

Thank you for joining us for this BEAD Challenge Process Meeting. We will begin shortly.



MICHIGAN DEPARTMENT OF
**LABOR & ECONOMIC
OPPORTUNITY**

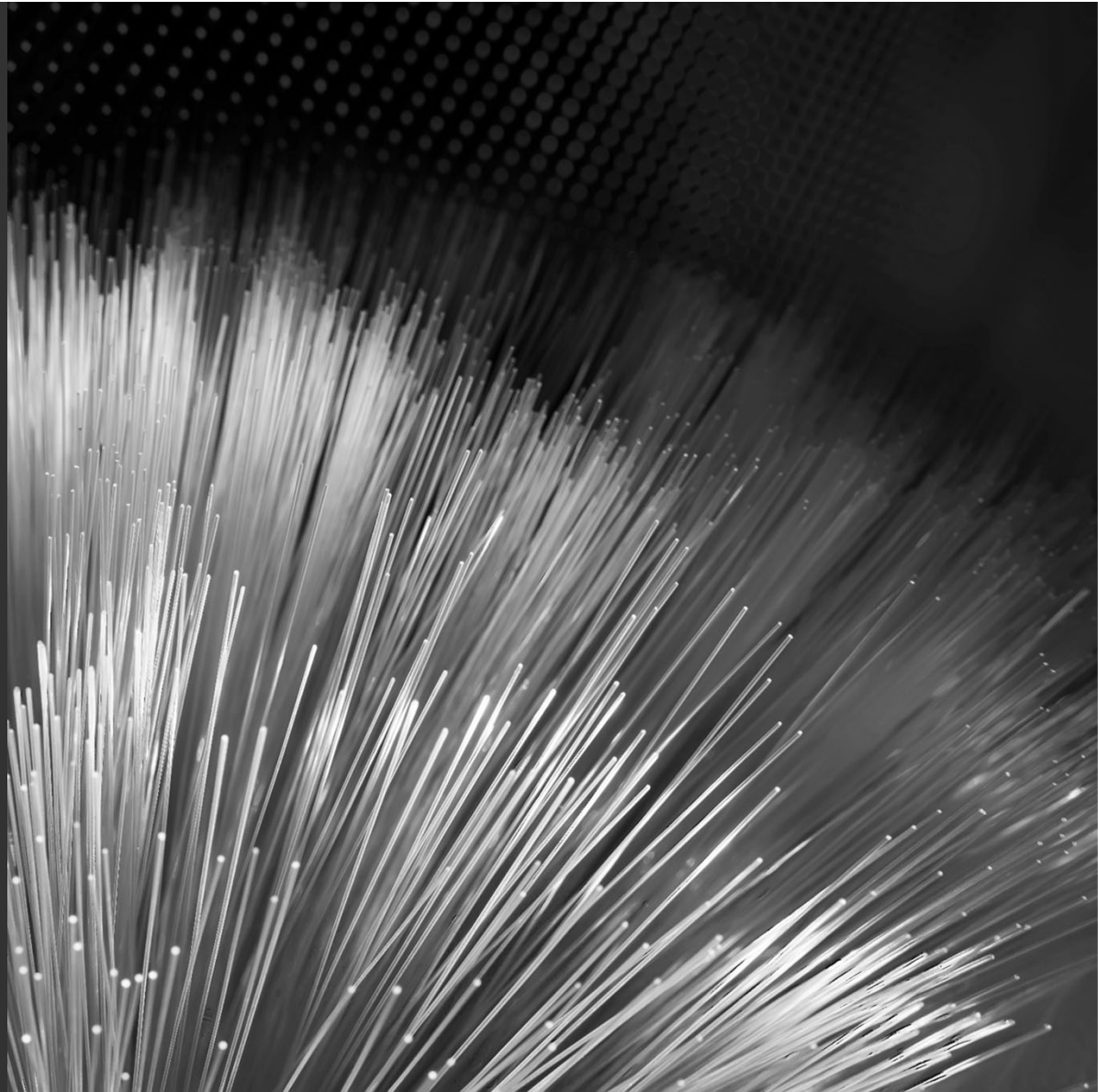
MICHIGAN HIGH-SPEED INTERNET OFFICE

BEAD CHALLENGE PROCESS

INTERNET SERVICE PROVIDERS



MICHIGAN DEPARTMENT OF
**LABOR & ECONOMIC
OPPORTUNITY**





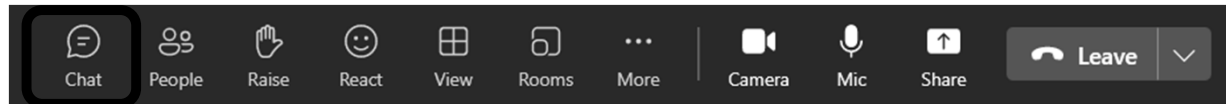
AGENDA



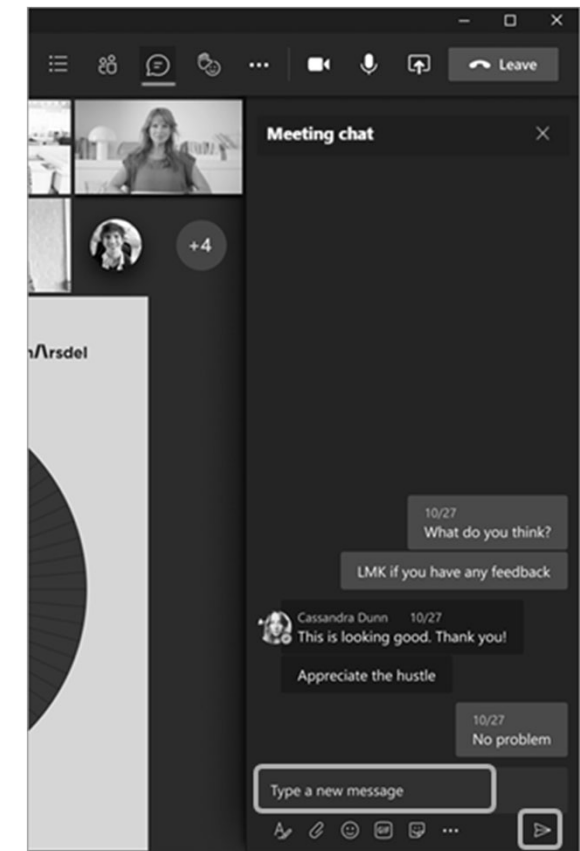
1. BEAD Overview
2. Challenge Process Overview
3. Challenge Types
4. Submission Portal
5. Registration
6. Submitting Challenges
7. Tracking Challenges
8. Rebuttal Types
9. Answering/Submitting Rebuttals
10. Challenge & Rebuttal Outcomes
11. Q&A



HOUSEKEEPING ITEM – CHAT QUESTIONS



1. Locate the Chat Icon
2. Type Your Message in the Box
3. Click the Send Icon



BEAD Overview



This past June, Michigan received a historic \$1.559 billion funding allocation, the fourth highest among recipients, for its BEAD program. The Program will enable universal availability of high-speed internet to every location within the state

MIHI objectives from BEAD program

- 01 Unserved Locations
- 02 Underserved Locations
- 03 Community Anchor Institutions (CAIs)

BEAD activities Completed to date

- ☒ Five - Year Action Plan Approved.
- ☒ Stakeholder and community outreach
- ☒ Initial Proposal Volume I approved including Challenge Process.
- ☐ Initial Proposal Volume II under review by NTIA.

BEAD Challenge Process

The State Challenge Process is the way that MIHI will identify all of the unserved and underserved homes, businesses and institutions in the state to ensure they can get connected to high-speed internet through the BEAD program.

Current Focus

Challenge process will begin in March ahead of the deployment subprogram which is expected to be launched in the second half of 2024.



