

# New Hampshire BEAD Challenge Office Hours FAQs

Updated August 2, 2024



New Hampshire Department of  
BUSINESS AND  
ECONOMIC AFFAIRS

A reminder to all participants:

Submit challenges as soon as possible! If evidence provided is not sufficient, the NH Broadband Office will contact challengers to provide additional information and evidence. All information and evidence must be submitted prior to close of the Challenge Phase on August 14, 2024, or it will not be accepted, and your challenge may be denied for lack of sufficient evidence.

Q1. What is the location limit for bulk challenges?

A1. Bulk challenges have a limit of 500 locations.

Q2. Is there a file size limitation for uploading bulk evidence and documentation?

A2. It is recommended to compress files over 100MB in size to a zip file. Total file upload size is capped at 500MB.

A template is provided to help organize locations challenged with evidence files. On the template, next to each location the file name can be entered to help facilitate evidence reviewed belongs to the correct location. For any issues with file uploads, an email requesting help can be sent to [nhhelpdesk@ready.net](mailto:nhhelpdesk@ready.net).

Q3. In the portal, the provided template for bulk uploads requires location ID, is there any additional data needed?

A3. When entering a bulk challenge, you will be prompted to “select location(s)” that you are challenging. At this point, you can upload a list of locations that you are challenging. This list only requires location ID.

After uploading the list locations, you will be prompted to upload evidence to support your challenge. A template is provided to help organize the evidence files. This template lists all the challenged locations that were previously selected. Next to each location, the challenger can add the name of the evidence file that relates to that address. This will help the Broadband Office match each uploaded evidence file to the corresponding challenge location.

Q4. Is the bulk template available for download before submitting any challenges?

A4. The template is only available after bulk locations have been selected in a challenge submission. The selected locations will be populated in the template for downloading.

Q5. Can CAIs be bulk uploaded?

A5. No, CAIs must be challenged one location at a time.

Q6. Does the State require a CAI to have 1 gig symmetrical to be considered served?

A6. Yes, but at this time the State is not accepting CAI challenges on served status. Allowable challenges to CAIs are if the location is or is not a CAI. Please reference the [NH BEAD Initial Proposal Vol 1](#) or the [NH BEAD Challenge Process Resource Guide](#) for additional information.

Q7. Will the planned service date of June 30, 2024 be adjusted to a later date?

A7. No, the planned service date deadline of June 30, 2024 is a set date and not subject to change per the NH BEAD Challenge Initial Proposal Volume 1 and NTIA guidance. Revising the date would require an amendment and this is not possible since the Challenge Process has already commenced.

Q8. Are the Broadband Matching Grant Initiatives (BMGI) locations included in the Challenge Map?

A8. They are not. BMGI awards have not been finalized, but once approved by Governor and Council, and depending on timing of approval, the locations will be removed in a future deduplication process.

Q9. Is it possible to download an excel spreadsheet of unserved and underserved locations from the portal to compare with external data?

A9. The unserved and underserved locations are available as excel files on the NH Broadband Office Website [Infrastructure Investment and Jobs Act - NH Economy](#) in the Resource Section at the bottom of the page. The data in the files is limited to location IDs due to licensing terms around location IDs. Challengers who wish to align the location IDs to addresses are encouraged to obtain a CostQuest License, free of charge. Broadband Providers will be eligible for a Tier D License, and non-profits and units of local government are eligible for a Tier E License. Please visit the links below to request a CostQuest License, if desired:

[NTIA Tier D License Request](#)

[NTIA Tier E License Request](#)

Q10. If a location pin on the challenge map is found not to be over a building, how is that corrected?

A10. The information used in the BEAD Challenge map is pulled from the FCC map and corrections to pin locations would need to be submitted to the FCC. [How to Submit a Location Challenge – BDC Help Center \(fcc.gov\)](#).

CAI locations can be submitted for location corrections in the BEAD Challenge portal by submitting a challenge that a location is or is not a CAI Institution. If a CAI data point is missing entirely, a challenge can be submitted to report a missing institution.

Q11. What about missing address that are not on the BEAD challenge map?

A11. The information used in the BEAD Challenge map is pulled from the FCC broadband map and corrections to pin locations would need to be submitted to the FCC. [How to Submit a Location Challenge – BDC Help Center \(fcc.gov\)](#) For the NH BEAD challenge, the data was pulled on May 28, 2024.

Q12. How are unserved and underserved locations defined?

A12. Underserved locations are defined by the FCC as locations with access to speeds less than 100/20 Mbps. Unserved locations are defined by the FCC as locations with speeds less than 25/3 Mbps or with no broadband internet access at all.

Q13. Is there a certain distance that a location must be within to be considered served?

A13. If a location can be provided service within 10 business days, at no additional cost to the customer other than normal installation costs, that location could be considered served.

Q14. When submitting a challenge, does a challenger have to identify all the unserved and underserved locations they want to challenge?

A14. Yes, all locations identified to be challenged must be selected and submitted as a challenge in the portal. Bulk challenges can be submitted by selecting up to 500 individual locations at a time. Locations eligible to be challenged are identified by Fabric ID and tracked through the Challenge Process by this identification.

Q15. Can evidence for submitting be a future BDC FCC filing window (September 2024)?

A15. If the evidence is in support of existing service, then yes. If additional information is needed after initial review by the NH Broadband Office, the challenger will be contacted. Additional evidence will only be accepted until the end of the Challenge period August 14, 2024.

Q16. What is an example of acceptable evidence of subscribers under existing service challenges?

A16. An invoice showing active service, dated within the last 365 days would be an example of evidence that would be reviewed to substantiate the challenge. If doing a bulk

challenge, an invoice for each individual location would be required. Personally Identifiable Information (PII) would need to be redacted on any submitted evidence. Additional information on acceptable evidence for existing service challenges can be found on page 17 of the [NH-BEAD-Challenge-Process-Resource-Guide\\_1.pdf](#) ([nheconomy.com/](http://nheconomy.com/))

Q17. For Enforceable Commitment Challenges, evidence required includes a list of funded locations included in award, do those locations have to be matched to Fabric IDs?

A17. Yes, Fabric IDs should match for locations listed on award location lists. If Fabric IDs are missing for locations, those specific locations will not have sufficient supporting evidence and will not qualify as an approved challenge. In addition, the portal allows for search by address, and this will automatically match the address to the Fabric ID if selected. This would require individual lookup of locations in the portal.

Q18. Non-profit and units of local government who elected to receive resident corrections, what is the process to approve resident comments to create a challenge?

A18. For resident comments filled out correctly, review that the evidence provided matches the type of challenge and is sufficient according to the criteria laid out in the Challenge Process Resource Guide. Then, with a single click of the “Submit” button, the comment will be turned into a challenge for the next level of review by the Broadband Office.

For resident comments not filled out correctly or not meeting the criteria of a broadband internet service challenge, the non-profit or unit of local government should contact/email the resident to inform them their comment does not meet the criteria for a broadband internet service challenge and request a new comment be submitted with additional information or evidence that would support the comment type.

Q19. How would a non-profit or unit of local government know which resident correction to process?

A19. Resident correction comments are not assigned to any one group but available to ANY non-profit or unit of local government to process. Do not assume another non-profit or unit of local government will be processing resident comments. Resident comments should be reviewed and submitted as soon as possible, since all challenges need to be submitted before the deadline of August 14, 2024.

On the resident comments page, there is a “comments” section for the non-profit/unit of local government to record steps taken to process or contact the resident for more information.

It is critical that evidence provided in a comment be reviewed carefully to ensure it meets the comment type prior to submission. In the next review as a challenge, if additional evidence is required, the non-profit or unit of local government that submitted the

challenge will act as intermediary and need to reach out to the resident for additional required information or evidence.

Q20. Can residents submit comments on wireless service?

A20. Yes, but it is important to recognize that residents may confuse wireless internet and wireless phone service. The comment and evidence submitted should be specific to fixed wireless internet.

Additional questions can be directed to the New Hampshire Office of Broadband Initiatives at [broadband@livefree.nh.gov](mailto:broadband@livefree.nh.gov).