

# CALIFORNIA BEAD CONSUMER CHALLENGE WEBSITE GUIDE

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**California Public  
Utilities Commission**

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## Introduction

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This is a step-by-step instruction guide for individuals using the CPUC's Broadband Equity, Access, and Deployment (BEAD) Program Consumer Challenge website.

The BEAD Consumer Challenge website enables members of the public to submit evidence to correct details about individual locations in the Consumer Challenge Map—which, if accepted under the terms of the BEAD Program and the CPUC's corresponding evidentiary review, will make those locations eligible for BEAD funding (i.e., a broadband network deployer might receive funding for a portion of the cost of delivering broadband service to that location).

## 1. Select a location

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First, select a location (typically a home or business address) that you will investigate and, if you believe the Consumer Challenge Map has incorrect service data, for which you will submit evidence to correct the map.

The landing page begins with a set of instructions on how to select a location on the map (Figure 1):

1. You can search for your address in the search bar on the map
2. If your address does not appear, you can zoom in on the map and select the point nearest to the location you want to investigate.

Select your location, then select “Next.”

At the top of the next page, select “Expand Details” (see Figure 2) to view the broadband service data associated with that location (i.e., a list of providers that report servicing the address, the types of service offered, and the speeds offered).

This information can help you decide whether the current information listed for the address is accurate or whether you want to continue with your challenge.

The colors on the map represent service levels as documented in the National Broadband Map: Pink and blue locations are unserved or underserved, respectively, while grey locations are currently represented as served.

Locations identified as served (i.e., the grey locations on the map) are the focus of individual challenges because, if those data are incorrect, individuals can show that they are not actually served and that the location should qualify for BEAD funding.

Locations that are colored pink or blue cannot be selected for a challenge on the Consumer Challenge Map because those locations are not eligible for a challenge to their service levels.