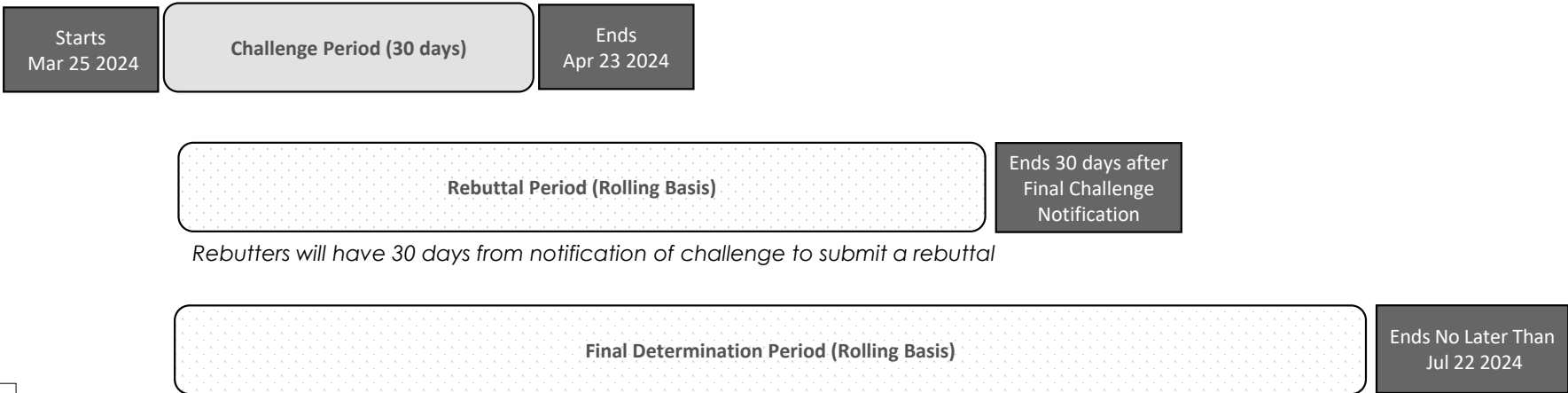
Challenge Process Overview



It is critical for MIHI to have a map and data that accurately reflect locations that require reliable broadband infrastructure and service.

The BEAD Challenge Process is the way in which the MIHI Office will determine the unserved, underserved, and served status of every home, business, and community anchor institution in the state. Unserved and underserved locations will be eligible to be connected through the BEAD funded projects.

The Challenge Process will occur over a 120-day period based on the below timeline:



Challenge Types

Several types of challenges can be filed by ISPs to reclassify the status of locations.

Code	Challenge Type	Description
A	Availability	Service identified is not offered at the location.
S	Speed	Speed of the internet service falls below unserved (25/3Mbps) or underserved (100/20Mbps) thresholds.
L	Latency	Round-trip latency of the internet service exceeds 100 milliseconds (ms) threshold.
D	Data cap	Available service plans impose a data cap on the consumer.
T	Technology	Technology indicated for this location is incorrect.
B	Business service only	For residential locations, service offered is marketed or available only to businesses.
E	Enforceable commitment	Location will receive qualifying internet service through an existing funding program.
N	Not part of enforceable commitment	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.
P	Planned service	Panned service will be deployed at a location without an enforceable commitment: <ul style="list-style-type: none">• By June 30, 2024, using a defined “reliable technology”.• By Dec. 31, 2024, end-to-end fiber technology.
C, R	Location <u>is</u> a CAI/ <u>is not a CAI</u>	Location should be classified as a CAI or the location is labeled as a CAI but is a residence, a non-CAI business, or is no longer in operation.
G, Q	CAI qualifying broadband unavailable/ available	The CAI can or cannot obtain qualifying broadband (not less than 1 Gbps/ 1Gbps and latency less than or equal to 100 ms).



Challenge Portal

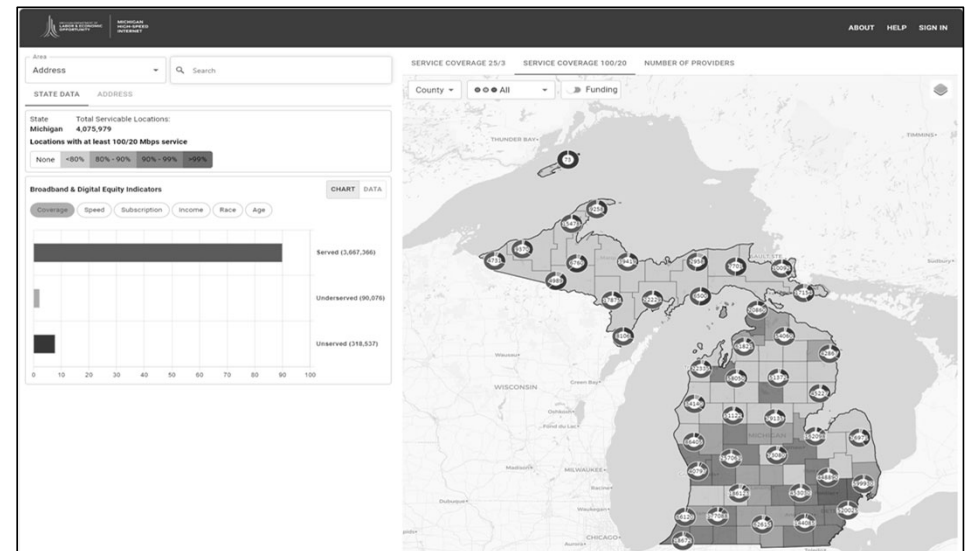
All challenges and rebuttals must be submitted through the MIHI portal ([Link](#)). ISPs can submit challenges for served, un/underserved locations and CAs, and rebut challenges submitted to their locations or other open challenges awaiting rebuttals.

