

# Minnesota Broadband Navigator™

## How to Submit a Challenge

### Challenges by Individual BSL

1. Search for the desired BSL by navigating the map or using the 'Search' function in the top left of the application.
2. Once you have found your desired BSL, ensure that it is selected and that the correct address is visible in the 'Address' tab to the left of the map.

The screenshot shows the 'Address' tab selected in the application. The search bar contains '1108 Park Avenue'. The results for '1108 W PARK AVE, OLIVIA 56277' are displayed, showing a 'SERVED' status and a table of providers. A map on the right shows the location with a yellow pin. A yellow callout box with the text 'Zoom in on map or search address to select BSL to challenge' points to the map.

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

**Connectivity Hub**

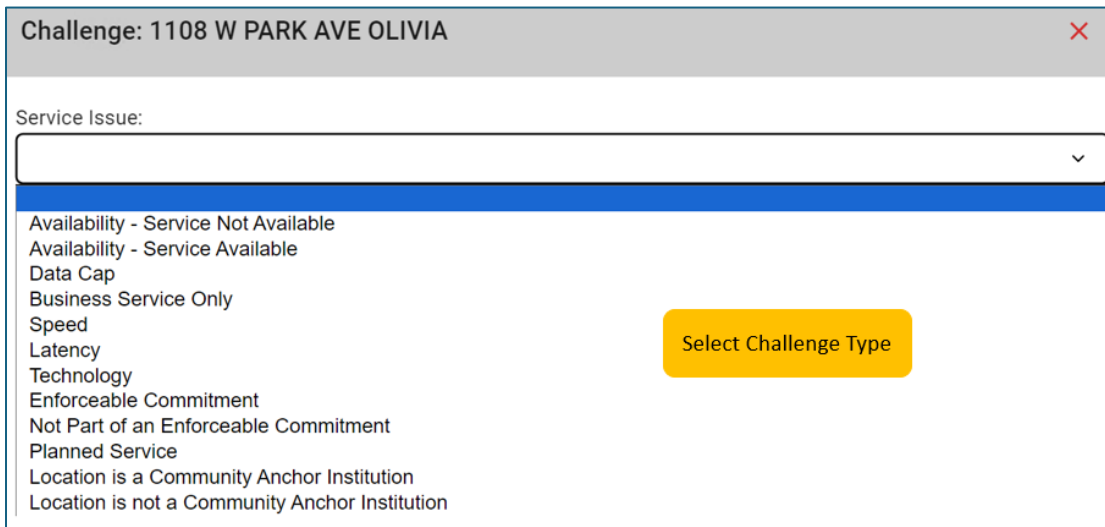
TAKE A SPEED TEST REPORT SERVICE ISSUE

Are you an ISP/Non-Profit/Local or Tribal Government Organization?  
[Request an account to begin submitting BEAD challenges](#)

3. To submit a challenge, select 'Submit a Challenge' in the 'Connectivity Hub' pane to the left of the map.

The screenshot shows the 'Connectivity Hub' pane with two buttons: 'TAKE A SPEED TEST' and 'SUBMIT A CHALLENGE'.

4. A pop-up window will appear on screen with the option to select your 'Service Issue'. Select from the following list based on the service issue existing at the selected address:
  - a. Availability – Service Not Available
  - b. Availability – Service Available
  - c. Data Cap
  - d. Business Service Only
  - e. Speed
  - f. Latency
  - g. Technology
  - h. Enforceable Commitment
  - i. Not Part of an Enforceable Commitment
  - j. Planned Service
  - k. Location is a Community Anchor Institution
  - l. Location is not a Community Anchor Institution



Challenge: 1108 W PARK AVE OLIVIA

Service Issue:

Availability - Service Not Available

Availability - Service Available

Data Cap

Business Service Only

Speed

Latency

Technology

Enforceable Commitment

Not Part of an Enforceable Commitment

Planned Service

Location is a Community Anchor Institution

Location is not a Community Anchor Institution

Select Challenge Type

5. The 'Submit Challenge' page will prompt you to complete the challenge:
  - i. Depending on your challenge type, you will be required to answer questions to support your challenge.
  - ii. Select the accurate 'Property Type' in the drop-down.
6. Review the 'Certification of Individual or Certifying Official' and 'Privacy Act Statement'. If all information is accurate and lawful, select the 'Submit' button on the bottom right to complete your challenge.