Figure 1: Consumer Challenge Map landing page

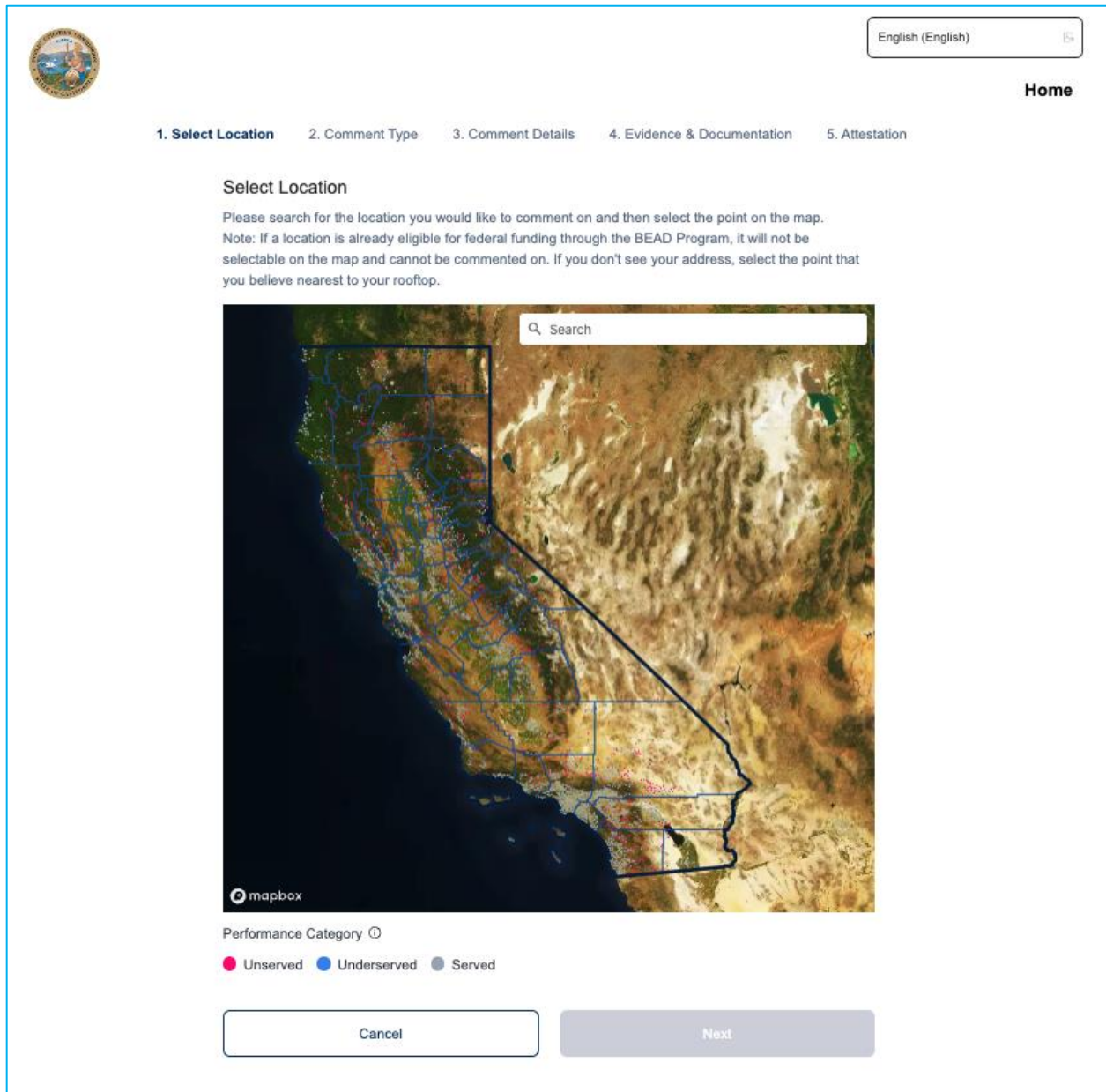


Figure 2: "Selecting Expand Details"

The screenshot shows a web interface for the California BEAD Consumer Challenge. At the top left is the California State Seal. At the top right is a language dropdown menu set to "English (English)" and a "Home" link. Below the header is a progress bar with five steps: "1. Select Location", "2. Comment Type" (which is bolded), "3. Comment Details", "4. Evidence & Documentation", and "5. Attestation".

The main content area starts with "Selected address:" followed by a light blue box containing the address "7031 Turlock Rd, Snelling, CA 95369" and a "Served" button. To the right of the address box is a blue button labeled "Expand Details", which is circled in red. Below this is the "Select Comment Type" section, which asks the user to "Please select which type of comment you would like to submit." There are seven options, each in a rounded rectangular button:

- Availability**: "The broadband services reported as available at your location on the map are not actually available."
- Speed**: "The actual speeds reported at your location on the map fall below the BEAD Program's eligibility thresholds."
- Latency**: "The actual round-trip latency of services available at your location exceeds 100 milliseconds."
- Data Cap**: "The services available at your location have a data limit below 600 GB/month."
- Technology**: "The type of technology (ex: Fiber Optic, Cable, Etc.) reported as available at your location on the map is incorrect."
- Business Service Only**: "The services reported on the map are available to Businesses only, not Residents."
- Other**: "Use this option to submit a general comment about the broadband options available at your location."

At the bottom of the form are two buttons: "Back" and "Next".

Figure 3: Full “Expand Details” view

The screenshot displays the 'Expand Details' view for the address 7031 Turlock Rd, Snelling, CA 95369. The page features a navigation menu with five steps: 1. Select Location, 2. Comment Type (active), 3. Comment Details, 4. Evidence & Documentation, and 5. Attestation. A 'Home' button is located in the top right corner. The selected address is shown as '7031 Turlock Rd, Snelling, CA 95369' with a 'Served' status and a 'Hide Details' link. Below this, there are two summary cards: 'BUILDING TYPE' (Residential) and 'UNIT COUNT' (1 unit). A 'LOCATION ID' card shows the ID 1093188739. The main content is a table of service providers with columns for Provider, Service, Speed (Mbps), and Rank.

PROVIDER	SERVICE	SPEED (Mbps)	RANK
Licensed Fixed Wireless <b>AT&amp;T</b>	Residential	↓ 10 mbps	Unserviced
	Business	↑ 1 mbps	
Licensed Fixed Wireless <b>Ayera Technologies</b>	Residential	↓ 120 mbps	Served
	Business	↑ 40 mbps	
GSO Satellite <b>Viasat</b>	Business	↓ 100 mbps ↑ 4 mbps	Unserviced
	Residential	↓ 100 mbps ↑ 3 mbps	
GSO Satellite <b>HughesNet</b>	Residential	↓ 25 mbps	Unserviced
	Business	↑ 3 mbps	
Unlicensed Fixed Wireless <b>Calnet</b>	Residential	↓ 10 mbps	Unserviced
	Business	↑ 1 mbps	
Unlicensed Fixed Wireless <b>unWired Broadband</b>	Residential	↓ 30 mbps	Unserviced
	Business	↑ 8 mbps	
NGSO Satellite <b>Starlink</b>	Residential	↓ 220 mbps	Unserviced
	Business	↑ 25 mbps	

## 2. Select challenge type

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Next, select the type of challenge you want to make: “Availability,” “Speed,” “Latency,” “Data Cap,” “Technology,” “Business Service Only,” or “Other,” as shown in **Error! Reference source not found.** These options follow the evidentiary requirements set by the National Telecommunications and Information Administration (NTIA) for the Challenge Process.

Most consumer challenges will be “Availability” or “Speed.”

Select “Availability” challenge if the map shows a provider offers service at your address, but you do not believe they offer service there (for example, the provider has rejected a request for service or failed to install service).

Select “Speed” challenge if the map shows your address can receive internet speeds above 100/20 Mbps from a certain provider, but you believe the provider’s speeds are actually slower than that—and you have speed test results to support your challenge.



Figure 4: Selecting challenge type

English (English) ⌵

**Home**

1. Select Location   **2. Comment Type**   3. Comment Details   4. Evidence & Documentation   5. Attestation

Selected address:  
**7031 Turlock Rd, Snelling, CA 95369** Served Expand Details

**Select Comment Type**  
 Please select which type of comment you would like to submit.

Availability  
 The broadband services reported as available at your location on the map are not actually available.

**Speed**  
 The actual speeds reported at your location on the map fall below the BEAD Program's eligibility thresholds.

Latency  
 The actual round-trip latency of services available at your location exceeds 100 milliseconds.

Data Cap  
 The services available at your location have a data limit below 600 GB/month.

Technology  
 The type of technology (ex: Fiber Optic, Cable, Etc.) reported as available at your location on the map is incorrect.

Business Service Only  
 The services reported on the map are available to Businesses only, not Residents.

Other  
 Use this option to submit a general comment about the broadband options available at your location.

### 3. Submit evidence

Add evidence to support your “Speed” challenge by entering speed test documentation. You must have data from three separate tests taken on different days. If you would like to take one of these speed tests directly on the Consumer Challenge website, click the link to go to the “Performance Test and Survey,” shown in below.



Figure 5: Running a speed test

The screenshot shows the 'Comment Details' step of a process. At the top right, there is a language dropdown set to 'English (English)' and a 'Home' link. Below the navigation bar, the 'Selected address' is '7031 Turlock Rd, Snelling, CA 95369' with a 'Served' status and an 'Expand Details' link. The 'Speed Details' section contains instructions: 'As part of the BEAD Program's evidentiary standards, speed corrections to the map require three performance tests taken on three different days. [Click here](#) to take the performance test from your location and set up reminders to take additional tests. Once you have collected your tests, proceed with completing the Speed Comment below.' Below this are two informational boxes: one about submitting a general 'Other' comment and another about internet provider/technology type. The form includes four required fields: '1. Enter your name', '2. Enter your email address', '3. Select the internet provider', and '4. Select the technology type'. At the bottom are 'Back' and 'Next' buttons.

### 3A. Fill in your information

Fill in the fields with your information. Select your broadband service provider from the dropdown menu (shown in Figure 6), as well as the technology type you are using (shown in **Error! Reference source not found.**).

Figure 6: Providing “Speed Details”— service provider selection

English (English)

**Home**

1. Select Location   2. Comment Type   **3. Comment Details**   4. Evidence & Documentation   5. Attestation

Selected address:

**7031 Turlock Rd, Snelling, CA 95369** Served [Expand Details](#)

### Speed Details

As part of the BEAD Program’s evidentiary standards, speed corrections to the map require three performance tests taken on three different days. [Click here](#) to take the performance test from your location and set up reminders to take additional tests. Once you have collected your tests, proceed with completing the Speed Comment below.

You can submit a general “Other” comment in Step 2, if you choose not to provide the above requested evidence or are unable to fill out the required fields below.

If you do not see your internet provider or technology type in the dropdown, your service is already considered underserved

\* 1. Enter your name

\* 2. Enter your email address

Figure 7: Providing “Speed Details”— selecting technology type

English (English)

Home

1. Select Location 2. Comment Type 3. **Comment Details** 4. Evidence & Documentation 5. Attestation

Selected address:

7031 Turlock Rd, Snelling, CA 95369 Served Expand Details

### Speed Details

As part of the BEAD Program's evidentiary standards, speed corrections to the map require three performance tests taken on three different days. [Click here](#) to take the performance test from your location and set up reminders to take additional tests. Once you have collected your tests, proceed with completing the Speed Comment below.

You can submit a general "Other" comment in Step 2, if you choose not to provide the above requested evidence or are unable to fill out the required fields below.

If you do not see your internet provider or technology type in the dropdown, your service is already considered underserved

\* 1. Enter your name

John Smith

\* 2. Enter your email address

johnsmith@johnsmith.com

\* 3. Select the internet provider

Ayera Technologies

\* 4. Select the technology type

Please select a technology

Licensed Fixed Wireless

Back Next

### 3B. Upload speed tests and record details

Next, upload your three speed test files and enter the details found in those tests. Click “Add Details” (as seen in **Error! Reference source not found.**) and fill out the “Provide Evidence” box for each of the three speed tests (Figure 9). The required evidence comprises these details: Upload speed, download speed, latency, IP address, and date and time of the test for each of the three speed tests.

Figure 8: Uploading speed tests and adding details

The screenshot shows a web interface for the California Bead Consumer Challenge. At the top left is the state seal. At the top right is a language dropdown menu set to 'English (English)' and a 'Home' link. Below the header is a progress bar with five steps: 1. Select Location, 2. Comment Type, 3. Comment Details, 4. Evidence & Documentation (highlighted in bold), and 5. Attestation. The main content area shows the 'Selected address:' as '7031 Turlock Rd, Snelling, CA 95369' with a 'Served' status and an 'Expand Details' link. Below this is the heading 'Provide Evidence & Documentation for your Speed Comment' and instructions to upload results from three different days. A link 'Take the performance test' is present. A blue box contains the text: 'If you are unable to provide evidence, choose the "Other" comment type in Step 2'. A dashed box indicates the file upload area with the text: 'Click or drag files to this area to upload. Support for a single or bulk upload.' Three files are listed: 'Speed Test 1.png', 'Speed Test 2.png', and 'Speed Test 3.jpeg'. Each file has an 'Add details' button next to it. At the bottom are 'Back' and 'Next' buttons. Red circles highlight the file names and the 'Add details' buttons for each test.

Figure 9: Filling out speed test details

The image shows a web application interface with a modal window titled "Provide Evidence". The modal contains the following fields and instructions:

- Instruction:** "Please enter details below based on your downloaded performance test results."
- Field 1:** "1. Indicate how the speed test was conducted" with a dropdown menu showing "Speed test performed on this website or another speed te...".
- Field 2:** "2. Enter the date and time this speed test was taken" with a date-time picker showing "2024-06-13 14:39:15".
- Field 3:** "3. Provide your IP address" with a text input field containing "12345".
- Field 4:** "4. Enter the download speed in Mbps" with a text input field containing "45.00" and a unit selector set to "Mbps".
- Field 5:** "5. Enter the upload speed in Mbps" with a text input field containing "35.00" and a unit selector set to "Mbps".
- Field 6:** "6. Enter the roundtrip latency in ms" with a text input field containing "45.00" and a unit selector set to "ms".

At the bottom of the modal are "Cancel" and "Save" buttons. The background shows a blurred form with a "Home" button in the top right and a "Next" button at the bottom right.

Figure 10: View of completed example speed test details

The screenshot displays the 'Evidence & Documentation' step of a consumer challenge. At the top left is the California Public Utilities Commission logo. At the top right, there is a language dropdown menu set to 'English (English)' and a 'Home' link. Below the logo, a progress bar shows five steps: '1. Select Location', '2. Comment Type', '3. Comment Details', '4. Evidence & Documentation' (which is highlighted), and '5. Attestation'. The main content area shows the 'Selected address' as '7031 Turlock Rd, Snelling, CA 95369' with a 'Served' status and an 'Expand Details' link. Below this, the user is prompted to 'Provide Evidence & Documentation for your Speed Comment' and to 'Upload the results of your three speed tests below'. A link to 'Take the performance test' is provided. A dashed box contains the instruction 'Click or drag files to this area to upload' with a note that it supports single or bulk uploads. Three files are listed: 'Speed Test 1.png', 'Speed Test 2.png', and 'Speed Test 3.jpeg'. Each file has a corresponding card showing its details: 'Speed Test Method', 'Date', 'IP Address', 'Download Speed', 'Upload Speed', and 'Latency'. At the bottom, there are 'Back' and 'Next' buttons.

English (English) Home

1. Select Location 2. Comment Type 3. Comment Details 4. Evidence & Documentation 5. Attestation

Selected address:  
7031 Turlock Rd, Snelling, CA 95369 Served Expand Details

Provide Evidence & Documentation for your Speed Comment

Upload the results of your three speed tests below. Please ensure that the results are from tests taken on three different days.

[Take the performance test](#)

If you are unable to provide evidence, choose the "Other" comment type in Step 2

Click or drag files to this area to upload  
Support for a single or bulk upload.

- Speed Test 1.png
- Speed Test 2.png
- Speed Test 3.jpeg

**Speed Test 1.png** Edit

Speed Test Method: Speed test performed on laptop or desktop computer within immediate proximity of the residential gateway (e.g. WiFi connection in the same room as gateway)

Date: 6/13/2024, 2:39:15 PM IP Address: 12345

Download Speed: 45 Mbps Upload Speed: 35 Mbps Latency: 45 ms

**Speed Test 2.png** Edit

Speed Test Method: Speed test performed on laptop or desktop computer within immediate proximity of the residential gateway (e.g. WiFi connection in the same room as gateway)

Date: 6/12/2024, 5:41:15 PM IP Address: 12345

Download Speed: 45 Mbps Upload Speed: 36 Mbps Latency: 24 ms

**Speed Test 3.jpeg** Edit

Speed Test Method: Speed test performed on laptop or desktop computer within immediate proximity of the residential gateway (e.g. WiFi connection in the same room as gateway)

Date: 6/10/2024, 5:43:35 PM IP Address: 12345

Download Speed: 45 Mbps Upload Speed: 45 Mbps Latency: 45 ms

Back Next



## 4. Submit challenge

Once all the speed tests have been uploaded and the details have been entered, you are ready to submit your challenge. As seen in Figure 11, you must click the check-box to authorize your challenge and provide consent that the information can be used by units of local government, Tribal governments, or nonprofits to help improve the quality of broadband in your area. Finally, select “Submit.”

Figure 11: Submitting your challenge

The screenshot shows the 'Attestation' step of the challenge submission process. At the top left is the California Public Utilities Commission logo. At the top right is a language selector set to 'English (English)' and a 'Home' link. Below the logo is a progress bar with five steps: 1. Select Location, 2. Comment Type, 3. Comment Details, 4. Evidence & Documentation, and 5. Attestation (highlighted). The main content area shows 'Selected address:' followed by a light blue box containing '7031 Turlock Rd, Snelling, CA 95369' with a 'Served' status and an 'Expand Details' link. Below this is the heading 'Please consent to share your submission' and a paragraph of text explaining the consent. A checkbox labeled 'I understand and agree' is checked. At the bottom are two buttons: 'Back' and 'Submit Comment'.