MIHI Challenge Portal

The MIHI portal classifies locations as either served, unserved, or underserved. Additionally, it differentiates between CAs and residential or business locations by using a triangle-shaped indicator at the BSL level. The left-hand side of the screen includes a description of the location in terms of type, service, funding, and provider.

ISPs are encouraged to:

- Review the map and the classification of locations in and outside their service areas.
- Submit individual and bulk challenges for locations in question based on permissible challenge types.
- Track their submitted and approved challenges to check if they are being rebutted
- Rebut challenges submitted for their locations
- Monitor the Challenge Dashboard for challenges that are awaiting rebuttals



Registration

For ISPs to be able to submit a challenge or a rebuttal, the organization must be registered in the MIHI challenge portal.

Prior to the launch of the challenge process, all ISPs operating in Michigan will receive an email from the MIHI office to register.

- 1 Navigate to the [MIHI portal](#).
- 2 Select “Sign In” at the top right corner of the home page.
- 3 Select “Request a new account”.
- 4 Enter in the necessary information.
- 5 Click “Request” to submit a request for an account.
Review your email inbox to verify that your request was approved. If the request is rejected, resolve any discrepancies and resubmit a request for a new account.
- 6

Request a new account

Enter the information below to request a new account. We will let you know via email whether your request was accepted or rejected.

Please enter your email address

Full Name

Email Address

Phone Number Format: 123-456-7890

Organization Category

Webpage

[Back to Map](#)
[Log in](#)

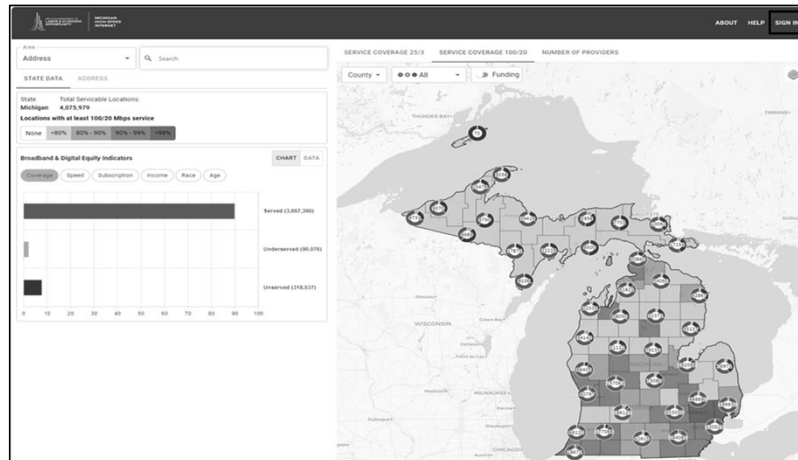
When selecting the “Organization Category”, select “Broadband Provider”. This will prompt an “Organization” drop-down, where the name of the organization can be selected. If the name of the organization is not in the drop-down list, please select “Other”.



Submitting a Challenge

Once an ISP has registered in the portal and the challenge window is open, ISPs can submit a challenge using the MIHI portal. Please refer to the following steps.

- 1 Select “Sign In” at the top right corner of the home page.
- 2 Enter the organization’s login credentials and click “Log In”.

The screenshot shows the 'Log in to your account' form. It has a title 'Log in to your account' and three input fields: 'Email address', 'Password', and 'Forgot password?'. Below the input fields is a 'LOG IN' button. At the bottom, there's a link 'Request a new account'.

Challengers will have 30-calendar days from the opening of the challenge window to submit a challenge. The portal will automatically close and no longer accept new challenges after 30 days.

