

Broadband Map v5 Resident Challenge Instructions

The following instructions are provided for residents seeking to challenge the State of Iowa Broadband Availability Map v5 (“Map v5”) (published at <https://ocio.iowa.gov/broadband-availability-map-version-5>). Communities and Communication Service Providers who wish to challenge Map v5 can access the challenge form https://ocio.iowa.gov/sites/default/files/documents/2022/08/community_and_provider_challenge_form.xlsx at

Instructions to use the form can be found at https://ocio.iowa.gov/sites/default/files/documents/2022/08/map_v5_community_provider_challenge_instructions.pdf.

The challenge window is 30 calendar days; all challenges must be received by September 2, 2022. The Map, and the conditions it reports, serves to inform the eligibility of locations for future grant funding to internet providers to subsidize buildout. Ultimately, it is the eligibility criteria established by those future grant programs that will determine the final eligibility of any address location for grant-funded buildout. Challenging information reflected on Map v5 may or may not impact the eligibility of a location to receive future grant funding. Further, the OCIO does not guarantee that the eligibility for any location will result in future buildout. Future buildout to a location is contingent solely on a communications service provider’s ability to provide service.

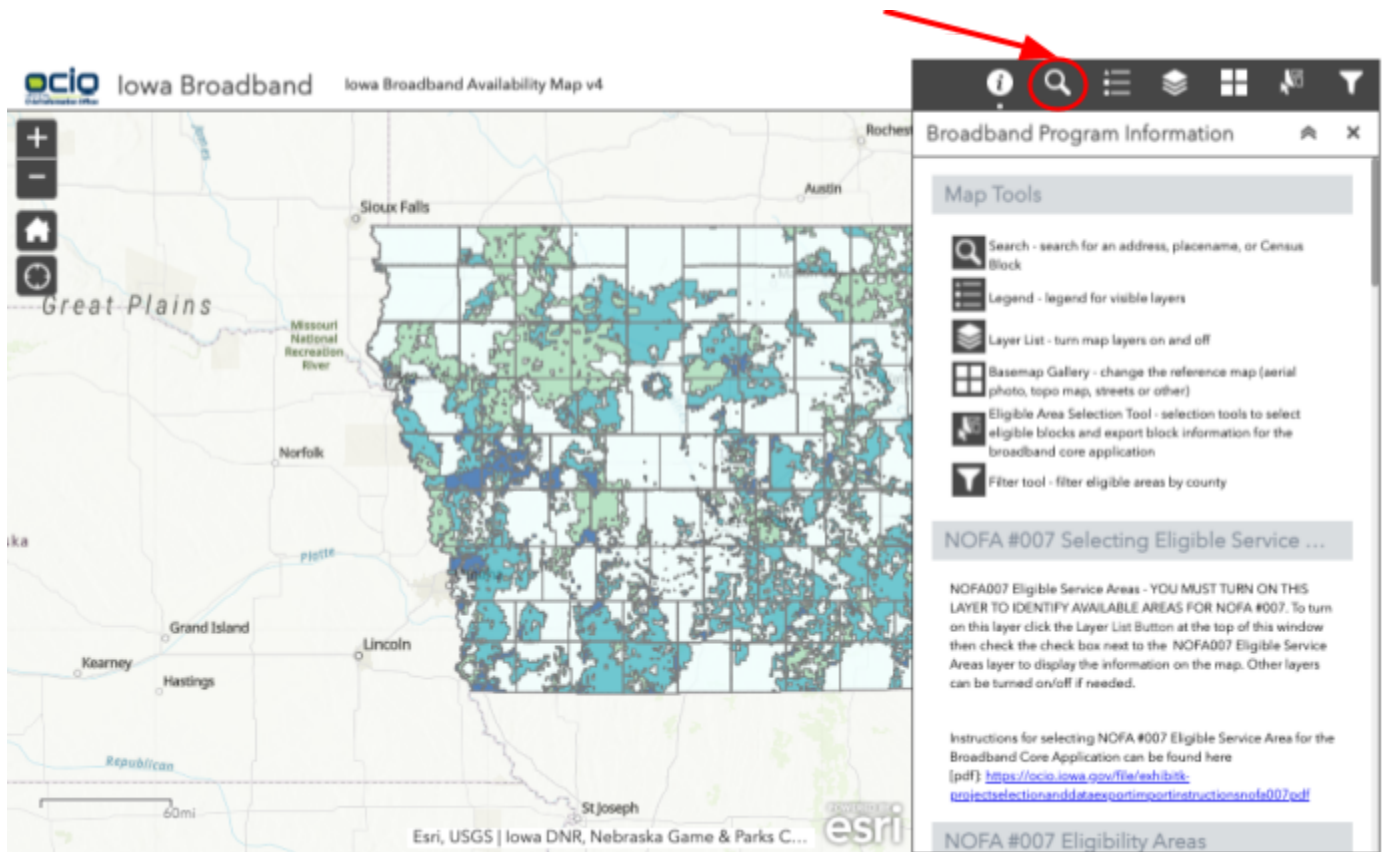
Every address is designated either “likely eligible” or “likely ineligible.” This points to a location’s preliminary status as to eligibility under a future grant offering. These designations consider the following conditions:

