unserved BSLs, Underserved BSLs, and CAIs must be certified to be completed before non-deployment activities.

What is the BEAD Challenge Process

- The challenge process gives South Carolinians an opportunity to correct inaccuracies in the state's broadband map, so it reflects the most up-to-date broadband access across the state. The updated map will determine which locations are eligible for funding through the BEAD program.

Who can participate in the BEAD Challenge Process?

- Units of Local or Tribal Government
- Non-Profits
- Internet Service Providers

Tentative BEAD Challenge Process Timeline

Phase	Duration and Dates
<p>Publication of Eligible Locations Public documentation shall be posted, including an explanation of the state’s Challenge Process, the classification of all locations and CAIs, and the timeline for the full Challenge Process. The SCBBO informs units of local government, non-profits, and internet service providers about the challenge process timeline, deadlines, and how each will be notified of challenges.</p>	<p>7 days *March 25, 2024 – April 1, 2024</p>
<p>Challenge Period The SCBBO reviews/accepts/rejects challenges on a rolling basis. Challengers will be notified by the SCBBO as to whether their challenge is sustained or rejected. Entities that were challenged will be pre-notified about any location challenges via email.</p>	<p>30 days *April 1, 2024 – April 30, 2024</p>
<p>Rebuttal Period The Rebuttal phase officially begins as set forth in the timeline. All service provider rebuttal information will be posted to Citrix for each respective party to officially rebut. Planned Service, Enforceable Commitment, and CAI challenges will be posted for all registered Challengers to submit a Rebuttal.</p>	<p>30 days *May 1, 2024 - May 31, 2024</p>
<p>Final Determination Period The SCBBO will post all submitted challenges and rebuttals before final challenge determinations are made. The SCBBO shall make final determinations and submit to the NTIA for their final review.</p>	<p>30 days *June 1, 2024 – June 30, 2024</p>
<p>Publication of Final Determinations The SCBBO publishes the final determinations after NTIA review.</p>	<p>*Early Summer 2024 based on approval from NTIA.</p>

BEAD Eligible Locations (ORS Modifications)

NTIA Definition of Reliable Broadband Service: means broadband service that the Broadband DATA Maps show is accessible to a location via:

- Fiber-optic technology: Tech Code = 50;
- Cable Modem/ Hybrid fiber-coaxial technology: Tech Code = 40;
- Digital subscriber line (DSL): Tech Code = 10;
- Terrestrial fixed wireless technology utilizing entirely licensed spectrum or using a hybrid of licensed and unlicensed spectrum: Tech Code = 71;

ORS Pre-Challenge Modifications: Reclassification of a location from Served to Underserved (Considered a challenge by the SCBBO).

- DSL Modification – Locations served exclusively by DSL are listed as **Underserved** and **CANNOT** be rebutted.
- Cellular Fixed-Wireless – Locations served exclusively by cellular fixed-wireless are listed as **Underserved** and **CAN** be rebutted.

BEAD Eligible Locations (Unserved / Underserved)

Unserved Location: A broadband serviceable location (BSL) that the broadband DATA and Maps shows as;

- Having no access to broadband service
- Lacking access to reliable broadband service
- Speed of less than 25 Mbps for downloads
- Speed of less than 3 Mbps for uploads
- Latency greater than or equal to 100 milliseconds

Underserved Location: A broadband serviceable location (BSL) that the broadband DATA and Maps show as lacking access to Reliable Broadband Service offered with;

- A speed less than 100 Mbps for downloads
- A speed less than 20 Mbps for uploads
- Latency greater than or equal to 100 milliseconds
- Any location affected by the ORS modification (DSL and Cellular Fixed-Wireless)

Community Anchor Institutions (CAI)

Definition of a CAI:

Based on the statutory definition of “community anchor institution” as defined in 47 USC 1702 (a)(2)(E), the Broadband Office applied the definition of “community anchor institution” to mean a school, library, health clinic, health center, hospital or other medical provider, public safety entity, institution of higher education, public housing organization (including any public housing agency, HUD-assisted housing organization, or Tribal housing organization), or community-support organization that **facilitates greater use of broadband service by vulnerable populations including, but not limited to, low-income individuals, unemployed individuals, children, the incarcerated, and aged individuals.**

Community Anchor Institutions (CAI)

SCBBO Categories for CAIs

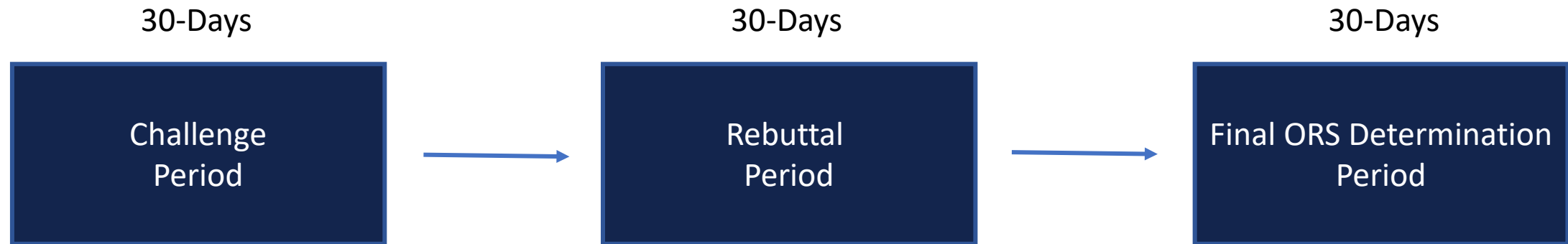
School or institute of higher education	Public K-12 schools participating in the FCC E-Rate program or public schools that have an NCES (National Center for Education Statistics) ID in the categories “public schools” or “private schools”, or as designated by the SC Department of Education (SCDOE). Private schools: all K-12 schools participating in the FCC E-Rate program or that have an NCES (National Center for Education Statistics) ID in the categories “private schools,” combined with private elementary and secondary education facilities in the United States as defined by the Private School Survey (PSS), National Center for Education Statistics (NCES), and U.S. Department of Education for the 2017-2018 school year.
Libraries	Including all libraries participating in the FCC E-Rate program as well as all member libraries, and their branches, of the American Library Association (ALA) or as designated by the SC State Library system.
Public housing organizations:	Public housing organizations were identified by contacting the Public Housing Agencies (PHAs) for the state or territory enumerated by the U.S. Department of Housing and Urban Development. The nonprofit organizations Public and Affordable Housing Research Corporation (PAHRC) and National Low-Income Housing Coalition maintain a database of nationwide public housing units at the National Housing Preservation Database (NHPD).
Health clinic, health center, hospital, or other medical providers	The list of rural health clinics, rural health centers, hospitals, and other medical providers includes all institutions that have a Centers for Medicare and Medicaid Services (CMS) identifier.

Public Safety Entity	The list includes entities such as fire houses, emergency medical service stations, police stations, and public safety answering points (PSAP), based on records maintained by the Eligible Entity and units of local government. The list of public safety answering points (PSAPs) includes all PSAPs in the FCC PSAP registry.
Institutions of Higher Education	Institutions of higher education include all institutions that have an NCES ID in the category “college,” including junior colleges, community colleges, minority serving institutions, historically black colleges and universities, other universities, or other educational institutions.
Community Support Organizations	The Eligible Entity included any organizations that facilitate greater use of broadband service by vulnerable populations, including low-income individuals, unemployed individuals, and aged individuals. The Eligible Entity included senior centers and job training centers in this category. The Department of Labor maintains a database of “American Job Training” training centers, established as part of the Workforce Investment Act, and reauthorized in the Workforce Innovation and Opportunities Act of 2014. The database can be accessed at the American Job Center Finder. The National Council on Aging (NCOA) helped identify senior centers.