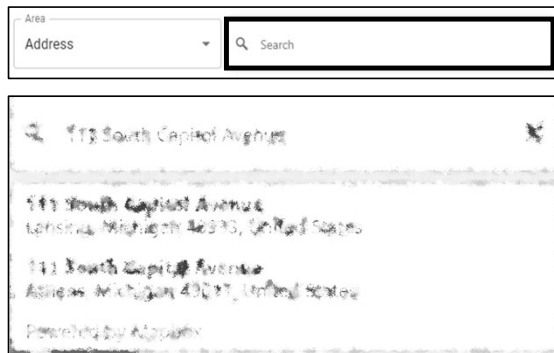


Submitting a Challenge

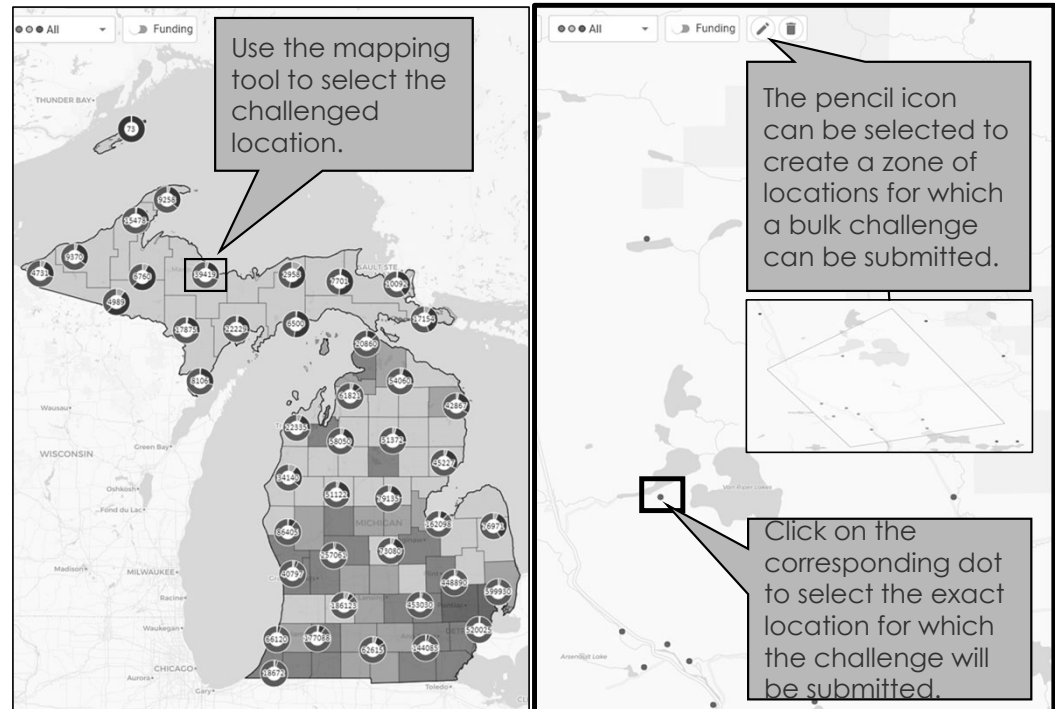
Once an ISP has registered in the portal and the challenge window is open, ISPs can submit a challenge using the MIHI portal. Please refer to the following steps.

- 3 Once logged in, either type the address in the search bar or use the map to select the location for which a challenge will be submitted.

Search by Address



Search Using the Mapping Tool



Submitting a Challenge

Once an ISP has registered in the portal and the challenge window is open, ISPs can submit a challenge using the MIHI portal. Please refer to the following steps.

- 4 Once a location or group of locations is selected, the challenge submission functionality will become available. Click the “Submit a Challenge” button.

To create a bulk challenge, the pencil icon can be used to group locations. Once the locations are grouped and the drawing is fully connected, the challenge submission process will be automatically prompted.

9615 PINE RD, MARION 49665
Residential

UNSERVED

⚙️ Provider	📶 Technology	📶 Speed
T-Mobile US	Licensed Fixed Wireless	0.2/0.2 Mbps

Federal Funding

NOT FUNDED

\$ Fund	⚙️ Provider
Connect America Fund Phase II	Point Broadband Fiber Holding, LLC

Service Challenges

📶 TAKE A SPEED TEST

SUBMIT A CHALLENGE

Upon selecting a location, the following information will be displayed. This includes: the provider in the area, technology available, speed, and funding details.

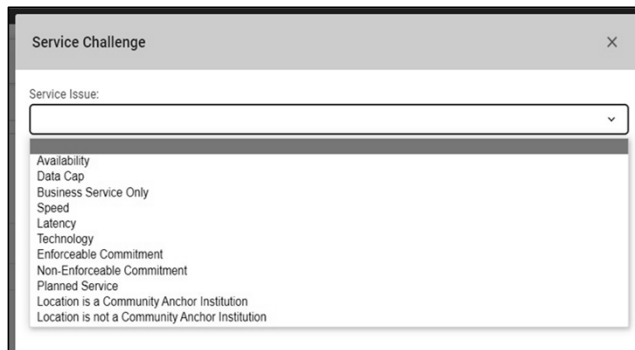


Submitting a Challenge

Once an ISP has registered in the portal and the challenge window is open, ISPs can submit a challenge using the MIHI portal. Please refer to the following steps.