1. Speed *and* Technology Type - existing reported speeds of 100/20 where offered via wireline service are considered. (Note: please see the [Special Statement on Broadband Map v5 and Federal Program Eligibility](#).)
2. Previous Incentive - disqualifying prior federal or state incentives are considered.
3. Reliability - reliability and consistency of existing service is considered. (Note: initially all reported service on Map v5 is presumptively considered reliable and consistent. Supporting evidence must be provided by a challenger to change the eligibility determination on the basis of reliability and consistency.)

How to Challenge the Map:

Residents may challenge Map v5 to report conditions of service at their home or business address. A resident must submit their challenge by visiting Map v5 published at <https://ocio.iowa.gov/broadband-availability-map-version-5> and finding their address on the Map. After reviewing the service reported at that address, a resident can submit their challenge via a link in the pop-up.

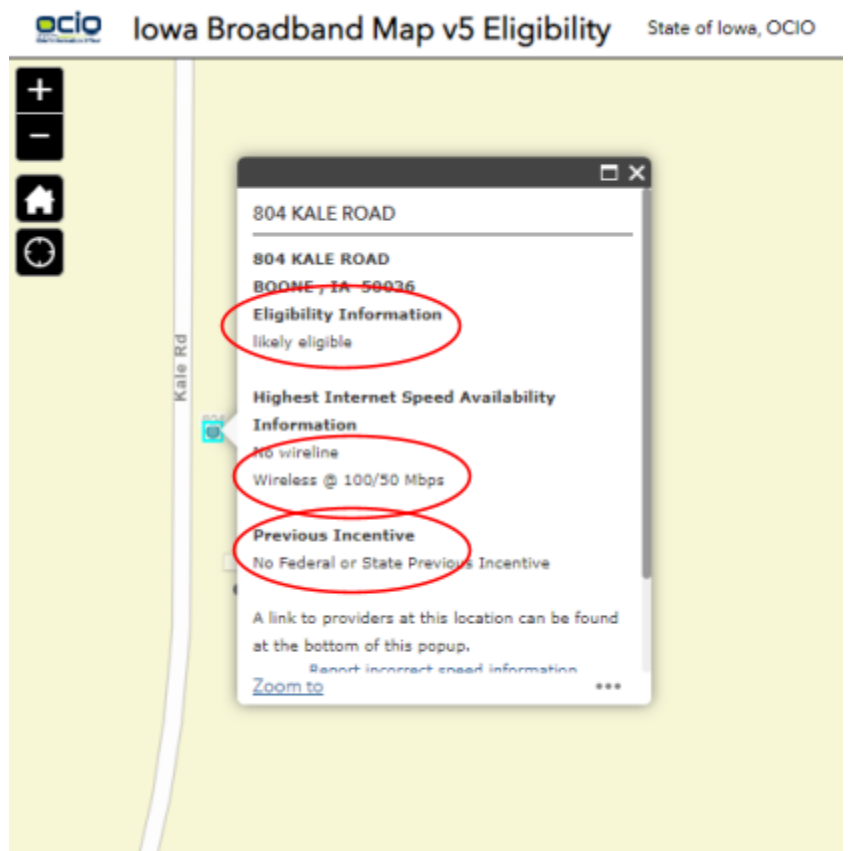
To find an address on Map v5, click the magnifying glass, enter the address, and click Enter.



Note: If you are unable to find the address in question, stop here. Please fill out the form at the following link: <https://geosurveys.iowa.gov/addmissing/>.