BEAD Eligible Locations (Unserved CAIs)

Unserved CAI : A broadband serviceable location (BSL) meeting the SCBBO definition of a community anchor institution and **lacking access to 1 Gbps Symmetric service**.

Three main Components of the Challenge Process



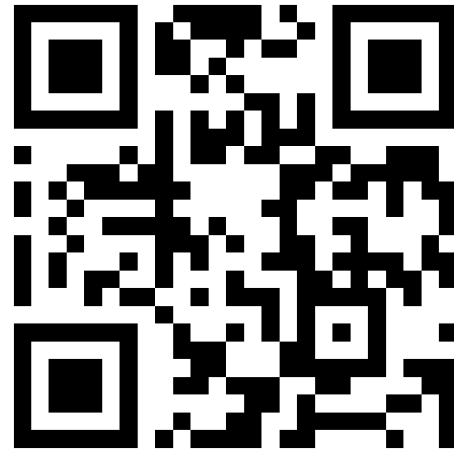
BEAD Challenge Process - Purpose

The BEAD Challenge Process is designed to accommodate the various challenge categories that are necessary to develop an accurate list of BEAD-eligible locations.

- In alignment with the NTIA BEAD Challenge Process Policy Notice, the SCBBO will only accept challenges related to the following:
 - The identification of eligible community anchor institutions (CAIs)
 - Does the location meet the definition of a CAI?
 - BEAD eligibility determinations for CAIs
 - Does the CAI have access to 1 Gbps Symmetric Service?
 - BEAD eligibility determinations for existing broadband-serviceable locations (BSLs)
 - Does the BSL have Reliable Broadband Service that is reported incorrectly?
 - Enforceable commitments
 - Does the BSL have a funding commitment?
 - Planned service
 - Does the BSL already have service or will be served by June 30, 2024?

BEAD Registration Portal now Open

If you are not registered. You will not be able to Challenge or Rebut in this process.



Help us make sure BEAD dollars go where they are needed most!

<https://arcg.is/1SGqer>

BEAD Challenge Process - Registration

- Sign up for the BEAD Challenger Registration is now open and will end before the commencement of the rebuttal period (April 30, 2024)

Eligible Challengers:

- The NTIA rules for the BEAD Program allow three types of organizations to participate directly in the BEAD Challenge Process:
 - Units of local or tribal government
 - Non-profit organizations
 - Internet service providers

Organizations must pre-register before the Challenge Process to ensure prompt access to credentials that will allow them to use the SCBBO BEAD Challenge Portal. Creating credentials and verifying that challengers are eligible to participate could take up to three business days, so eligible challengers are encouraged to pre-register as soon as possible.

Completing the Registration Form

BEAD Challenge Registration Form

The South Carolina Broadband Office's (SCBBO) BEAD Challenge Period is about to Commence!

The Office of Broadband Coordinator, an office within the Office of Regulatory Staff ("ORS") that is more commonly known as the SC Broadband Office ("SCBBO") has published this form to allow stakeholders to register for the evidence-based BEAD challenge.

The BEAD Challenge Process only allows challenges from:

- Nonprofit organizations
- Units of local and tribal governments
- Broadband service providers

Those entities that fall within these categories MUST register to challenge and/or rebut FCC Broadband Servicable Locations (BSLs) as part of South Carolina's BEAD Challenge Process. SCBBO will review all submission responses to verify the eligibility of the proposed challenger and provide accepted challengers with a PIN required for their challenge submissions, via email. For more information about the BEAD Program for South Carolina visit: [ORS BEAD](#)

Questions about this registration form can be emailed to: BEAD@ors.sc.gov

Challenger's Name*
Please provide us with your first and last name.

Challenger's Organization Type*
Please select the challenger type that best represents you and your organization. Permissible challengers **MUST** be represented by one of these four categories.

- Local Government
- Tribal Government
- Nonprofit Organization
- Broadband Provider

organization you represent.

Challenger's Organization Name*

Please provide us with the name of the organization you represent.

Challenger's Email*

Please provide us with your email address within your organization.

This email address will serve as your access to the SCBBO's BEAD Challenge Portal along with a PIN which will be emailed to you once the SCBBO accepts your registration submission. In addition, this email address will serve as notification on any challenges that you submit and will also provide access to any rebuttal opportunities. **Please do not share your PIN. Each prospective challenger must submit this form to receive a unique PIN for their email address. The combination of these two elements will validate you as an accepted challenger.**

Challenger's Email Verification*

Please re-type your email address within your organization.

Challenger's Phone Number*

Please provide us with your phone number should SCBBO need to reach out for further information.

Organization Website*

Please provide us with the link to your organization's website.

***Only one notification email address is permitted per organization**

Organizational Notification Email*

This email address will be used to notify you of 'sustained' challenges submitted against your organization. **Each organization will only be permitted one email address to receive rebuttal notifications.** SCBBO recommends the organization create or establish a unique email address, accessible to all challenge participants in the organization, for receiving these emails to prevent time sensitive notifications from being lost.

Terms and Conditions*

ELECTRONIC CONSENT: Please select your choice below.

Clicking on the "I agree to the Terms and Conditions" check box below indicates that:

- You have read the above information
- You voluntarily agree to participate
- You are at least 18 years of age

If you do not wish to participate in the BEAD Challenge Process, please do not check this box, close this browser window, and/or navigate away from this webpage.

I agree to the Terms and Conditions

Consent*

I permit SCBBO to share the information I have input into this form following the requirements set forth by BEAD Guidance and Policies.

I agree to the Terms and Conditions

Submit

Depending on which Challenger Organization Type is selected, additional questions may appear

- Broadband providers will be asked to provide their FCC-Generated BDC ProviderID number and select their FCC Brand Name
- Nonprofit organizations will be asked to provide their EIN and UEI if applicable

Completing the Registration

Registration Form is Completed and Submitted:

- Once the form is completed, SCBBO will review the information within 3 business days
- SCBBO accepts registrant:
 - Verification email will be sent
 - Registrant to confirm all information is correct
 - Registrant can be contacted at the email provided
- Registrant will authenticate from link in email
- Once verified, registrant will receive an email confirming their acceptance
 - Email will contain a unique PIN
 - PIN is unique to registrant/email address **DO NOT SHARE PIN**
 - Email address and PIN combination are unique and must be used with all challenges and rebuttals
 - Challenges and Rebuttal will be **DENIED** when Email and PIN combination do not match

BEAD Challenge Process – What to Challenge

There are 3 main challenge categories:

1. Service-Level: **Only Served to Unserved or Underserved**
 - Available for all registered Challengers
 - Challenge/Evidence submitted on a single location
 2. Community Anchor Institution Classifications
 - Available for all registered Challengers
 - Challenge/Evidence submitted on a single location
 3. Planned Service / Enforceable Commitment
 - Available for Broadband Providers or Local or Tribal Government Entities
 - Challenge/Evidence/Template on multiple locations
- Each challenge **MUST** be accompanied by sufficient evidentiary documentation (as a separate PDF upload/attachment), as detailed in Slides 17-27.