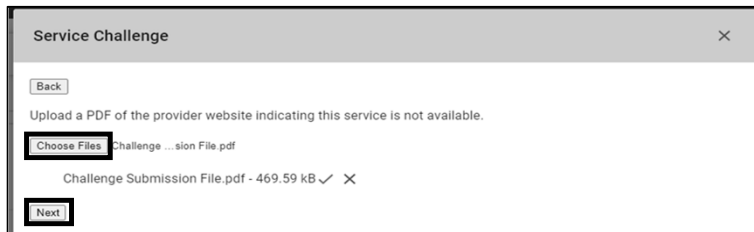
5 Enter the information required to submit the challenge.

a Select the appropriate service issue (this corresponds to the challenge type).



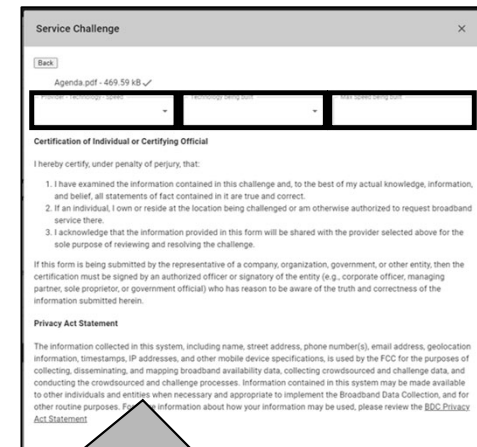
The screenshot shows a web form titled "Service Challenge". Under the heading "Service Issue:", there is a dropdown menu. The menu is open, displaying a list of options: Availability, Data Cap, Business Service Only, Speed, Latency, Technology, Enforceable Commitment, Non-Enforceable Commitment, Planned Service, Location is a Community Anchor Institution, and Location is not a Community Anchor Institution.

b Upload supporting documentation (evidence) and then hit "Next".



The screenshot shows the "Service Challenge" form at the file upload step. It includes a "Back" button, the instruction "Upload a PDF of the provider website indicating this service is not available.", a "Choose Files" button, and a confirmation message "Challenge Submission File.pdf - 469.59 kB" with a checkmark and a close button. A "Next" button is at the bottom.

c Enter the necessary information and click submit.



The screenshot shows the "Service Challenge" form with the "Certification of Individual or Certifying Official" section. It includes a "Back" button, a table for "Challenge Information" with columns for "Provider", "Technology", and "Speed", and a "Certification of Individual or Certifying Official" section with a list of statements to certify. Below this is a "Privacy Act Statement" section.

The details on this screen will vary depending on the challenge type selected. Examples of the requested information for the challenge includes the provider, technology, and speed.

Evidence Requirements

In their challenge process submissions, MIHI will review and make determinations based on challenges received. MIHI may accept a wide range of data sources to substantiate challenges, as long as any potential source of evidence used to substantiate challenges is documented and verifiable by a third party.

Illustratively, these acceptable challenge evidence include (but not limited to):

Code	Challenge Type	Acceptable Challenge Evidence
A	Availability	Screenshot of provider webpage. Email or letter from provider within the last 365 days indicating that a provider failed to schedule a service installation, offer an installation date, or that a provider requested more than the standard installation fee.
S	Speed	Speed test by subscriber, showing the insufficient speed and meeting the requirements for speed tests.
L	Latency	Speed test by subscriber, showing the excessive latency.
D	Data cap	Screenshot from provider website; Service description provided to consumer.
T	Technology	Manufacturer and model number of residential gateway (CPE) that demonstrates the service is delivered via a specific technology.
B	Business service only	Screenshot of provider webpage.
E	Enforceable commitment	Enforceable commitment by service provider (e.g., authorization letter). In the case of Tribal Lands, a requisite legally binding agreement between the relevant Tribal Government and the service provider.
N	Not part of enforceable commitment	Declaration by service provider subject to the enforceable commitment.
P	Planned service challenge	Construction contracts or similar evidence of on-going deployment, and evidence that all necessary permits have been applied or obtained. Contracts or a similar binding agreement that planned service will meet the BEAD definition and requirements of reliable and qualifying broadband even if not required by its funding source including the expected date deployment which will be completed, which must be on or before June 30, 2024.
C	Location is a CAI	Evidence that the location falls within the definition of CAI's set by MIHI.
R	Location is Not a CAI	Evidence that Institution does not fall within the definitions of CAI's set by MIHI or is no longer in operation.
G	CAI: Qualifying Broadband Unavailable	Evidence that the CAI has tried to acquire qualifying broadband but has been unsuccessful.
Q	CAI: Qualifying Broadband Available	Evidence that the CAI can acquire symmetric gigabit service.
F	Fixed Wireless	No location-specific evidence required.



