

New Hampshire BEAD CHALLENGE PROCESS Resident Public Comment Resource Guide

Version 1.0



New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

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Introduction

This is a step-by-step instruction guide for individuals using the New Hampshire Broadband Equity, Access, and Deployment (BEAD) Program Resident Public Comment website.

Residents can use New Hampshire's Resident Public Comment feature to submit evidence regarding the lack of service at their address that can be reviewed and converted into challenges by qualified non-profit organizations and units of local or tribal government. If accepted under the terms of the BEAD Program and the New Hampshire Broadband Office corresponding evidentiary review, the challenge 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).

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 Resident Challenge Map because those locations are already eligible for a BEAD funding.

Select a Location

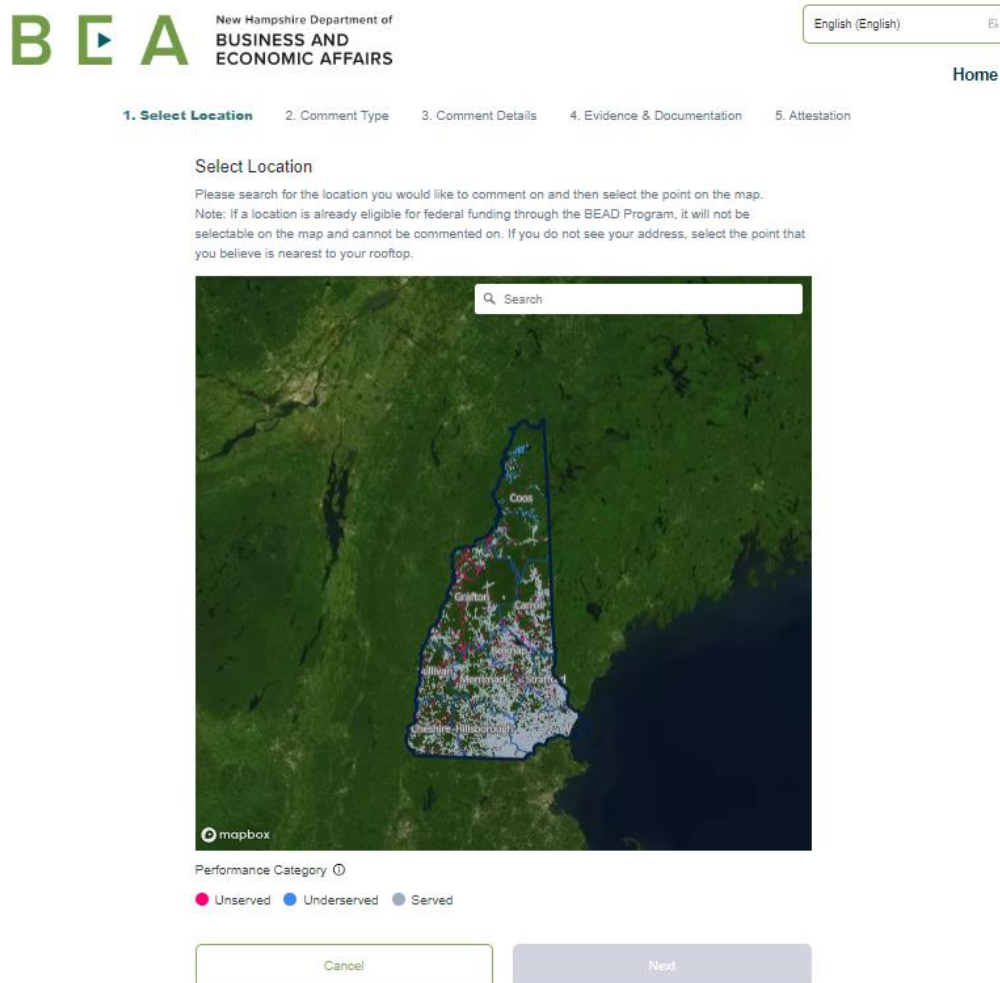
First, select a location (typically a home or business address) that you will investigate and, if you believe the Challenge Map has incorrect service data, for which you will submit evidence to correct the map.

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

- You can search for your address in the search bar on the map.
- 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 the dot on the map associated with your location, a pop-up will appear with the selected address, if correct select “Next” to move forward. If incorrect, try your search again.

Figure 1: Resident Public Comment Map landing page



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).

Figure 2: “Selecting Expand Details”

The screenshot shows the BEA website interface. At the top left is the BEA logo and the text 'New Hampshire Department of BUSINESS AND ECONOMIC AFFAIRS'. At the top right, there is a language dropdown menu set to 'English (English)'. Below the logo, a progress bar shows five steps: '1. Select Location', '2. Comment Type' (which is highlighted in blue), '3. Comment Details', '4. Evidence & Documentation', and '5. Attestation'. The main content area shows a 'Selected address:' field with a redacted address and a 'Served' button. To the right of the address field is a blue button labeled 'Expand Details', which is circled in red. Below this is a 'Select Comment Type' section with the instruction 'Please select which type of comment you would like to submit.' There are five options, each with a description: 'Availability' (The broadband services reported as available at your location on the map are not actually available.), '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) 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.), and 'Other' (Use this option to submit a general comment about the broadband options available at your location.). At the bottom of the form are 'Back' and 'Next' buttons.

This information can help you decide whether the current information listed for the address is accurate or whether you want to continue with your comment (expanded details shown in Figure 3).

Figure 3: Full “Expand Details” view

The screenshot shows the BEA website interface. At the top left is the BEA logo and the text 'New Hampshire Department of BUSINESS AND ECONOMIC AFFAIRS'. On the top right, there is a language dropdown menu set to 'English (English)' and a 'Home' link. Below the header is a navigation menu with five items: '1. Select Location', '2. Comment Type', '3. Comment Details', '4. Evidence & Documentation', and '5. Attestation'. The main content area is titled 'Selected address:' and shows a redacted address with a 'Served' status and a 'Hide Details' link. Below this, there are three summary cards: 'BUILDING TYPE' (Residential), 'UNIT COUNT' (1 unit), and 'LOCATION ID' (redacted). The main part of the page is a table with the following data:

PROVIDER	SERVICE	SPEED (MBPS)	RANK
GSO Satellite HughesNet	Residential Business	↓ 20 mbps ↑ 3 mbps	Unserved
GSO Satellite Viasat	Business	↓ 35 mbps ↑ 4 mbps	Unserved
GSO Satellite Viasat	Residential	↓ 80 mbps ↑ 3 mbps	Unserved
Cable Xfinity	Residential Business	↓ 1,200 mbps ↑ 35 mbps	Served
NGSO Satellite Starlink	Residential Business	↓ 220 mbps ↑ 25 mbps	Unserved

Select Comment Type

Next, select the type of comment you want to make: “Availability,” “Data Cap,” “Technology,” “Business Service Only,” or “Other” (as shown in Figure 4). These options follow the evidentiary requirements set by the National Telecommunications and Information Administration (NTIA) for the BEAD Challenge Process.

Most resident public comments will be “Availability.”

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

Figure 4: Selecting comment type

The screenshot shows the user interface for selecting a comment type. At the top left is the BEA logo (New Hampshire Department of BUSINESS AND ECONOMIC AFFAIRS) and a language dropdown menu set to "English (English)". A progress bar below the logo shows five steps: 1. Select Location, 2. Comment Type (highlighted), 3. Comment Details, 4. Evidence & Documentation, and 5. Attestation. Below the progress bar, the "Selected address:" field is redacted with a black bar, with a "Served" button and an "Expand Details" link. The "Select Comment Type" section asks the user to select a comment type and lists five options with their respective descriptions:

- Availability**: The broadband services reported as available at your location on the map are not actually available.
- 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) 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, there are "Back" and "Next" buttons.

Fill in Your Information

Fill in the fields with your information (shown in Figure 5). From the available dropdown menus select your broadband service provider and technology type you are using. Depending on your comment type, an additional dropdown will appear to help specify the reason for your comment.

Figure 5: Enter Comment Details

The screenshot shows a web form titled "Enter Comment Details" from the New Hampshire Department of Business and Economic Affairs. The form is part of a five-step process: 1. Select Location, 2. Comment Type, 3. Comment Details (current step), 4. Evidence & Documentation, and 5. Attestation. The form includes a language selector set to "English (English)" and a "Home" link. A "Selected address" field is redacted with a black bar, with a "Served" button and an "Expand Details" link. Below this is the "Availability Details" section, which asks for more information about the comment. It includes two checkboxes: "If you are unable to fill out the required fields, choose the 'Other' comment type in Step 2" and "If you do not see your internet provider or technology type in the dropdown, your service is already considered underserved". The form contains five required fields: 1. "Enter your name" (text input with "test"), 2. "Enter your email address" (text input with "test@gmail.com"), 3. "Select the internet provider" (dropdown menu with "Xfinity"), 4. "Select the technology type" (dropdown menu with "Cable"), and 5. "Identify the option that most closely describes why service is not available" (dropdown menu with "Provider does not offer the speed(s) shown on the Broadband Map for purchase at this location."). At the bottom are "Back" and "Next" buttons.

B E A New Hampshire Department of **BUSINESS AND ECONOMIC AFFAIRS** English (English) Home

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

Selected address: [Redacted] Served Expand Details

Availability Details
Answer the following questions to provide more details about your Availability Comment. Help local and Tribal governments and non-profit organizations support your comment by providing as much accurate information as possible.

If you are unable to fill out the required fields, choose the "Other" comment type in Step 2
 If you do not see your internet provider or technology type in the dropdown, your service is already considered underserved

* 1. Enter your name
test

* 2. Enter your email address
test@gmail.com

* 3. Select the internet provider
Xfinity

* 4. Select the technology type
Cable

* 5. Identify the option that most closely describes why service is not available
Provider does not offer the speed(s) shown on the Broadband Map for purchase at this location.

Back Next

Upload Evidence and Documentation

Next, upload the required evidence or documentation to support your comment (shown in Figure 6).

1. Evidence must be dated within the last 365 days and can be items such as emails or letters, screenshots of provider websites, text messages or voicemail transcripts, documentation of phone call or in-person interactions, or other such items that support the reason of challenge.

Figure 6: Evidence & Documentation

New Hampshire Department of
B E A BUSINESS AND ECONOMIC AFFAIRS

English (English)

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

Selected address:
[Redacted] Served Expand Details

Provide Evidence & Documentation for your Availability Comment
Upload any supporting evidence or documentation you have to support your comment.

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.

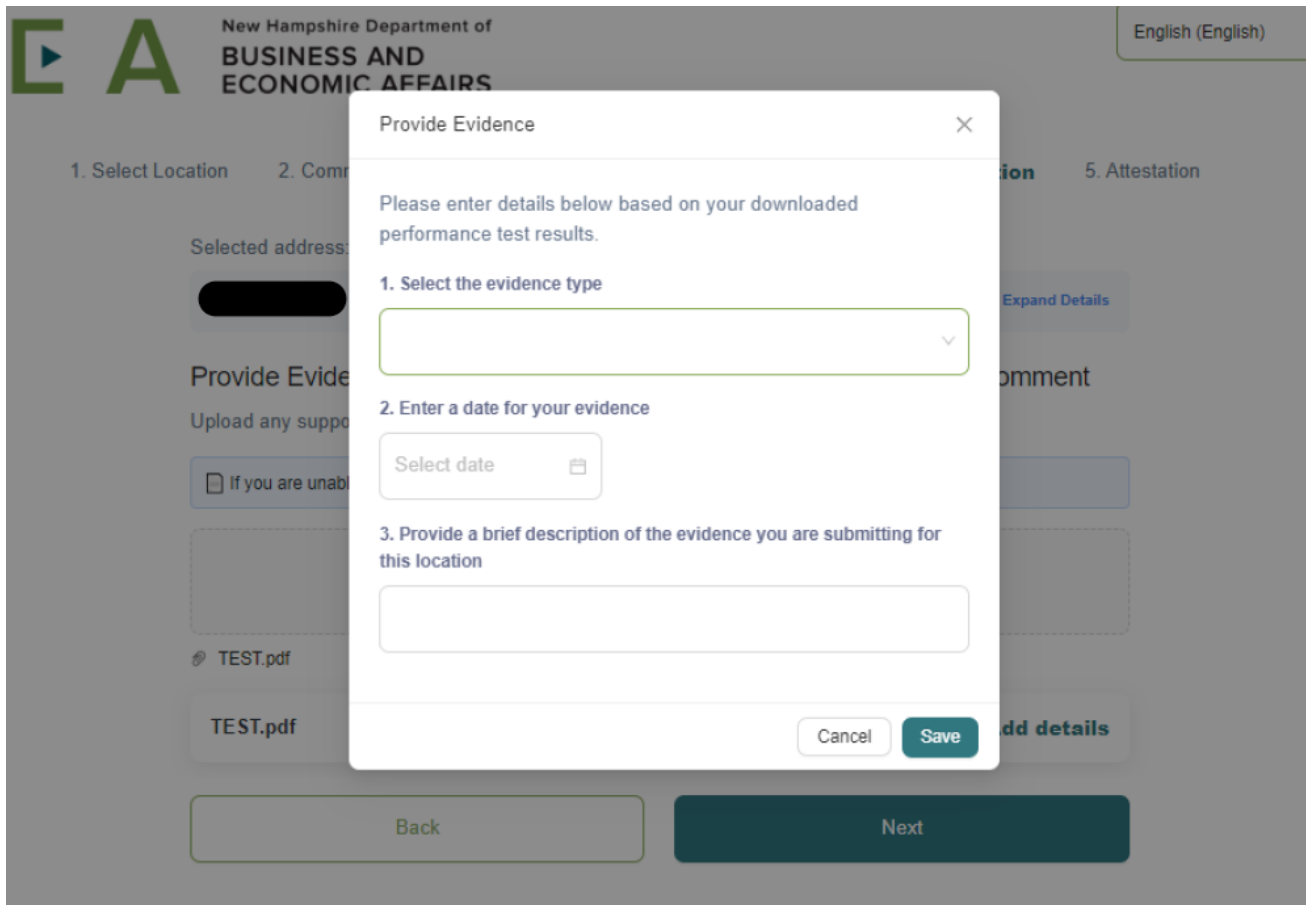
TEST.pdf

TEST.pdf Add details

Back Next

2. Each attachment will require additional details to better facilitate evidence review (shown in Figure 7).
 1. Select the type of evidence that best fits.
 2. Date of evidence
 3. Brief description
 4. Save when completed

Figure 7: Evidence details



Submit Comment

Once all the evidence has been completed, you are ready to submit your public comment. As seen in Figure 8, you must click the check-box to authorize your challenge and provide consent that the information can be used by units of local government or nonprofits to help improve the quality of broadband in your area.

Finally, select “Submit.”

Figure 8: Submitting your challenge

BEA New Hampshire Department of **BUSINESS AND ECONOMIC AFFAIRS**

English (English)

Home

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

Selected address:

[Redacted Address] Served Expand Details

Please consent to share your submission

I understand that by submitting my response, I am authorizing my submission to be shared with units of local government and non-profits who can help improve the quality of broadband services in my area; and I further agree that government and non-profit entities participating in the challenge process have my permission to contact me to follow up on the information that I have submitted.

I understand and agree

Back Submit Comment

After submitting your comment, a non-profit entity or municipality registered to participate in the BEAD Challenge Process may submit a challenge on your behalf. This entity may contact you if further evidence or clarification on your comment is needed. If the Challenge is accepted, the location will be eligible for BEAD funding. At the conclusion of the Challenge Process, a full list of BEAD eligible locations will be posted to the BEA website.