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
A	Availability	The broadband service identified is not offered at the location, including a unit of a multiple dwelling unit (MDU).	<p>Screenshot of provider webpage.</p> <p>A service request was refused within the last 180 days (e.g., an email or letter from a provider).</p> <p>Lack of suitable infrastructure (e.g., no fiber on pole).</p> <p>A letter or email dated within the last 365 days stating that a provider failed to schedule a service installation or offer an installation date within 10 business days of a request.¹⁰</p> <p>A letter or email dated within the last 365 days indicating that a provider requested more than the standard installation fee to connect this location, or that a provider quoted an amount in excess of the provider's standard installation charge to connect service at the location.</p>	<p>Provider shows that the location subscribes or has subscribed within the last 12 months, e.g., with a copy of a customer bill.</p> <p>If the evidence was a screenshot and believed to be in error, a screenshot that shows service availability.</p> <p>The provider submits evidence that a service is now available as a standard installation—e.g., via a copy of an offer sent to the location.</p>

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
S	Speed	For BSL: The actual speed of the service tier falls below the unserved or underserved thresholds. For CAI: The location of the CAI lacks access to at least 1 Gbps symmetrical service.	Speed test by subscriber, showing the insufficient speed and meeting the requirements for speed tests along with a screenshot showing the subscription tier that the challenger's location is subscribed to.	Provider has countervailing speed test evidence showing sufficient speed— e.g., from their own network management system.

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
L	Latency	The round-trip latency of the broadband service exceeds 100ms.	Speed test by subscriber showing the excessive latency.	Provider has countervailing speed test evidence showing latency at or below 100ms—e.g., from their own network management system or the CAF performance measurements.

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
D	Data cap	The only service plans marketed to consumers impose an unreasonable capacity allowance ("data cap") on the consumer.	Screenshot of provider webpage. Service description provided to consumer.	Provider has terms of service showing that it does not impose an unreasonable data cap or offers another plan at the location without an unreasonable cap.

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
T	Technology	The technology indicated for this location is incorrect.	Manufacturer and model number of residential gateway (CPE) that demonstrates the service is delivered via a specific technology.	Provider has countervailing evidence from their network management system showing an appropriate residential gateway that matches the provided service.

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
B	Business service only	The location is residential, but the service offered is marketed or available only to businesses.	Screenshot of provider webpage.	Provider documentation that the service listed in the BDC is available at the location and is marketed to consumers.

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
N	Not part of enforceable commitment	This location is in an area that is subject to an enforceable commitment to less than 100% of locations, and the location is not covered by that commitment. (See BEAD NOFO at 36, n. 52.)	Declaration by service provider subject to the enforceable commitment.	N

Note: This is challenging a **Served** location to **Unserved** or **Underserved**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
E	Enforceable commitment	The challenger has knowledge that broadband will be deployed at this location by the date established in the deployment obligation.	Enforceable commitment by service provider (e.g., authorization letter). In the case of Tribal Lands, the challenger must submit the requisite legally binding agreement between the relevant Tribal Government and the service provider for the location(s) at issue. (See Section 6.2 above.)	Documentation that the provider has defaulted on the commitment or is otherwise unable to meet the commitment (e.g., is no longer a going concern).

Note: This is challenging an **Unserved** or **Underserved** location to **Served**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
P	Planned Service	The challenger has knowledge that broadband will be deployed at this location by June 30, 2024, without an enforceable commitment, or a provider is building out broadband that offers performance beyond the requirements of an enforceable commitment. OR Location has existing service available that is not currently reflected in the availability data.	For planned service: Construction contracts or similar evidence of on-going deployment, along with evidence that all necessary permits have been applied for or obtained. Contracts or a similar binding agreement between the Eligible Entity and the provider stating that planned service will meet the BEAD definition and requirements of reliable and qualifying broadband, even if not required by its funding source (i.e., a separate federal grant program), including the expected date when deployment will be completed, which must be on or before June 30, 2024.	Documentation showing that the provider is no longer able to meet the commitment (e.g., is no longer a going concern) or that the planned deployment does not meet the required technology or performance requirements.

Note: This is challenging an **Unservd** or **Underserved** location to **Served**

Type of acceptable challenges and required evidence

Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
C	Location is a CAI	The location should be classified as a CAI.	Evidence that the location falls within the definitions of CAIs set by the Eligible Entity.	Evidence that the location does not fall within the definitions of CAIs set by the Eligible Entity or is no longer in operation.

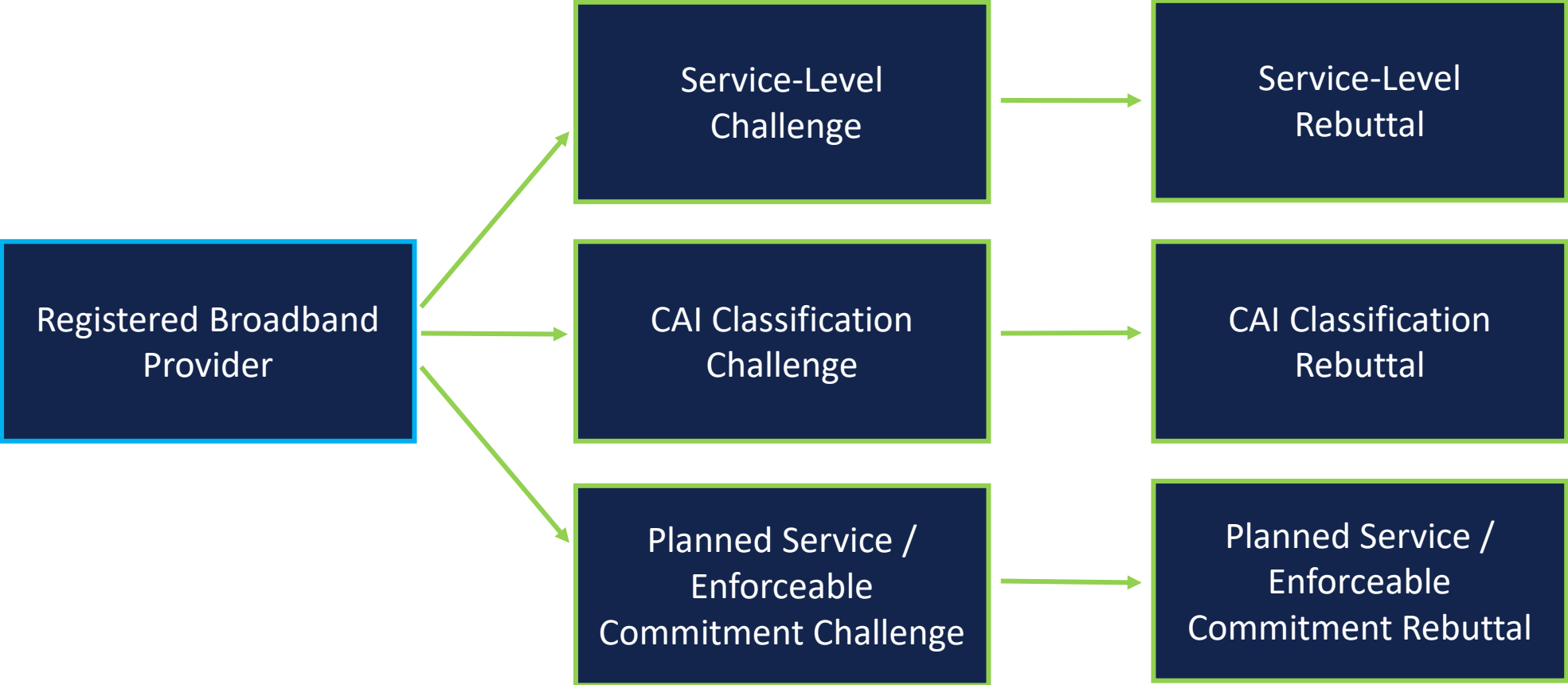
Note: This is challenging classification of a BSL

