



Quick Reference Guide CHALLENGE PERIOD

Nebraska Broadband Office

CONNECTING
NEBRASKA

About the Nebraska Broadband Office (NBO)

Under the Broadband, Equity, Access, and Deployment (BEAD) Program, Nebraska will receive just over \$405M to connect every household and business who does not yet have access.

Our goal: every Nebraskan will have access to high-speed internet.

Patrick Haggerty, Director

Patrick Redmond, Deputy Director

Diane Lowe, DHA, Grants and Budget Administrator

Rachel Kilcoin, External Affairs Manager

The logo for the Nebraska Broadband Office. It features the word "NEBRASKA" in a bold, blue, sans-serif font. A yellow swoosh underline is positioned beneath the letters "A", "S", and "K". Below this, the words "BROADBAND OFFICE" are written in a smaller, blue, sans-serif font, centered under a thin yellow horizontal line.

NEBRASKA
BROADBAND OFFICE

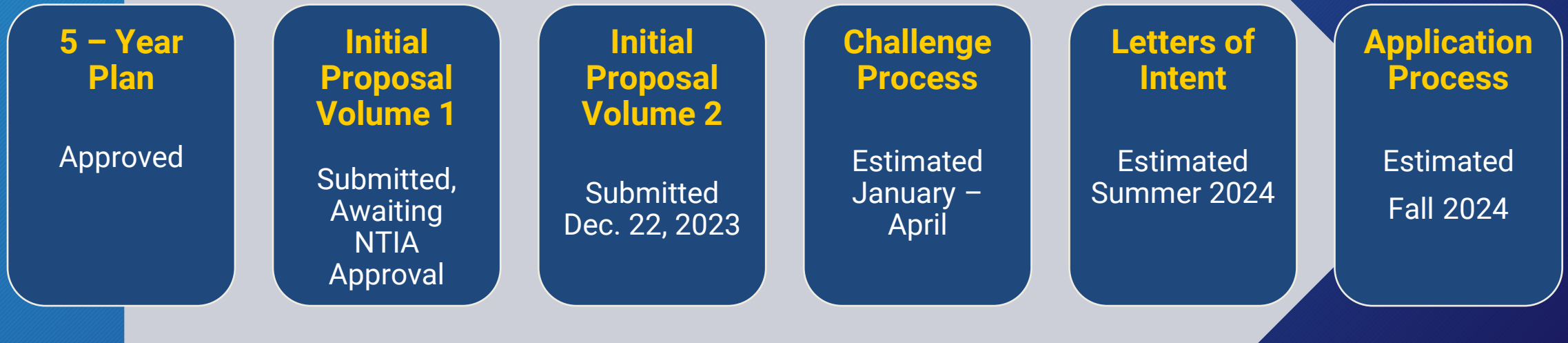
An Overview of BEAD

BEAD is the federal program administered by the National Telecommunications and Infrastructure Administration (NTIA) intended to address issues of BEAD.

The BEAD program provides federal funding for grants for broadband planning, deployment, mapping, equity, and adoption activities.