Tracking Challenges

Challengers may track and review challenges they submitted using the Challenge Dashboard in the MIHI portal.

Select the profile icon to see the functional menu. Select "Challenge Dashboard".

ABOUT HELP T

Test isp User
Acentek

Change password

Challenge Dashboard

Logout

ABOUT HELP T

Assigned to Me

Search

Search challenge ID or address

My Challenges 0 Items

Completed 0 Items

CHALLENGER CHALLENGE STATUS PROVIDER CHALLENGE ID CHALLENGE TYPE SUBMITTED DATE EVIDENCE

The Challenge Dashboard will display all the challenges associated with the account. The user will be able to see the following details:

- Challenger
- Challenge Status
- Provider
- Challenge ID
- Challenge Type
- Submitted Date
- Evidence



Rebuttal Types



Once challenges are submitted and determined valid by MIHI's evaluators, the challenged entities will receive a notification to provide a rebuttal within 30 days.

ISPs may receive notification to rebut the following challenges:

Availability

- Submit evidence service is provided at the challenged location(s).

Speed Test

- Submit evidence speed is sufficient at the challenged location(s).

Latency

- Submit evidence latency is at or below 100 milliseconds.

Data Cap

- Submit evidence an unreasonable data cap is not being imposed.

Technology

- Submit evidence that the appropriate gateway matches the provided service.

Business Service

- Submit evidence that service is available for residential customers, not only businesses.

Community Anchor Institutions (CAI)

- Submit evidence the location is (or is not) a CAI, as defined in Initial Proposal Volume I.
- Submit evidence that qualifying broadband service is available to a CAI.

Enforceable Commitment

- Submit evidence that demonstrates the ability to meet the commitment in question.

Answering/Submitting Rebuttals

Once ISP register and log in, the challenge can be reviewed and rebutted using the portal. Please refer to the following steps.

1 Select the profile icon to see the functional menu and select "Challenge Dashboard."


The screenshot shows the Michigan Department of Labor & Economic Opportunity's Michigan High-Speed Internet portal. The header includes the department logo, the text 'MICHIGAN HIGH-SPEED INTERNET', and links for 'ABOUT' and 'HELP'. A user profile icon with the letter 'T' is in the top right. Below the header is a search bar with the placeholder 'Search challenge ID or address' and a 'Challenge ID' dropdown. To the right of the search bar is a button labeled 'Assigned to Me'. Below the search bar is a table with four sections: 'Awaiting Rebuttal' (0 Items), 'Rebutted Challenges' (0 Items), 'Created Challenges' (0 Items), and 'Completed' (0 Items). Each section has a dropdown arrow. The 'Awaiting Rebuttal' section is highlighted with a callout box containing the text: 'Click the "Awaiting Rebuttal" drop-down to view challenges pending rebuttal and select the rebuttal that you would like to respond to. Select "Rebutted Challenges" to review completed rebuttals.'

2 Click the "Awaiting Rebuttal" drop-down to view challenges pending rebuttal and select the rebuttal that you would like to respond to. Select "Rebutted Challenges" to review completed rebuttals.

Answering/Submitting Rebuttals

Once ISP register and log in, the challenge can be reviewed and rebutted using the portal. Please refer to the following steps.

4 Respond to each rebuttal by selecting “Rebut” and uploading acceptable evidence.



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MICHIGAN
HIGH-SPEED
INTERNET

ABOUT

HELP

T

Search

Q

Search challenge ID or address

X

Challenge ID

Assigned to Me

▼

Awaiting Rebuttal

1 Items

CHALLENGER	ASSIGNEE	BULK CHALLENGE ID	CHALLENGE ID	CHALLENGE TYPE	SUBMITTED DATE	DEADLINE TO REVIEW	ACTIONS
<div>12455 90TH AVE, ALLENDALE, MI 49401-7509</div>	--	--	2	Speed	02/11/2024 @ 07:00 pm	--	<div>SUSTAIN</div> <div>REBUT</div>

Once the appropriate evidence is uploaded in the accepted format, click “Submit” to complete the rebuttal.

Upload Rebuttal Evidence

Upload a PDF of the rebuttal evidence.

Choose Files No file chosen



Challenge & Rebuttal Outcomes

The MIHI Office will review the submitted evidence by the Rebutter to arrive at a final determination of the challenge.

There are two outcomes from the evidence review

Rebuttal is considered “Valid”

The evidence submitted is valid based on the allowable evidence guidance and supports the submitted rebuttal.

Rebuttal is Rejected

The evidence submitted is not valid based on the allowable evidence guidance OR the document submitted is illegible. Rejected rebuttals can be resubmitted within the allowable window.

Once the challenge has gone through the validation and rebuttal phases and the rebuttal window has closed, MIHI will announce whether a challenge is “Sustained” or “Rejected” 60 days following the end of the rebuttal phase.

MIHI will publish an initial list of the eligible locations on the LEO website at the end of the final determination phase followed by a final list once approved by NTIA

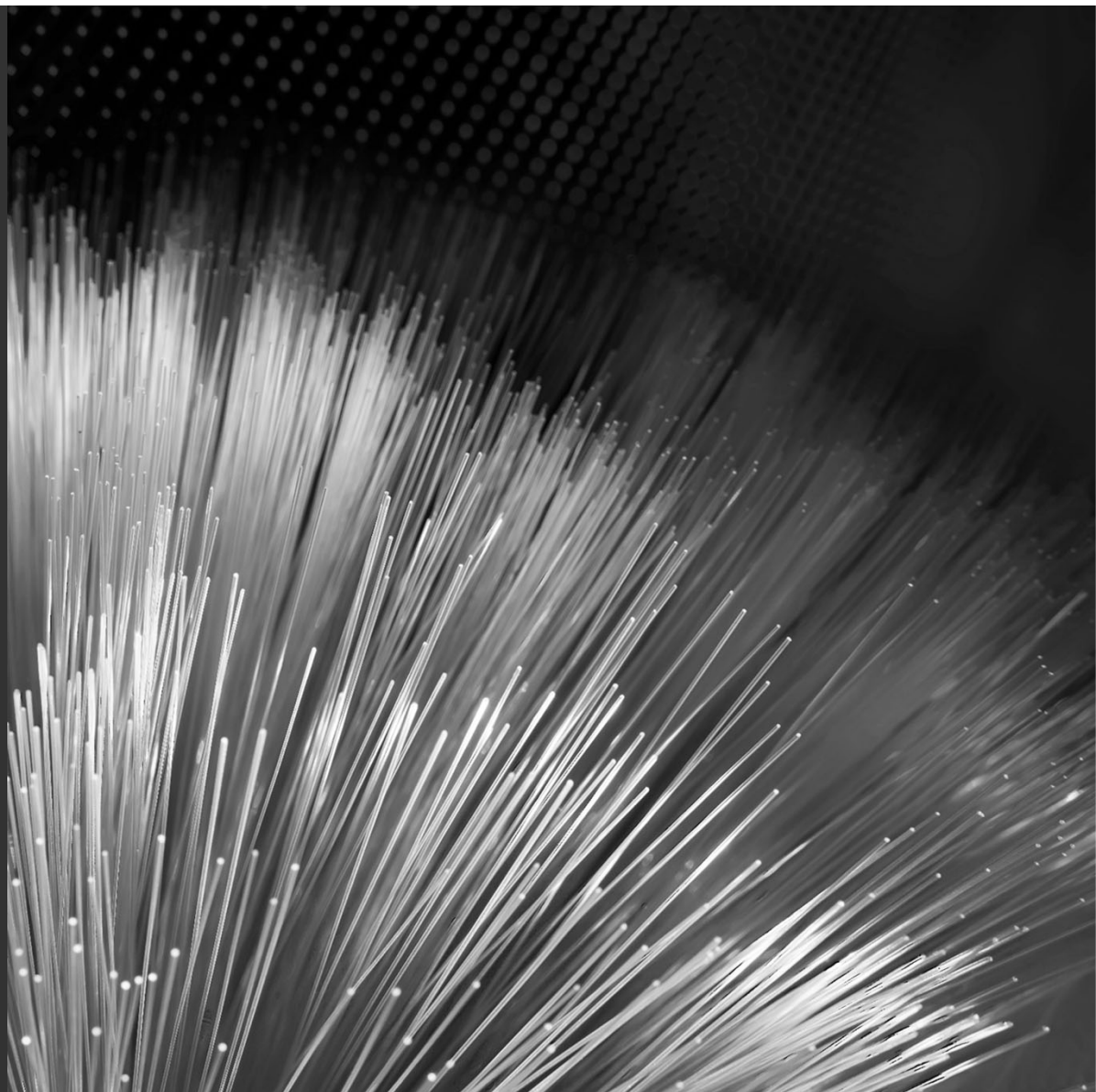


Questions???

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Additional Resources

Challenge Process resources can be found at MIHI's website: [LEO - Broadband Equity, Access, and Deployment \(BEAD\) Program](#)
[\(michigan.gov\)](#)

For portal or challenge related questions email us at:
MIHighSpeedInternet@michigan.gov



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