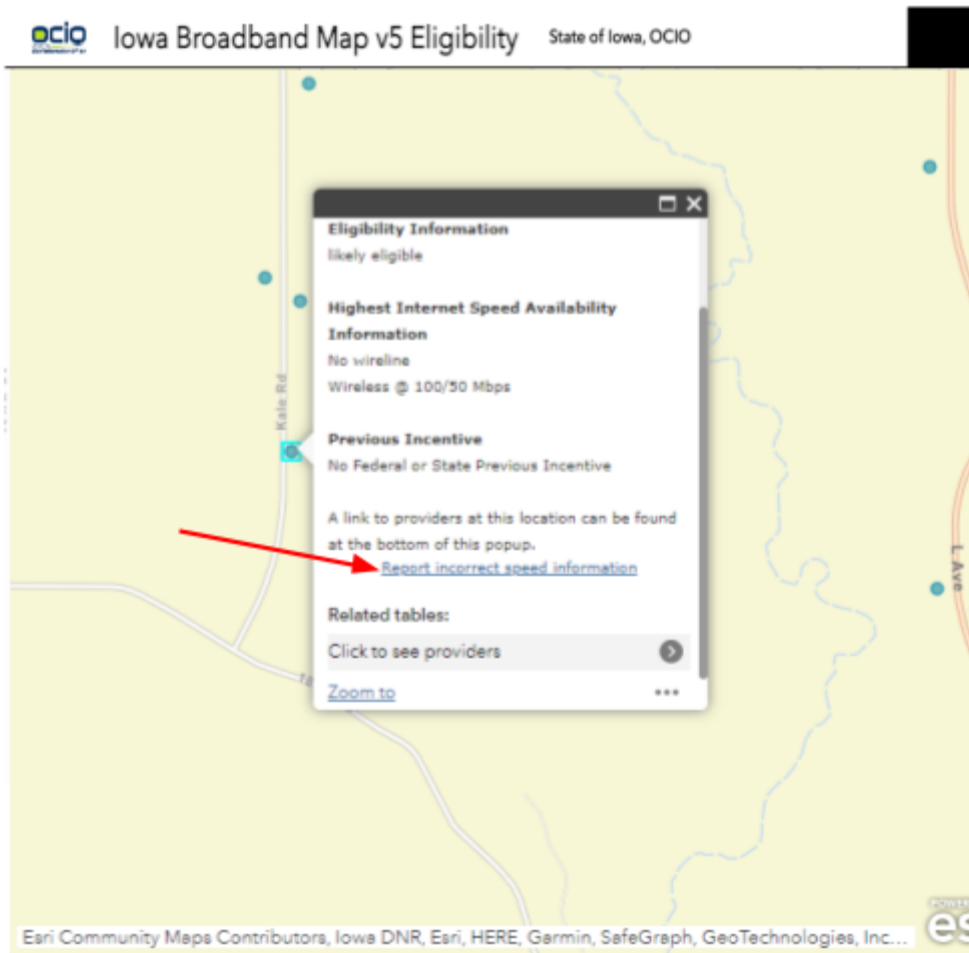


Click on or near the dot at the address to find broadband information reported for that location. If you don't get a pop-up, double-click to zoom in and try clicking the dot again. Here you'll find the highest internet speed available and the technology type that provides that speed. You'll also find whether a provider already has a federal or state grant to build out to your location. This is called a Previous Incentive. If your location has a previous incentive, then a provider is already under a federal or state agreement to build out to your area. The Office may not have information about this future buildout.



To see which internet providers reportedly offer service to your address, scroll to the bottom of the pop-up and click “Click to see providers” under the Related tables header. To challenge whether reported service is actually provided at the address, you must contact each provider listed to verify that service cannot be facilitated to your address prior to submitting the challenge.

To submit a challenge, scroll down the pop-up and click the link “Report incorrect speed information” to access the web-based challenge form for residents.



The Broadband v5 Challenge Form

You will then be taken to the challenge form. You can find instructions regarding how to use the form below, or you can watch the Video For Resident Challenges published at <https://ocio.iowa.gov/broadband-availability-map-version-5> to find more information about completing this form.

The challenge form will pre-populate with the address clicked on the Map. Choose Residential or Business, and click Next.

State of Iowa - Broadband v5 Challenge

Challenge Information

Thank you for participating in the State of Iowa Broadband Map v5 Resident Challenge.

This Office will evaluate one challenge per address. If you submit multiple challenges per address, only one will be evaluated. The challenge with the least favorable results or information will be evaluated.