Read more at our [BEAD FAQ](#) page

Bead Process Overview



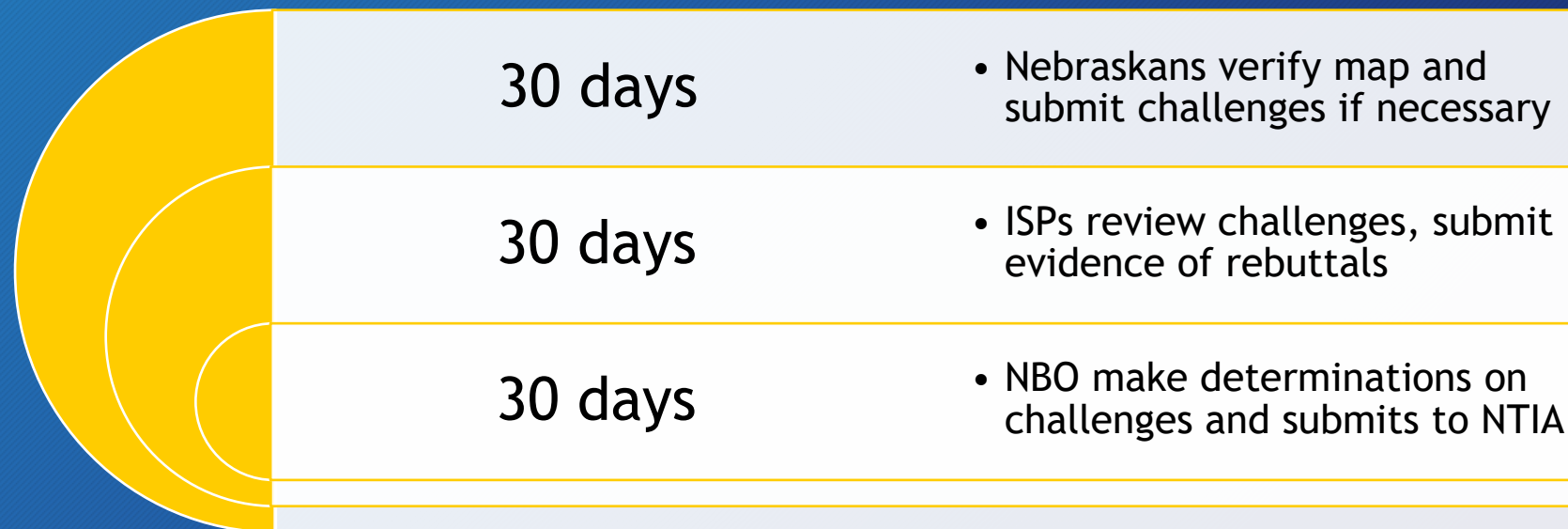
Key Definitions

- **Served:** Speeds \geq 100/20 Mbps
- **Underserved:** Speeds \geq 25/3 Mbps and $<$ 100/20 Mbps
- **Unserved:** Speeds $<$ 25/3 Mbps
 - Speeds are displayed in a download/upload format.
- **NTIA Latency Limit:** $<$ 100 ms
- **ISP:** Internet Service Provider
- **Advocate:** A local/tribal government office, nonprofit, or ISP authorized to submit challenges to the Nebraska Broadband Availability Map.
- **CAIs:** Community Anchor Institution

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.

The Challenge Process & Timeline

The purpose of the challenge period is to ensure the accuracy of the Nebraska Broadband Availability Map. Everyone in Nebraska is encouraged to verify the service they receive at their home and/or business is accurately reflected on the map. If not, a challenge should be filed to correct it. The process is expected to begin in early to mid January pending approval of Volume 1.



How Do Challenges Happen?

- BEAD challenges can be submitted by Advocates - Local Governments, Non-Profits, and ISPs
- BEAD challenges can be submitted in either direction
 - Location can be challenged as served
 - Location can be challenged as unserved/underserved
- The BEAD Challenge Process can be used to identify CAIs
- The BEAD Challenge Process has multiple, defined challenge types with required challenge and rebuttal evidence.

