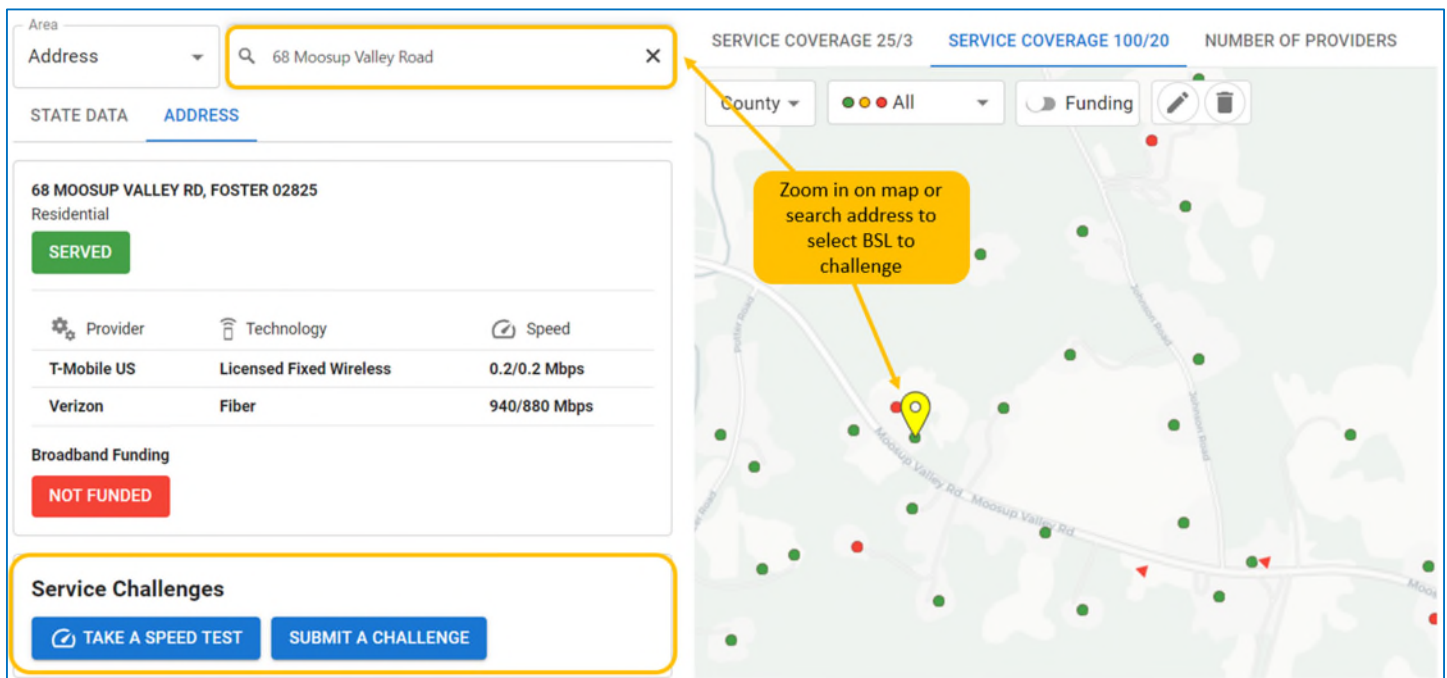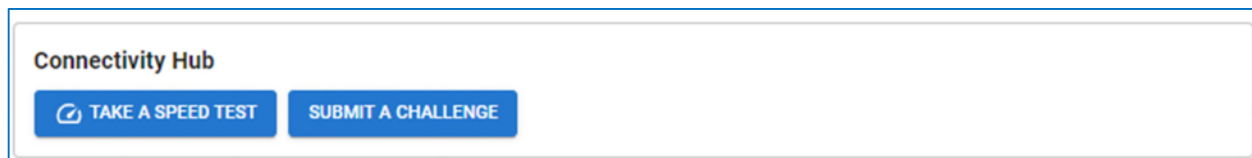# Broadband Navigator™
How to Submit a Challenge

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.
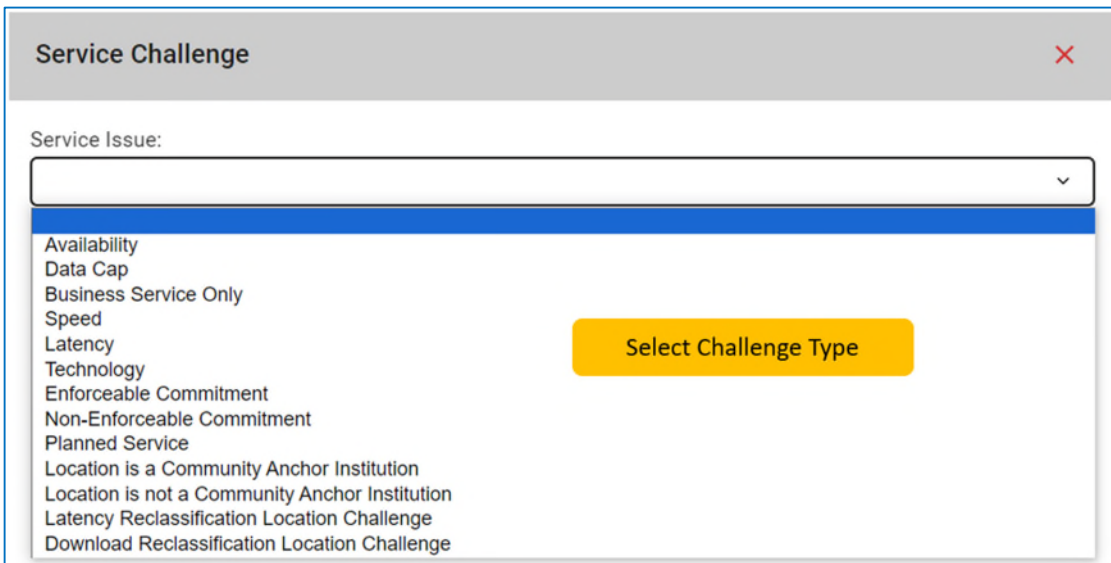

3. To submit a challenge, select 'Submit a Challenge' in the 'Connectivity Hub' pane to the left of the map.

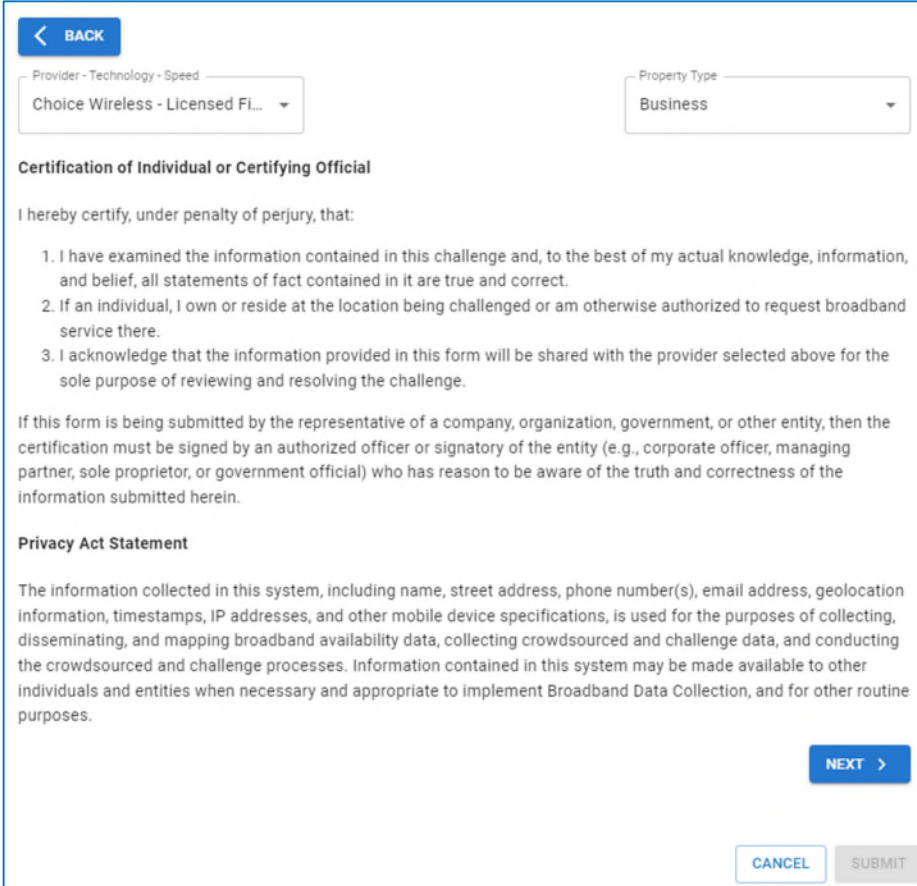4. A pop-up window will appear on screen with the option to select your 'Service Issue'. Select from the following list based on the service issue existing at the selected address:

    a. Availability
    b. Speed
    c. Latency
    d. Data Cap
    e. Technology
    f. Business Service Only
    g. Enforceable Commitment
    h. Not Part of an Enforceable Commitment
    i. Planned Service
    j. Location is a Community Anchor Institution
    k. Location is not a Community Anchor Institution

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.

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.

            2. You may upload up to 5 files under 5MB each.

            3. If the incorrect evidence is attached by mistake, use the red 'X' to remove the attachment.

        v. *Note: Visit the Adobe PDF Converter to easily convert common file types to a PDF format for submission.*

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

vii. *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.
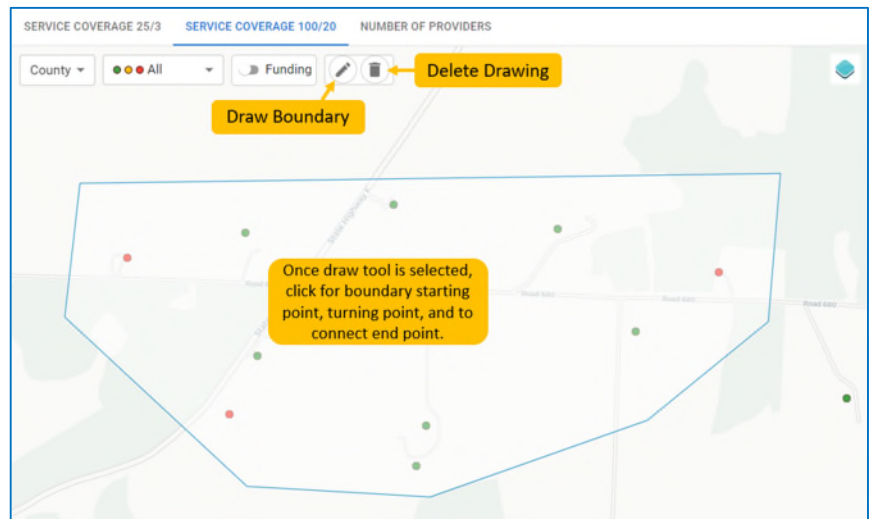
3. Once the boundary is closed, a 'Service Challenge' window will appear to select the Service Issue from a list of Enforceable Commitment, Not Part of an Enforceable Commitment, and Planned Service.

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 up to 5 pieces of evidence. All 5 documents must be under 5mb.
   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.