Address from map

2216 franklin street ,cedar falls,ia,50613

What type of location is this?*



Residential



Business

Next



Page 1 of 7

On the next page you'll indicate whether or not you currently have internet service and whether the information on the Map is incorrect.

State of Iowa - Broadband v5 Challenge

Internet Service Availability

Internet Service*
I have internet service and want to submit information

Yes
 No

Provider Problems*
Is there incorrect information about the providers at your address location?

Yes
 No

[Back](#) [Next](#) Page 2 of 7

1. The selected providers will generate questions about the availability or unavailability of service by the selected providers at the address location. If one of the providers listed is your current service provider, please do not check it here.

If you **currently have internet service and you want to report incorrect information about the provider(s)** at your address (see image left), you'll be asked to choose your provider from a drop-down menu and identify all providers who have been contacted. See images below.

State of Iowa - Broadband v5 Challenge

Reported Provider Information

Internet Provider*
Choose your internet provider from the list.

Internet Provider
The following providers have been reported to serve this address location. Select all providers you have contacted. The selected providers will generate questions about the availability or unavailability of service by the selected providers at the address location. If one of the providers listed is your current service provider you can omit it.

- Cedar Falls Municipal Communications Utility
- Mediacom Iowa LLC

[Back](#) [Next](#) Page 3 of 6

2. The next screen will ask you questions about your current internet provider and connection. If you don't know your internet technology or the speed package you are subscribed to, you will have to review an invoice or contact your provider. These responses are required to submit the form.

3. If you choose the option "My service is slower than what is reported on the map," you will be required to run a speed test. You must physically be at the location you are challenging to run the

State of Iowa - Broadband v5 Challenge

Reported Provider Information

Internet Provider*
Choose your internet provider from the list.

Internet Providers*
The following providers have been reported to serve this address location. Select all providers you have contacted. The selected providers will generate questions about the availability or unavailability of service by the selected providers at the address location. If one of the providers listed is your current service provider you can omit it.

- Cedar Falls Municipal Communications Utility
- Mediacom Iowa LLC

[Back](#) [Next](#) Page 3 of 7

test. Simply click Go to start the test. When completed, you'll be returned to the form.

4. The information from the speed test will auto-populate the form. Click Next.

5. The next screen will prompt you to answer questions about all the other providers reporting service at your location. You must contact the provider to address your concerns prior to submitting this challenge. The response from the provider will inform your reason for challenge. When you answer No to Service Availability, a list of challenge bases will become available to you to choose from.

6. The last page asks for your email address and name. Please ensure you have entered your email address accurately. When the Office makes a decision regarding your challenge, you will be contacted via email.

State of Iowa - Broadband v5 Challenge

Internet Service Availability

Internet Service*

I have internet service and want to submit information

Yes

No

Provider Problems*

Is there incorrect information about the providers at your address location?

Yes

No

Back Next

Page 2 of 6

If you **currently have internet service and you do not want to report incorrect information about the provider(s)** at your address (see image left), you'll be asked to identify your internet provider. See image below.

Refer to steps 2-4 to complete the challenge form.

State of Iowa - Broadband v5 Challenge

Reported Provider Information

Internet Provider*

Choose your internet provider from the list.

Cedar Falls Municipal Communications Utility

Mediacom Iowa LLC

Back

Page 3 of 6

State of Iowa - Broadband v5 Challenge

Internet Service Availability

Internet Service*
I have internet service and want to submit information

Yes

No

Provider Problems*
Is there incorrect information about the providers at your address location?

Yes

No

Progress bar

If you **do not have internet service and you want to report incorrect information about the provider(s)** at your address (see image left), you'll be asked to identify the internet service providers reportedly at your location that you've contacted. See image below.

Refer to step 5 to complete the challenge form.

State of Iowa - Broadband v5 Challenge

Reported Provider Information

Internet Providers*
The following providers have been reported to serve this address location. Select all providers you have contacted. The selected providers will generate questions about the availability or unavailability service by the selected providers at the address location. If one of the providers listed is your current service provider you can omit it.

2 selected

- Cedar Falls Municipal Communications Utility
- Mediacom Iowa LLC

Page 3 of 6

State of Iowa - Broadband v5 Challenge

Internet Service Availability

Internet Service*
I have internet service and want to submit information

Yes

No

Provider Problems*
Is there incorrect information about the providers at your address location?

Yes

No

Page 2 of 4

If you **do not have internet service and you do not want to report incorrect information about the provider(s)** at your address (see image left), a challenge will not be created.