Types of Challenges

(A) Availability

(S) Speed

(L) Latency

(D) Data cap

(T) Technology

(B) Business service only

(E) Enforceable Commitment

(P) Planned service

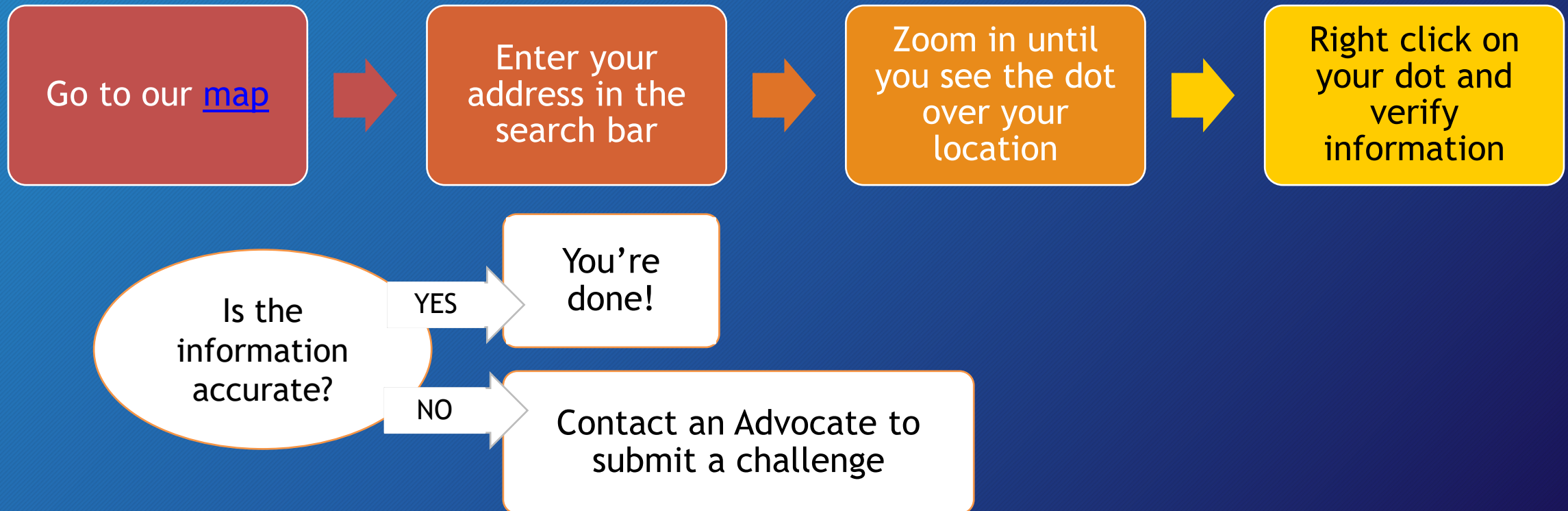
(N) Not part of enforceable
commitment

(C) Location is a CAI

(R) Location is not a CAI

What every Nebraskan can do:

Follow these steps to ensure the accuracy of the map at your home and or business:



Advocates Submitting Challenges

Step 1: Sign into portal

Step 2: Identify type of challenge

Step 3: Gather evidence from individual/business

All evidence must be in writing or screenshot

Step 4: Upload evidence

Step 5: Submit challenge

Registration and training will be provided for advocates on how to submit via the portal.

The Nebraska BEAD Challenge Portal

CONNECTING
NEBRASKA Challenge Phase Portal

Search:

BEAD Challenge Portal

[Submit Your Challenge](#)

If you notice inaccuracies in availability data, please select one or more locations on the map and provide details in the form presented.

You may also click to view the details of existing challenges to the availability data.

Thank you for your help!

info@vetrofibermap.com | Portland, ME
By entering your address you're agreeing to the [Terms of Service](#) and the [Privacy Policy](#).
Powered By VETRO Fibermap®

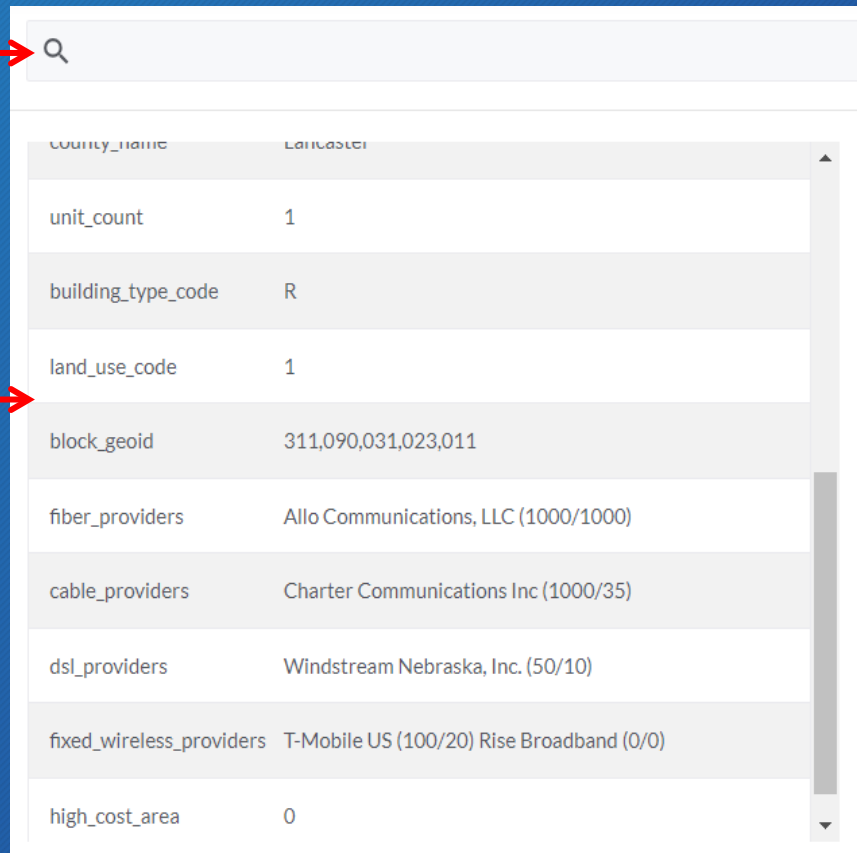
Map interface showing a map of Nebraska with various colored markers (green, yellow, orange, purple) representing different challenge categories. The legend indicates:

