



Process Questionnaire and Example Evidence

High Cost Program: _____
Milestone: _____
Holding Company Name: _____

This process questionnaire is designed to help the Verification Team understand the steps and methodology used by your company to identify and deploy service to locations in eligible areas within your High Cost program. It also helps us interpret the types of evidence (also called supporting documentation) that your company can provide to demonstrate qualifying broadband deployment to these locations. Please take care in describing your processes and possible evidence types while completing this questionnaire, as a clear understanding of these will help expedite the verification process and ensure it runs smoothly.

Multiple versions of this questionnaire may be submitted if the processes used by your company vary significantly across different areas served. If multiple questionnaires are submitted, please list which study area codes (SACs) the responses in this document apply to here:

[Answer:](#)

Company Contact Information

- Please complete the table below with information for any **contacts** who will be involved in communications regarding the verification. Please specify which contact will be the primary contact, as well as which contacts should have access to our secure file sharing platform, Box, which will be used to transfer files such as supporting documentation and letters containing the results of the verification between parties. Please add or delete rows as necessary.

Name	Title	Email	Phone Number	Primary Contact? (Yes or No)	Box Access? (Yes or No)

- Please enter your company's address in the table below.

Street Address	City	State	Zip Code



Location Identification and Reporting

3. How was the term “location” defined in order to report eligible locations?

Answer:

4. What was the process used to identify and report all locations meeting the criteria defined above as eligible locations for the Program?

Answer:

- a. How were locations without a current subscriber identified?

Answer:

- b. How were locations with multiple units in a single structure at a single street identified, and how was it ensured that the accurate number of units associated with such structures were determined and reported?

Answer:

Address and Geo-coordinate Mapping for Location Records

5. What geo-coding and mapping software tools were utilized to translate physical service addresses to latitude and longitude coordinates?

Answer:

6. What steps were performed to ensure that the actual service address corresponds with the reported latitude and longitude coordinates?

Answer:

7. Are there processes in place to achieve address uniformity and identification of duplicates? If yes, please describe.

Answer:

Broadband Speed and Deployment Information

8. Please list all broadband packages offered to customers at Program locations. Please provide both download and upload speeds for each respective package.

Answer:

9. Please provide documented evidence that your carrier offers a broadband speed package that meets the public interest obligation(s) for your program and is compliant with the applicable and latest benchmark announced annually by the Wireline Competition Bureau. Please include the download speed, the upload speed, data allowance, and price associated with the broadband speed package. The pricing of the broadband package must be for a standalone package and is exclusive of all discounts (coupons, bundling, introductory, etc.)¹. The evidence can be in the form of internal documents, such as sales pricing lists or publicly available documents or websites, or a combination with the relevant information included.

Answer:

10. What technologies were used to serve broadband to Program locations?

Answer:

¹ See 47 C.F.R. § § 54.308



11. Were third party construction firms utilized to build-out to Program locations? If so, what types of documentation can be provided to substantiate broadband speed and date of deployment?

Answer:

- a. If a Professional Engineer (PE) was utilized, please provide their name, full license number, and state(s) where licensed.

Answer:

12. What internal systems were utilized to capture and report speed and deployment date? What types of documentation can be provided to substantiate the data in these systems?

Answer:

13. Does your company provide a customer facing service availability tool? If so, is the tool based on customer postal addresses or zip codes only? Please provide a link to the service availability tool webpage, and describe the processes for populating and updating data within the tool.

Answer:

14. How are latency and broadband speed tested to ensure compliance with FCC requirements?

Answer:

Other

15. All ETCs are required to comply with Subpart E of Part 54 of the Code of Federal Regulations (See 47 CFR 54.101(d)). As per 47 CFR 54.405(a), has your company made Lifeline service available, as defined in 47 CFR 54.401, to qualifying low-income consumers in your service area?

Answer:

- a. Has your company publicized the availability of Lifeline service in a manner reasonably designed to reach those likely to qualify for the service (See 47 CFR 54.405(b))? If so, please provide the URL.

Answer:

16. Please explain the procedures your company has in place to ensure compliance with the E-rate requirement in 47 CFR 54.308(b), 54.309(b), and 54.313(e)-(f), which requires carriers to bid and certify they bid in response to FCC Form 470 postings for eligible schools and libraries located in areas where the carrier receives support.

Answer:



Examples of Supporting Documentation

In the Announcement Letter, the Verification Team will request specific types of documentation (ex. provisioning system screenshots, engineering certifications, subscriber bills, etc.) from your company to support each location record selected for review. These types of documentation must help demonstrate **broadband speed, deployment date**, and/or **unit count** (for multi-unit location records). Before we ask to provide documentation for each sampled location, we would like to understand what types of documentation your company has available and how the information within them can be used to support the verification objectives of speed, date and unit count. We will accomplish that task by analyzing examples of evidence for only a small handful of locations first.

Describe each submitted file using the table below to help us organize the information. Please include enough documentation types to provide evidence for each verification objective for your various categories of deployed locations. Again, we are only looking to see *examples* of the *types* of evidence you could provide during the actual verification.

- Each file uploaded to Box as example evidence should be listed and described in the table below.
- Each file uploaded to Box should be named with a shortened version of your program and holding company name at the beginning of the file name.
- The table has been filled in with an example in grey font. Please delete the examples and add your own answers.
- Please visit the [Fund Verification Reviews](#) webpage or review the entrance conference slides for examples of acceptable documentation.

File Name	Documentation Type	Verification Objective Supported	Linking Information	Location Category	Question Reference
<i>What did you name this file when submitting it in Box?</i>	<i>Is this a screenshot from a specific system your company uses, like a network mapping or inventory tracking tool?</i>	<i>This would be one or more of the following:</i> <ul style="list-style-type: none"> • Speed • Date • Unit count • Supplemental info only 	<i>This is typically one or more of the following, which links the documentation to the location record or other evidences:</i> <ul style="list-style-type: none"> • Address • Coordinates • Associated Node • Technology Type 	<i>What categories of locations would this type of evidence be provided for? This is typically one or more of the following:</i> <ul style="list-style-type: none"> • Active subscriber • No active subscriber • Built-out by 3rd party • Multi-unit structure 	<i>Please note any relevant question above in which this evidence type might be referenced.</i>
[Program]_ABCarrier_Subscriber Bill.pdf	Billing statement	Speed, date	Address	Active subscribers	None
[Program]_ABCarrier_Node Map.kmz	Nodes and serving areas map	Supplemental info only	Shows which nodes serve which locations	No active subscribers	2a
[Program]_ABCarrier_DSLAM_Inventory.png	Inventory management system screenshot	Date	Node, technology type	No active subscribers	2a
[Program]_ABCarrier-FiWi Work Order.pdf	Work order	Speed, date	Node	Built-out by third party construction firm	7, 8
[Program]_ABCarrier_MLR Evidence.png	Google Street View screenshots	Unit count	Address, coordinates	Multi-unit structures	2b

If any of the example documentation files listed above require additional information to be properly understood or interpreted, please explain them here.

Answer: