Challenge Process FAQ

Challenge Period Opening:

February 10, 2024

State of West Virginia

West Virginia Department of Economic Development

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Introduction

Welcome to our Frequently Asked Questions (FAQ) section, your go-to resource for answers to common questions about the West Virginia BEAD Challenge Process. We recognize that you will have inquiries as you try to navigate the challenge process and understand the data and requirements. Explore the sections below to learn more about the process.

BEAD Challenge Process Instructions and a slide presentation are available at https://broadband.wv.gov/.

A video tutorial is available at: https://youtu.be/YHZpD4G8ki0?feature=shared.

West Virginia has teamed with Ready.net to administer the challenge process. Questions related to policy or procedural items should be directed to wvbroadband@wv.gov. Questions related to technical assistance issues should be directed to wvhelpdesk@ready.net.

Portal Access and Registration

Q	When does the BEAD Challenge Process begin and what is the deadline for submitting challenges?
A	The Challenge Process begins on February 10, 2024. Registration opened on January 29 and the challenge phase will be open for 30 days, beginning on February 10 and closing on March 10, 2024.

Q	Do I need to register for access to the BEAD challenge portal?
A	Yes. Broadband Service Providers, Non-profits, and local governments may register at https://register.broadband.wv.gov/register/bead

Q	Can individual residents sign up for Portal access?
A	No. Individuals cannot directly participate in the Advance-BEAD Challenge Process. Individuals need to provide information to a nonprofit, ISP, or local or Tribal government who can submit the challenge.

Q	Is there a deadline to register for Portal access?
A	No. Registration will remain open until the end of the rebuttal period. We recommend requesting an account as soon as possible to allow time to get acquainted with the system. Registering early will also allow extra time to make challenge revisions, if necessary.

Q	I've submitted a registration but didn't see any follow-up emails?
A	Upon submitting an intake form, the associated email should receive an initial response from no-reply@challenge.broadband.wv.gov, and once approved (normally within the same business day) a second email from welcome@challenge.broadband.wv.gov with information allowing initial log-in to the portal. Please add these addresses to your trusted sender list or check your spam folder for these if you don't see them in your inbox. If you are still having trouble locating your initial log-in email, contact the helpdesk at wvhelpdesk@ready.net.

Q	Can my entity have multiple registrations?
A	Registrants should submit one primary user per entity in the Ready.net system. Broadband service providers will be permitted one primary registration per unique FCC Registration Number (FRN). Local government entities and non-profits will be permitted one primary registration only. Additional users can be added to the primary account following registration by emailing wvbroadband@wv.gov.

Q	My company operates multiple legal entities owned by a parent company. Do we register in the portal once or do we need separate registrations for each legal entity?
A	Each registration is linked to a single FCC Registration Number (FRN) and associated CostQuest License. If the legal entities operate under the same FRN, only one portal registration is required.

CostQuest Licensing

Q	I already have a CostQuest license from the FCC BDC, do I need to get a new license?
A	Yes. The NTIA License (Tier D or Tier E) differs from the FCC License (Tier 2 or Tier 4). The NTIA Tier D and E licenses support a broader range of purposes, including administration of the BEAD program, participation in the BEAD eligible entity challenge processes, and reporting requirements associated with the Broadband Funding Map and the BEAD program. These uses are not covered under the FCC Tier 2 or Tier 4 licenses. Visit the [NTIA CostQuest Licensing page](#) to learn more.

Q	Do local governments need to request a CostQuest license or can they fall under the state license?
A	Every entity needs their own license.

Q	Which Tier license would a consultant/contractor acquire?
A	There are two options for consultants/contractors: **Tier D** and **Tier E**. **Tier D**: The Tier D License is available to all qualified, or presumptively qualified, recipients and subrecipients of federal broadband grants. This license is available to broadband providers, including co-ops, and units of Tribal governments. A consultant or contractor may use a partner organization's Tier D license as an authorized agent. **Tier E**: A contractor is eligible for their own Tier E license so long as they have an FCC Tier 4 license. A consultant or contractor may use a partner organization's Tier E license as an authorized agent.

Challenges

Q	Can I submit challenges regarding availability data not reflected in the Broadband Map? For example, there is existing reliable broadband service at a location, but it is not reflected on the map.
A	Yes. Please use the "Planned or Existing Service" option in the challenge portal to challenge that available service is not reflected in the map. This will be classified as challenge type P (Planned Service). Please review the BEAD Challenge Process Instructions for details on what evidence is required to demonstrate "reliable broadband service."

Q	Is there a limit on the number of challenges a registered entity may submit?
A	There is no total limit on the number of challenges that may be submitted. However, challengers will be limited to 500 locations per challenge submission for most challenge types. For other challenge types, challengers must submit each location challenge separately. Locations may be selected by uploading polygons, drawing a polygon on the map, 'shift-dragging' across a set of locations, uploading a csv of location IDs, or individually selecting locations.

Q	My company is waiting on funding for the completion of our planned buildout area, how can we alert the WV Office of Broadband that it is planned?
A	A challenge may be submitted under the Planned Service (P) challenge code if the challenger has knowledge that broadband will be deployed at this location by June 30, 2024.
	If the funding is considered an "enforceable commitment" (see BEAD NOFO page 36) and is not reflected on our map, a challenge may be submitted under the Enforceable Funding (E) challenge code.

Q	Is there any advantage to submitting a challenge early?
A	Yes! Challenges are reviewed on a rolling basis. By submitting early, you may learn of issues with your challenge, such as insufficient evidence, and still have time to resubmit the challenge. After the challenge phase ends, there is no opportunity to resubmit or provide additional evidence.

Q	Is there an opportunity to add a missing location that should be a BSL during this challenge process?
A	No. The NTIA will not permit new BSLs to be added to or removed from the Fabric and will not permit challenges to the classification of a BSL on the Fabric. See BEAD Challenge Process Policy.

Q	Can challenges be withdrawn?
A	Yes. If a challenge was submitted by mistake or the challenger has received new information that negates the challenge, a challenge can be withdrawn. To withdraw a submitted challenge, visit the dashboard and click on the vertical three-dot menu next to "View Details" and click withdraw challenge. If you want to withdraw a challenge after it has been reviewed, please submit a request by email to wvbroadband@wv.gov.

Evidence & Rebuttals

Q	Who is allowed to rebut planned service challenges?
A	Per BEAD Challenge Process Policy, "all types of challengers may rebut planned service (P) and enforceable commitment (E) challenges." All P and E challenges will be made available for registered users to review.

Q	How does an ISP know they have been challenged?
A	After a challenge passes initial review, challenged entities will be notified via email with instructions on how to respond and submit a rebuttal when the 30-day rebuttal window opens following closure of the challenge window. ISPs will be able to view all challenges submitted against their reported service in their challenge dashboard under the "Challenges Received" tab.

Q	What evidence do I need to submit for the Speed challenge type?
A	West Virginia adopted the Optional Speed Test Module language from the NTIA Model Challenge Process. Please follow this guide to understand the requirements for speed test evidence: Understanding the Speed Test Requirements in the Model Challenge Process.