- BEAD Challenges
- NE BSL
- Served
- Underserved
- Unserved

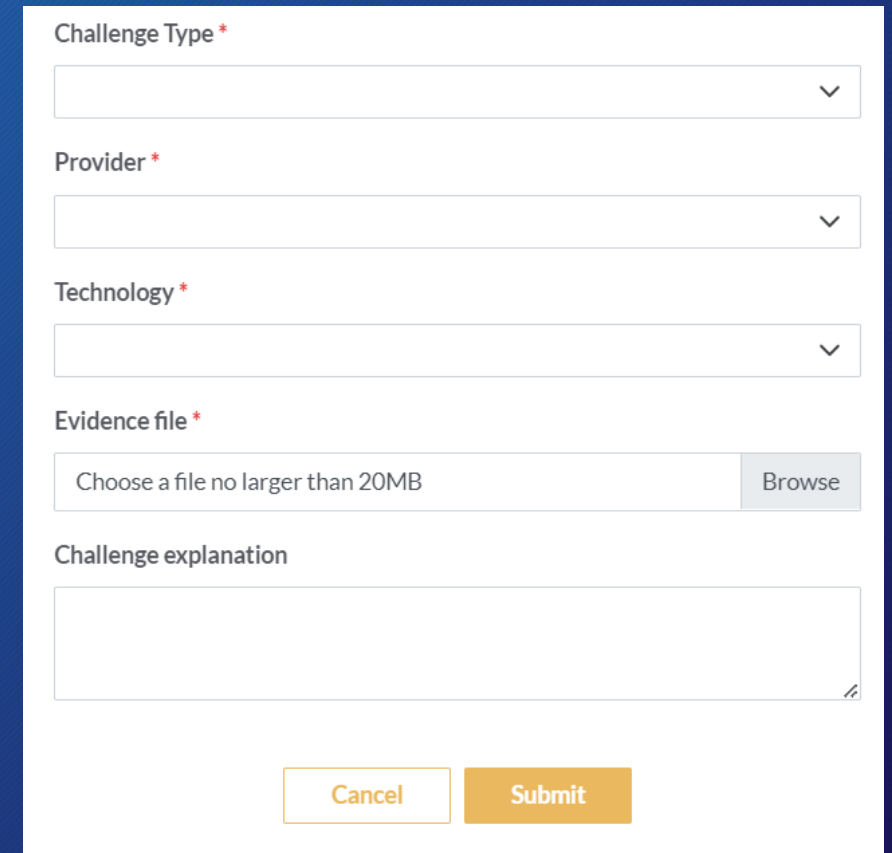
Map controls include a search bar, a 'Clear' button, a share icon, and zoom controls (+, -, home). The map shows a dense distribution of markers across the state, with a legend on the right side.

Submitting a Challenge

- Search for location address
- Click on the “dot” on the map over the location
- Review information provided
- If information is inaccurate, fill out challenge information
- Submit



County Name	Lancaster
unit_count	1
building_type_code	R
land_use_code	1
block_geoid	311,090,031,023,011
fiber_providers	Allo Communications, LLC (1000/1000)
cable_providers	Charter Communications Inc (1000/35)
dsl_providers	Windstream Nebraska, Inc. (50/10)
fixed_wireless_providers	T-Mobile US (100/20) Rise Broadband (0/0)
high_cost_area	0



Challenge Type *

Provider *

Technology *

Evidence file *

Choose a file no larger than 20MB

Challenge explanation

ISP Rebuttal Process

ISPs can submit challenges as well as rebut. Only providers named in a challenge will be able to rebut.

ONCE A CHALLENGE HAS BEEN SUBMITTED, ISPs WILL:

1. Receive notification of a challenge
 - a. All challenges will be posted to the website
2. Determine if rebuttal is required
 - a. If not, accept without dispute
 - b. If required, move to next step
3. Collect evidence
4. Submit rebuttal through portal

Registration and training will be provided for ISPs on how to submit via the portal.

Challenge Type – (A) Availability

- **DESCRIPTION:**

The broadband service identified is not offered at the location, including a unit of a multiple dwelling unit (MDU).

- **ALLOWED EVIDENCE:**

- Screenshot of provider webpage.
- A service request was refused within the last 180 days (e.g., an email or letter from provider).
- Lack of suitable infrastructure (e.g., no fiber on pole).
- A letter or email dated within the last 365 days that a provider failed to schedule a service installation or offer an installation date within 10 business days of a request.
- 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 in order to connect service at the location.

- **PERMISSIBLE REBUTTALS:**

- Provider shows that the location subscribes or has subscribed within the last 12 months, e.g., with a copy of a customer bill.
- If the evidence was a screenshot and believed to be in error, a screenshot that shows service availability.
- The provider submits evidence that service is now available as a standard installation, e.g., via a copy of an offer sent to the location.

Challenge Type – (S) Speed

- **DESCRIPTION:**

The actual speed of the service tier falls below the unserved or underserved thresholds.

- **ALLOWED EVIDENCE:**

- Speed test by subscriber, showing the insufficient speed and meeting the requirements for speed tests.
- Screen shots of speed test

- **PERMISSIBLE REBUTTALS:**

- Provider has countervailing speed test evidence showing sufficient speed, e.g., from their own network management system.

Challenge Type – (S) Speed: Speed Test Requirements

The NBO will accept speed tests as evidence for substantiating challenges and rebuttals. Each speed test consists of three measurements, taken on different days. Speed tests cannot predate the beginning of the challenge period by more than 60 days.

Speed tests can take four forms:

1. A reading of the physical line speed provided by the residential gateway, (i.e., DSL modem, cable modem for HFC, ONT for FTTH), or fixed wireless subscriber module.
2. A reading of the speed test available from within the residential gateway web interface.
3. A reading of the speed test found on the service provider's web page.
4. A speed test performed on a laptop or desktop computer within immediate proximity of the residential gateway, using either of the two below speed test services:
 - a) Ookla: <https://www.speedtest.net/>
 - b) M-Lab: <https://speed.measurementlab.net/>

Challenge Type – (S) Speed: Speed Test Requirements (cont'd)

Each group of three speed tests must include:

1. The name and street address of the customer conducting the speed test.
2. A certification of the speed tier the customer subscribes to (e.g., a copy of the customer's last invoice).
3. An agreement, using an online form provided by NBO, that grants access to these information elements to the broadband office, any contractors supporting the challenge process, and the service provider
<https://speed.measurementlab.net/>

More information is available on the website:
broadband.nebraska.gov/challenge

Challenge Type – (L) Latency

- **DESCRIPTION:**

The round-trip latency of the broadband service exceeds 100 ms.

- **ALLOWED EVIDENCE:**

- Speed test by subscriber, showing the excessive latency.

- **PERMISSIBLE REBUTTALS:**

- Provider has countervailing speed test evidence showing latency at or below 100 ms, e.g., from their own network management system or the Connect America Fund (CAF) performance measurements.

Challenge Type – Others

All other challenge types are outlined on our website:

<https://broadband.nebraska.gov/challenge/challenge-types/>

Advocate Registration

- Contact NBO to register your government office, non-profit, or ISP to become an Advocate for challenges.

ndot.broadbandoffice@nebraska.gov

402.479.4756

- Step-by-step instructions will be available at our website once the portal is finalized.

Results

Results will be published on our website at broadband.nebraska.gov.

Visit our website @ broadband.nebraska.gov
Follow us on Facebook @ www.facebook.com/nebraska.broadband.office

Questions?

- **Check our FAQs**

broadband.nebraska.gov/Challenge

- **Email Us**

NDOT.BroadbandOffice@nebraska.gov

We request all questions be submitted in writing. We will post questions and responses on our website to assist everyone through the process.

Together, we'll build a bright future rooted in the Good Life, with great things on the horizon.