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Provider - Technology - Speed  
 Choice Wireless - Licensed Fi...

Property Type  
 Business

**Certification of Individual or Certifying Official**

I hereby certify, under penalty of perjury, that:

1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.
2. If an individual, I own or reside at the location being challenged or am otherwise authorized to request broadband service there.
3. I acknowledge that the information provided in this form will be shared with the provider selected above for the sole purpose of reviewing and resolving the challenge.

If this form is being submitted by the representative of a company, organization, government, or other entity, then the certification must be signed by an authorized officer or signatory of the entity (e.g., corporate officer, managing partner, sole proprietor, or government official) who has reason to be aware of the truth and correctness of the information submitted herein.

**Privacy Act Statement**

The information collected in this system, including name, street address, phone number(s), email address, geolocation information, timestamps, IP addresses, and other mobile device specifications, is used for the purposes of collecting, disseminating, and mapping broadband availability data, collecting crowdsourced and challenge data, and conducting the crowdsourced and challenge processes. Information contained in this system may be made available to other individuals and entities when necessary and appropriate to implement Broadband Data Collection, and for other routine purposes.

NEXT >

CANCEL
SUBMIT

7. Once you choose the correct challenge type for the location, the application will prompt you to submit evidence.
  - iii. Required evidence for your challenge type will be listed on the 'Evidence Submission' page.
  - iv. Select 'Choose Files' to add the required evidence.

1. All evidence must be in PDF, JPEG, PNG, BMP, or Word Document format.

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**Please Upload:**

Allowed file types: PDF, JPEG, PNG, BMP, or Word Document

Evidence that the location falls within the definitions of a CAI set by the Eligible Entity.

Choose Files CHALLENGE EVIDENCE.pdf

CHALLENGE EVIDENCE.pdf - 22.67 kB ✓ ✗

2. You may upload any number of files under 5MB each.
3. If the incorrect evidence is attached by mistake, use the red 'X' to remove the attachment.

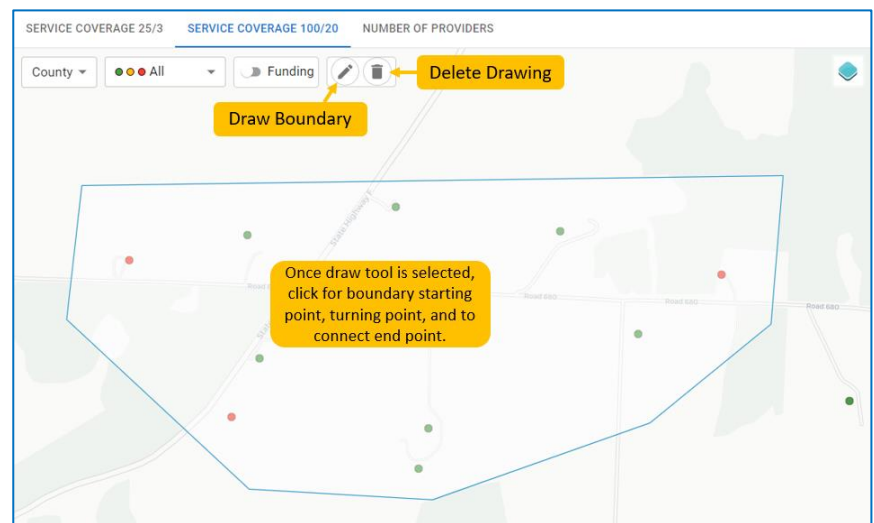
- v. Select 'Next' once the evidence has been successfully attached (denoted with a green check mark).

- vi. *Note: If the evidence does not meet the requirements for the specified challenge type, the challenge will be rejected.*
- 8. The challenge will automatically be forwarded to your Broadband Office for review.

## Group Challenges

1. Zoom into the desired map location until BSL points appear.

2. Once you have found the desired area, select the pencil icon to draw a boundary around all desired BSLs with the same challenge provider and type. Remember to close the boundary by connecting the final point to the starting point. If an undesired BSL was included, you can restart the drawing process by selecting the trashcan icon.



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