Type of acceptable challenges and required evidence

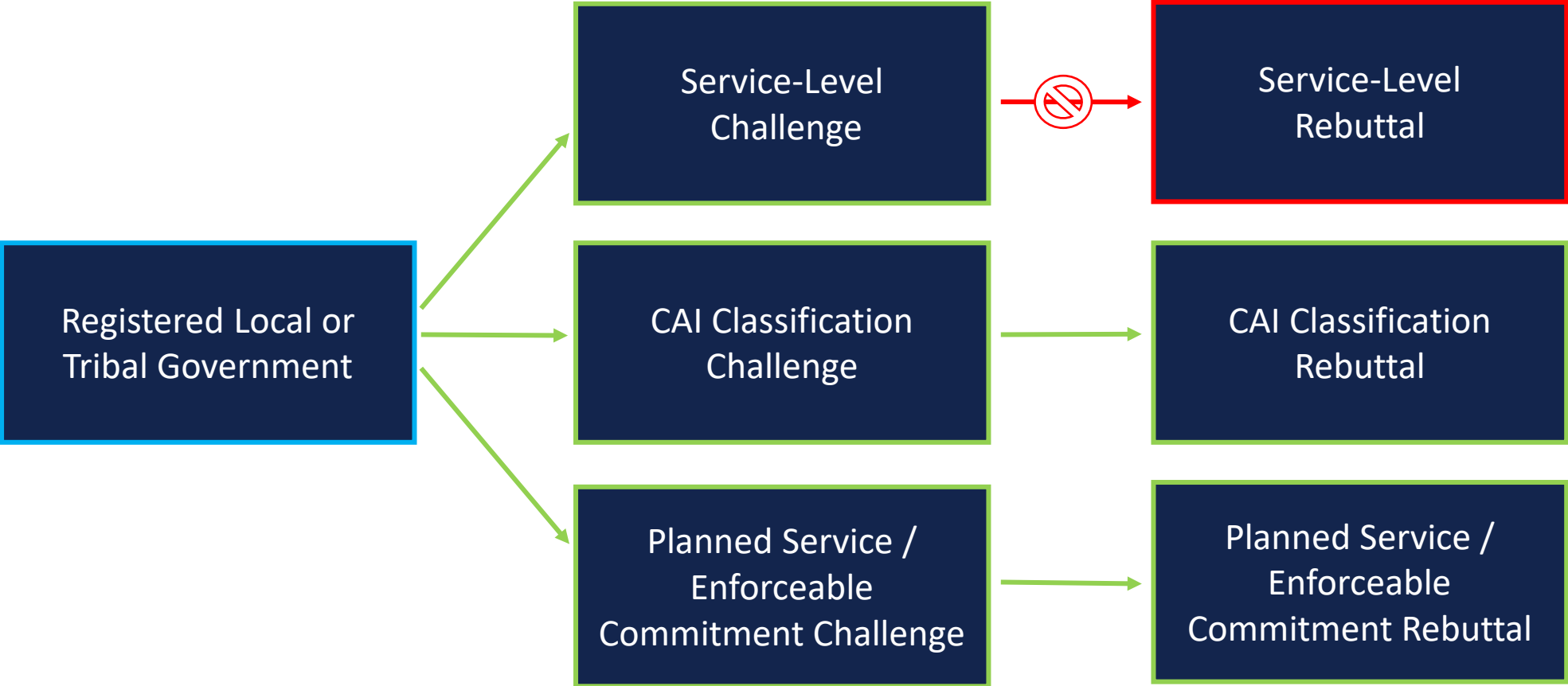
Code	Challenge type	Description	Evidence: Specific examples	Permissible rebuttals
R	Location is not a CAI	The location is currently labeled as a CAI but is a residence or a non-CAI business or is no longer in operation.	Evidence that the location does not fall within the definitions of CAIs set by the Eligible Entity or is no longer in operation.	Evidence that the location falls within the definitions of CAIs set by the Eligible Entity or is still operational.

Note: This is challenging classification of a BSL

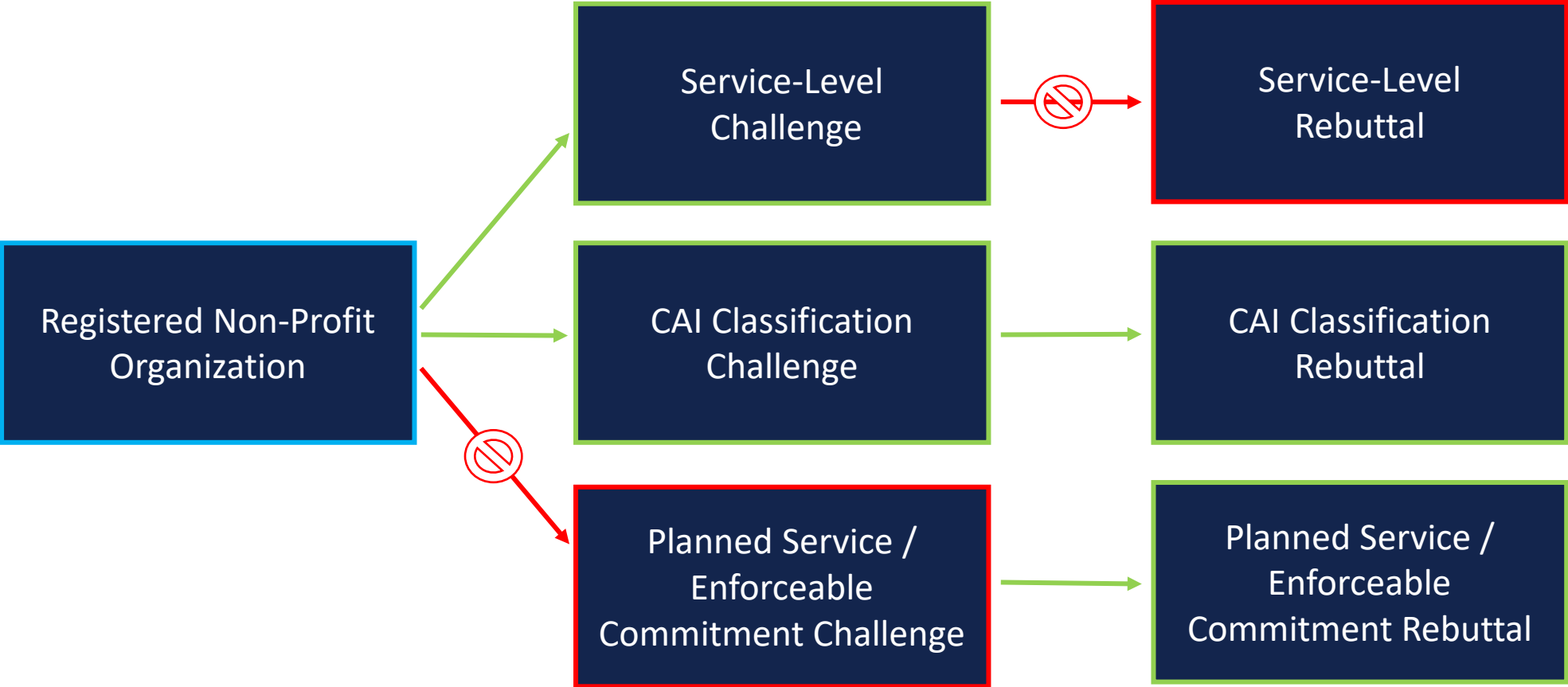
Broadband Provider Flowchart



Local / Tribal Government Flowchart



Non-Profit Flowchart



BEAD Challenge Process – How to Challenge (Portal Layout)

The SCBBO Challenge Portal Map symbolizes locations based on Eligibility status.

SCBBO Challenge Portal

Search for an address in the upper-right portion of the map, or zoom to a location/desired area. As you zoom in, Broadband Serviceable Locations (BSLs) will be symbolized based on September 2023 FCC BDC submissions and known investments.

[Steps to initiate a Challenge.](#)

Click on a location and review details > Select the appropriate challenge type link that displays > Follow directions on the form (opens in a new tab) > Complete the form > Click submit

An attachment representing digital backup for upload is necessary for a successful challenge. Therefore, the SCBBO highly recommends having all evidenced backup ready for upload prior to proceeding, the web application will "time out", due to a period of inactivity and unsubmitted work will be lost.

Note: Challenges are represented as Units of Local or Tribal Government, Non-profit Organizations, or Broadband Providers. All challengers must have registered through the SCBBO Challenger Registration Form no later than April 30th; to participate in any portion of the challenge process. Submissions from unregistered users will not be accepted.

South Carolina Broadband Serviceable Locations

- Served
- Unserved

Provider-Reported Service Challenges

Provider Information

Provider	Charter Communications Inc
Technology	50
Download Speed	1000 Mbps
Upload Speed	1000 Mbps
Latency	7
Service Challenge	Charter Communications Inc
	Tech 50 Challenge Link

Green = Served/Funded (not eligible for BEAD funding)

Red = Unserved/Underserved (Eligible for BEAD funding)

BEAD Challenge Process – How to

How to use the map, locate a point, and initiate a challenge

How to use the map:

- Search by an address/or zoom to a location on the map

SCBBO Challenge Portal

Search for an address in the upper-right portion of the map, or zoom to a location/desired area. As you zoom in, Broadband Serviceable Locations (BSLs) will be symbolized based on September 2023 FCC BDC submissions and known investments.

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To submit a Planned Service or Enforceable Commitment Bulk upload, use the following link:
[Planned Service / Enforceable Commitment Challenge](#)

Please follow the guidance above, zoom to, and select a location for additional information to display.

Powered by Esri

BEAD Challenge Process – How to

Locate the point:

- Click the location that will be challenged. *(Once the location is clicked/selected information will populate on the right-hand pane for the challenger.)*
- Aerial imagery is scale dependent and will appear when the map is zoomed in on or an address is searched.

SCBBO Challenge Portal

Search for an address in the upper-right portion of the map, or zoom to a location/desired area. As you zoom in, Broadband Serviceable Locations (BSLs) will be symbolized based on September 2023 FCC BDC submissions and known investments.

[Steps to initiate a Challenge.](#)

Click on a location and review details > Select the appropriate challenge type link that displays > Follow directions on the form (opens in a new tab) > Complete the form > Click submit

An attachment representing digital backup for upload is necessary for a successful challenge. Therefore, the SCBBO highly recommends having all evidenced backup ready for upload prior to proceeding, the web application will 'time out', due to a period of inactivity and unsubmitted work will be lost.

Note: Challengers are represented as Units of Local or Tribal Government, Non-profit Organizations, or Broadband Providers. All challengers must have registered through the SCBBO Challenger Registration Form no later than April 30th, to participate in any portion of the challenge process. Submissions from unregistered

1401 Main St, Columbi... X

Search result

South Carolina Broadband Serviceable Locations

Served Unserved

To submit a Planned Service or Enforceable Commitment Bulk upload, use the following link:
[Planned Service / Enforceable Commitment Challenge](#)

Location Classification Challenges

CAI Classification Challenge: [CAI Challenge](#)

Provider-Reported Service Challenges

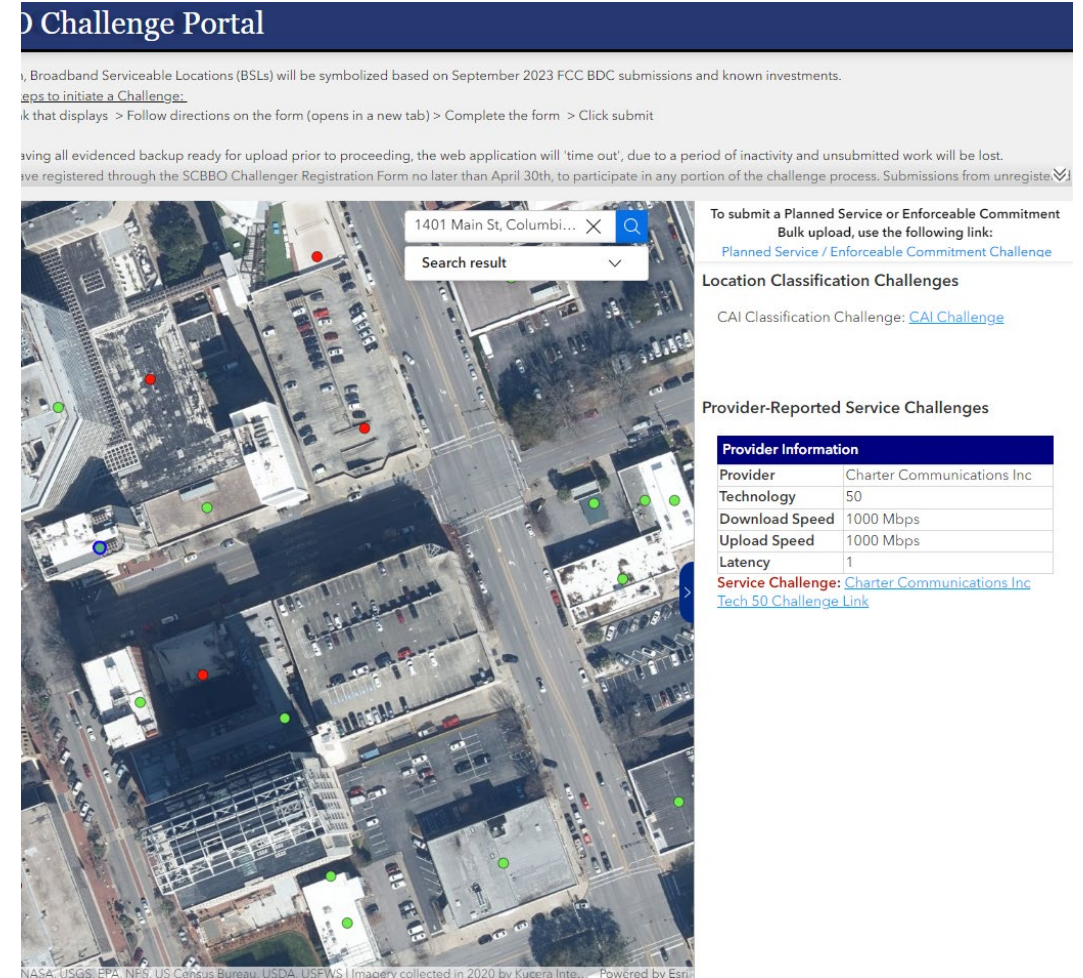
Provider Information	
Provider	Charter Communications Inc
Technology	50
Download Speed	1000 Mbps
Upload Speed	1000 Mbps
Latency	1
Service Challenge:	Charter Communications Inc Tech 50 Challenge Link

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BEAD Challenge Process – How to

Initiate a challenge:

- If the location is served, the challenger can click the link in the right-hand pane for the provider’s stated service they wish to challenge and fill out the challenge form.
- If the location’s CAI classification is incorrect, the challenger will click the link in the right pane stating, “CAI Classification Challenge” and fill out the form.
- If the challenger wants to submit a planned service or enforceable commitment challenge, there is a link for a form and guidance on bulk upload requirements. Challengers must fill out the form for each project submitted and attach the required backup for the selected challenge type, See Slides 17-27. A separate location file using version 3.2 of the FCC BDC fabric must be uploaded to the challenger’s Citrix folder following the template format provided. Each completed template file must be uploaded to the prospective organization challenge folder which will be created by the SCBBO upon an accepted registration.

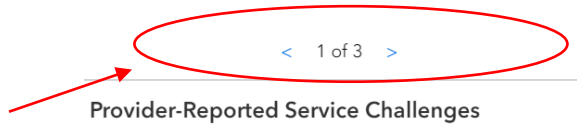


Challenge Period begins

- Challenge Period will run for 30 calendar days (April 1, 2024 – April 30, 2024)
- Challenges will not be accepted after the challenge period closes
- The link to the Challenge Portal and timeline will be sent to all registered participants.
- To participate in the challenge period, you **MUST** be a registered user and have a valid Email/PIN
 - Challenges will be **DENIED** in the event Email/PIN combinations do not match
- All submitted challengers **MUST** complete a form and upload the required evidence for challenge
 - Challenges will be denied if any of the required information is missing, incomplete, or lacks the required evidentiary proof

BEAD Challenge Process – How to *Submit a Service Challenge*

- Location/Point has been selected, then click the link in the provider reported service challenge box.
- If multiple ISPs are reporting service at the location, an arrow will appear at the top of the provider information box and the challenger must select the ISP they wish to challenge.
- When the link is clicked, a form will open in a new tab, and this is where all service challenges and all associated required back-up evidence is submitted as a single pdf.
- **Evidence must be uploaded as attachment to submit challenge.**



Provider-Reported Service Challenges

Provider Information	
Provider	Charter Communications Inc
Technology	50
Download Speed	1000 Mbps
Upload Speed	1000 Mbps
Latency	1

Service Challenge: [Charter Communications Inc Tech 50 Challenge Link](#)

•Service Level Challenges ARE Dynamically Linked to Map

Provider-Level Service Challenge

This form may only be used for provider level challenges. If you wish to submit a CAI Classification, Planned Service, or Enforceable Commitment challenge, please close this form, return back to the SC Bead Challenge Portal Application, and chose the correct challenge form link.

Map

This is a read-only question.

Lat: 34.145147 Lon: -80.964135

Name*
Please provide us with your first and last name.

Email*
Please provide us with the email you used to register for the SCBBO BEAD Challenge.

Phone Number*
Please provide us with your phone number.

Organization*
Please provide us with the name of the organization you represent.

PIN*
Please enter the PIN assigned to you by the SCBBO.

Challenge Type*
Please select the appropriate challenge type.

Challenge Type*
Please select the appropriate challenge type.

Internet Service Provider Being Challenged

Max Advertised Download Speed in Mbps

Max Advertised Upload Speed in Mbps

Advertised Technology Code
Please refer to the following link for Tech Code Descriptions: [ECC Tech Codes](#)

Advertised Latency

Challenge Documentation*
See User Guide Table 2 for required evidence based on the selected challenge type. Condense all evidence into a single pdf for upload. If the evidence provided does not match the types of evidentiary proof permissible, the challenge will be rejected.

Drop file here or select file (pdf)

Challenge Comments

Acceptance of Terms and Conditions*
I hereby affirm that, to the best of my knowledge, information, and belief, the challenge submission and associated evidentiary proof (i.e. uploaded attachments) provided for consideration under the SCBBO BEAD Challenge process are complete and accurate.

I further certify that, to the best of my knowledge, information, and belief, all information included in this submission is factual and correct. I permit SCBBO to share and publish, with the exception of any PIN, the information I have input into this form following the requirements set forth by the BEAD program and NTIA.

I Accept the Terms and Conditions

BEAD Challenge Process – How to Submit a CAI Classification Challenge

- Challengers who wish to submit a community anchor institution classification challenge will need to click the link located on the right-hand pane.
- Challengers must fill out the form and upload the required backup information as a single pdf.
- In the comment field the following information must be addressed if challenging the location is a CAI:
 - How the location meets the CAI definition
 - How the CAI facilitates access by a vulnerable population and which population specifically
 - How the CAI facilitates access to broadband Internet

To submit a Planned Service or Enforceable Commitment Bulk upload, use the following link:
[Planned Service / Enforceable Commitment Challenge](#)

Location Classification Challenges

CAI Classification Challenge: [CAI Challenge](#)

Provider-Reported Service Challenges


Provider Information	
Provider	Charter Communications Inc
Technology	50
Download Speed	1000 Mbps

•CAI Classification Challenges ARE Dynamically Linked to Map

CAI Challenge

This form may only be used for Community Anchor Institution Classification Challenges. If you wish to submit a Provider-Level Service Challenge, Planned Service, or Enforceable Commitment Challenge, please close this form, return back to the SC Broad Challenge Portal Application, and choose the correct challenge form link.

Map



This is a read-only question.

Lat: 34.202460 Lon: -80.221396

Name*

Please provide us with your first and last name.

Email*

Please provide us with the email you used to register for the SCBIO BEAD Challenge.

Phone Number*

Please provide us with your phone number.

PIN*

Please enter the PIN assigned to you by the SCBIO.

Challenge Type*

Please select the appropriate challenge type.

if/else select

Challenge Documentation*

See User Guide Table 2 for required evidence based on the selected challenge type. Condense all evidence into a single pdf for upload. If the evidence provided does not match the type of evidentiary proof permitted, the challenge will be rejected.

Drop file here or select file (pdf)

Challenge Comments

1000

Acceptance of Terms*

I hereby affirm that, to the best of my knowledge, information, and belief, the challenge submission and associated evidentiary proof (i.e. uploaded attachments) provided for consideration under the SCBIO BEAD Challenge process are complete and accurate.

I further certify that, to the best of my knowledge, information, and belief, all information included in this submission is factual and correct. I permit SCBIO to share and publish, with the exception of any PIN, the information I have input into this form following the requirements set forth by the BEAD program and NITA.

I Accept the Terms and Agreement

Submit

BEAD Challenge Process – How to Submit a *Planned Service/Enforceable Commitment*

- Challengers will need to click the link located on the right-hand pane inside of the BEAD Challenge Portal.
- Challengers must fill out the form for each project submitted and attach the required backup, as a single pdf, for the selected challenge type, See Slides 17-27.
- Planned Service
 - Already served locations
 - Location will be served by June 30, 2024
- Enforceable Commitment
 - State/Local Funded
 - Federal Funded
- Template file will need to be uploaded at the location level using version 3.2 of the FCC Fabric.

To submit a Planned Service or Enforceable Commitment Bulk upload, use the following link:
[Planned Service / Enforceable Commitment Challenge](#)

Location Classification Challenges

CAI Classification Challenge: [CAI Challenge](#)

Provider-Reported Service Challenges

Provider Information	
Provider	Charter Communications Inc
Technology	50
Download Speed	1000 Mbps

•Planned Service and Enforceable Commitments ARE NOT Dynamically Linked to Map

Planned Service / Enforceable Commitment

This form may only be used for Planned Service or Enforceable Commitment challenges. If you wish to submit a Provider-Level Challenge or a CAI Classification Challenge, please close this form, return back to the SC Bead Challenge Portal Application, and choose the correct challenge form link.

Challengers must fill out the form for each project submitted and attach the required backup for the selected challenge type. See Table 2 in the User Guide. A separate location file using Version 3.2 of the FCC BDC Fabric must be uploaded to your Citrix folder following the template format provided here: [Planned Service / Enforceable Commitment Template](#). Each completed template file must be uploaded to the prospective organization challenge folder which will be created by the SCBBO upon an accepted registration.

Name*
Please provide us with your first and last name.

Email*
Please provide us with the email you used to register for the SCBBO BEAD Challenge.

Phone Number*
Please provide us with your phone number.

Organization*
Please provide us with the name of the organization you represent.

PIN*
Please enter the PIN assigned to you by the SCBBO.

Challenge Type*
Please select the appropriate challenge type.
-Please select-

Project Name*
This project name must also be the name of the template file uploaded to Citrix.

Download Speed Provided*
If not the same for all locations, please describe in the bulk upload template by each location.

Upload Speed Provided*
If not the same for all locations, please describe in the bulk upload template by each location.

Technology Provided by FCC Tech Codes*
If not the same for all locations, please describe in the bulk upload template by each location.

Challenge Evidence*
See User Guide Table 2 for required evidence based on the selected challenge type. Condense all evidence into a single pdf for upload. If the evidence provided does not match the types of evidentiary proof permissible, the challenge will be rejected.

Challenge Comments

Acceptance of Terms*
I hereby affirm that, to the best of my knowledge, information, and belief, the challenge submission and associated evidentiary proof (i.e. uploaded attachments) provided for consideration under the SCBBO BEAD Challenge process are complete and accurate.
I further certify that, to the best of my knowledge, information, and belief, all information included in this submission is factual and correct. I permit SCBBO to share and publish, with the exception of any PII, the information I have input into this form following the requirements set forth by the BEAD program and NITA.
 I Accept the Terms and Agreement

Planned Service and Enforceable Commitments Template File

Template file to be completed at the location level for a planned service challenge or an enforceable commitment.

File will be uploaded to each ISP or Government Entity's prospective folder on Citrix.

Challenge Type: Planned Service / Enforceable Commitment

Project Name: Project Name ISP assigns, Must also be in the filename

Location ID: FCC Location ID: FCC Fabric Version 3.2

Technology to Deploy: Technology to be deployed at the location

Max Speed Down: Maximum download speed offered in Mbps

Max Speed Up: Maximum upload speed offered in Mbps

Completion Date: Date project will be completed

Provider Name: Name of the ISP

Provider ID: FCC Generated Provider ID

Funding Source: Source of the funding for the project. (Federal, Private, etc..)

Comments: Any additional comments

What happens after a challenge submission? *Service Level Challenges*

Service Level Challenges (Single Location)

- Challenges will be reviewed by the SCBBO to determine if the challenge type is accurate, and the evidentiary proof is sufficient.
- If the challenge is denied, an automated email will be sent to the challenger's organization notification email address stating the challenge was denied and the reason for the denial.
 - A new submission is required to rechallenge the location with additional evidence and/or corrections
 - **NO** modifications to previously submitted challenges are allowed
- If the challenge is **accepted** the challenge will enter a '**sustained**' phase. (No further action required by challenger)
 - The challenger will be notified by email that their challenge has been accepted
 - For service level challenges the challenged provider will be notified by email to begin gathering the necessary rebuttal evidence for the challenge type.
 - Rebuttals **CANNOT** be submitted until the rebuttal period opens
 - The challenged provider will be the **only** entity permitted to rebut this challenge.

What happens after a challenge submission?

Planned Service / Enforceable Commitment

Planned Service/Enforceable Commitment Challenges (Multiple Locations)

- Upon completion of the Planned Service / Enforceable Commitment challenge form, the challenger will be added to a secure Citrix Sharefile folder for data upload.
- Challenges will be reviewed by the SCBBO to determine if the challenge is accurate, and the evidentiary proof is sufficient.
- If the challenge is denied, an automated email will be sent to the challenger's organization notification email address stating the challenge was denied and the reason for the denial.
 - A new submission is required to rechallenge these locations with additional evidence and/or corrections
 - **NO** modifications to previously submitted challenges are allowed
- If the challenge is **accepted** the challenge will enter a '**sustained**' phase. (No further action required by challenger)
 - The challenger will be notified by email that their challenge has been accepted
 - **All** registered challengers can rebut this challenge
 - Rebuttals **CANNOT** be submitted until the rebuttal period opens

What happens after a challenge submission? *CAI Classification Challenges*

CAI Classification Challenges (Single Location)

- Challenges will be reviewed by the SCBBO to determine if the challenge is accurate, and the evidentiary proof is sufficient.
- If the challenge is denied, an automated email will be sent to the challenger's organization notification email address stating the challenge was denied and the reason for the denial.
 - A new submission is required to rechallenge the location with additional evidence and/or corrections
 - **NO** modifications to previously submitted challenges are allowed
- If the challenge is **accepted** the challenge will enter a '**sustained**' phase. (No further action required by challenger)
 - The challenger will be notified by email that their challenge has been accepted
 - **All** registered challengers can rebut this challenge
 - Rebuttals **CANNOT** be submitted until the rebuttal period opens

BEAD Challenge Process – Portal with submitted challenges

The SCBBO Challenge Portal Map symbolizes challenged locations within 1 business day of submitted challenges.

The screenshot displays the SCBBO Challenge Portal interface. At the top, it provides instructions for searching and submitting challenges. The main map area shows a geographic region with various colored markers: green for 'Served', red for 'Unserved', and yellow for 'Challenged'. A legend in the bottom-left corner identifies these markers. On the right side, a sidebar contains a search bar, a 'Find address or place' button, and a table of provider information for Charter Communications Inc. The table lists technology, download and upload speeds, and latency. Below the table, there are links for 'Service Challenge' and 'Tech 40 Challenge Link'. The map also shows geographical features like Big Lake, Black Lake, Mill Creek, and Pincushion Rd.

SCBBO Challenge Portal

Search for an address in the upper-right portion of the map, or zoom to a location/desired area. As you zoom in, Broadband Serviceable Locations (BSLs) will be symbolized based on September 2023 FCC BDC submissions and known investments.

[Steps to initiate a Challenge.](#)

Click on a location and review details > Select the appropriate challenge type link that displays > Follow directions on the form (opens in a new tab) > Complete the form > Click submit

An attachment representing digital backup for upload is necessary for a successful challenge. Therefore, the SCBBO highly recommends having all evidenced backup ready for upload prior to proceeding, the web application will 'time out', due to a period of inactivity and unsubmitted work will be lost.

Note: Challengers are represented as Units of Local or Tribal Government, Non-profit Organizations, or Broadband Providers. All challengers must have registered through the SCBBO Challenger Registration Form no later than April 30th, to participate in any portion of the challenge process. Submissions from unregistered

To submit a Planned Service or Enforceable Commitment Bulk upload, use the following link:
[Planned Service / Enforceable Commitment Challenge](#)

Location Classification Challenges

CAI Classification Challenge: [CAI Challenge](#)

Provider-Reported Service Challenges

Provider Information	
Provider	Charter Communications Inc
Technology	40
Download Speed	1000 Mbps
Upload Speed	1000 Mbps
Latency	1

Service Challenge: [Charter Communications Inc](#)
[Tech 40 Challenge Link](#)

South Carolina Broadband Serviceable Locations

- Served
- Unserved
- Challenged

Powered by Esri

Rebuttal Period begins

Rebuttal Period

- Once the 30-day Challenge Period ends, challenges will no longer be accepted, and rebuttal period opens
- CAI classification, Planned Service, and Enforceable Commitment Challenges will be hosted to the Rebuttal Portal as point locations for all registered users to rebut.
- Service-level challenges will be uploaded to the respective provider's Citrix Sharefile folder that was challenged.
- The link to the Rebuttal Portal and timeline will be sent to all registered participants.
- To participate in the rebuttal period, you **MUST** be a registered user and have a valid email/PIN
 - Rebuttals will be **DENIED** in the event Email/PIN combinations do not match

Planned Service/Enforceable Commitment/CAI Classification Rebuttal: How to

- If using the challenge portal map to rebut a CAI Classification, Planned Service, or Enforceable Commitment, users will select the location and click the rebuttal survey in the right-hand pane just like the challenge process.
- The Challenge Type and Location ID will be pre-populated
- Sustained Challenges that remain without a rebuttal at the close of the rebuttal period will be accepted
- See Slides 17-27 for all permissible evidence or you risk your rebuttal being denied in the Final Determination Period.

BEAD Challenge Rebuttal

Map

This is a read-only question.

Lat: 34.145147 Lon: -80.964135

Challenge Type

-Please select-

LocationID

Do you wish to rebut this challenge?*

Yes

No

Rebutter Name*

Email*

Phone Number*

PIN*

Rebuttal Comments*

Rebuttal Evidence*

Drop file here or select file (pdf)

Submit

Service Level Rebuttal: How to

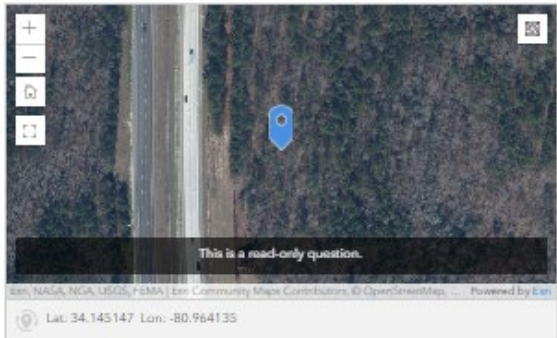
- Broadband providers will submit a rebuttal by clicking the link in the sheet located in their Citrix folder.
- The Challenge Type and Location ID will be pre-populated in the rebuttal form
- Sustained Challenges that remain without a rebuttal at the close of the rebuttal period will be accepted
- See Slides 17-27 for all permissible evidence or you risk your rebuttal being denied in the Final Determination Period.

Challenged Provider	Challenged ProviderID	Challenge Type	Location ID	Rebuttal Link
XYZ Internet Provider	123123	Availability	123456	https://survey123.arcgis.com/submit?challengeid=123456
XYZ Internet Provider	123123	Speed	123457	https://survey123.arcgis.com/submit?challengeid=123457
XYZ Internet Provider	123123	Speed	123458	https://survey123.arcgis.com/submit?challengeid=123458
XYZ Internet Provider	123123	Business Only Service	123459	https://survey123.arcgis.com/submit?challengeid=123459
XYZ Internet Provider	123123	Availability	123460	https://survey123.arcgis.com/submit?challengeid=123460
XYZ Internet Provider	123123	Availability	123461	https://survey123.arcgis.com/submit?challengeid=123461
XYZ Internet Provider	123123	Availability	123462	https://survey123.arcgis.com/submit?challengeid=123462
XYZ Internet Provider	123123	Availability	123463	https://survey123.arcgis.com/submit?challengeid=123463
XYZ Internet Provider	123123	Availability	123464	https://survey123.arcgis.com/submit?challengeid=123464

DRAFT

BEAD Challenge Rebuttal

Map



Challenge Type

-Please select-

LocationID

Do you wish to rebut this challenge?*

Yes

No

Rebuttal Name*

Email*

Phone Number*

PIN*

Rebuttal Comments*

Rebuttal Evidence*

Drop file here or select file (pdf)

Submit

Service Level Rebuttal: How to

- Additional Broadband Provider Rebuttal Guidance:
 - Location IDs may be duplicated in the provided rebuttal list if multiple challenges have been submitted on a location.
 - A rebuttal is required for each record in the case that NTIA disputes a determination made by the SCBBO.

Challenged Provider	Challenged ProviderID	Challenge Type	Location ID	Rebuttal Link
XYZ Internet Provider	123123	Availability	123456	https://survey123.arcgi
XYZ Internet Provider	123123	Speed	123457	https://survey123.arcgi
XYZ Internet Provider	1231	Speed	12345	https://survey123.arcgi
XYZ Internet Provider	1231	Business Or Service	12345	https://survey123.arcgi
XYZ Internet Provider	1231	Availability	12346	https://survey123.arcgi
XYZ Internet Provider	1231	Availability	12346	https://survey123.arcgi
XYZ Internet Provider	1231	Availability	12346	https://survey123.arcgi
XYZ Internet Provider	1231	Availability	12346	https://survey123.arcgi
XYZ Internet Provider	123123	Availability	12346	https://survey123.arcgi
XYZ Internet Provider	123123	Availability	123464	https://survey123.arcgi

Questions and Answers

**Please type questions in the Chat
Q&A's will be published on the ORS BEAD webpage
with official responses**

Responses during presentation are pre-decisional only

<https://ors.sc.gov/broadband/office/investments/state/bead>

FAQ's

An FAQ form has been developed for any future questions related to the BEAD grant program, available at:

<https://arcg.is/1vrXK00>

**SCBBO will not respond directly in email, answers will be posted on the ORS BEAD webpage via FAQ document.*

General Questions (not related to BEAD), can be sent via email

to: Bead@ors.sc.gov



Thank you!



**BROADBAND
OFFICE**