Quick Tips Guide

Downloading & Re-uploading Subscriber Data

1. Only carriers who have entered certified broadband location data into the HUBB portal against the Final obligations can generate and download a valid template file.
2. The 'Speed Tier(s) will be based on the Program Fund's Final 'Obligated Speed Tier authorizations for each Study Area Code (SAC). The HUBB Location ID and Subscriber ID are the only required fields for uploading subscriber data into the PMM system.
3. *HUBB does not contain personally identifiable information (PII). For this reason, when assigning SINs, carriers* ***should not use their subscriber's PII.***

PMM Assigned Speed Tiers

1. ***The assigned PMM obligated speed tier may differ from the reported speed tier*** **uploaded into HUBB.** The PMM assigned obligated speed tier utilizes cascading logic for multiple speed tiers within a SAC based on the final obligated speed tier authorizations. The HUBB generated file will have HUBB data, meeting obligated speed tier requirement.
2. The bandwidth offered at a location should meet or exceed the bandwidth indicated by the Speed Tier ID and the carrier's deployment and/or reporting obligations. For example, recipients of Phase II model- based support (CAF II) must provide and report service at or above 10/1 Mbps, but if the service at a location is 25/3 Mbps, the carrier could enter Speed Tier ID 3 or 4. A location with a Speed Tier ID of 2 would be rejected as too low for CAF II.
3. *Edits to this field in your PMM data file upload will not be reflected in the HUBB.*

Speed Tier Table for All Funds Except

Speed Tier ID	Download Speed	Upload Speed (Meets or Exceeds)
	1 Mbps	256 kbps
2	4 Mbps	1 Mbps
3	10 Mbps	1 Mbps
4	25 Mbps	3 Mbps
5	25 Mbps	5 Mbps
6	50 Mbps	5 Mbps
7	100 Mbps	20 Mbps
8	100 Mbps	25 Mbps
9	1 Gbps	500 Mbps

Alaska Speed Tier Table for Alaska

HUBB Alaska Speed Tier	download	upload	PMM Alaska Speed Tier	download	upload
1	1 Mbps	256 Kbps	1	1 Mbps	256 Kbps
2	4 Mbps	1 Mbps	2	4 Mbps	1 Mbps
3	6 Mbps	1 Mbps	3	6 Mbps	1 Mbps
4	10 Mbps	1 Mbps	4	10 Mbps	1 Mbps
5	10 Mbps	1 Mbps	4	10 Mbps	1 Mbps
6	25 Mbps	3 Mbps	5	25 Mbps	3 Mbps
7	25 Mbps	3 Mbps	5	25 Mbps	3 Mbps
8	50 Mbps	5 Mbps	6	50 Mbps	5 Mbps
9	100 Mbps	5 Mbps	7	100 Mbps	5 Mbps
10	1 Gbps	500 Mbps	9	1 Gbps	500 Mbps
11	4 Mbps	1 Mbps	2	4 Mbps	1 Mbps
12	4 Mbps	1 Mbps	2	4 Mbps	1 Mbps
13	4 Mbps	1 Mbps	2	4 Mbps	1 Mbps
14	6 Mbps	1 Mbps	3	6 Mbps	1 Mbps
15	6 Mbps	1 Mbps	3	6 Mbps	1 Mbps
16	6 Mbps	1 Mbps	3	6 Mbps	1 Mbps
17	10 Mbps	1 Mbps	4	10 Mbps	1 Mbps
18	10 Mbps	1 Mbps	4	10 Mbps	1 Mbps
19	25 Mbps	3 Mbps	5	25 Mbps	3 Mbps
20	25 Mbps	3 Mbps	5	25 Mbps	3 Mbps
21	1 Gbps	100 Mbps	8	1 Gbps	100 Mbps

Multiple Subscribers for HUBB location

1. Please fill in your subscriber IDs *(separated by a semi-colon, if you have more than one subscriber for the listed HUBB Location ID)* for all subscribers associated with each location.
2. The number of subscriber IDs should not exceed the number of units listed within the file (Column G).

Submitting Subscribers to the Randomizer

1. Only a Certifying Officer (SPO Role) of your company is able to engage the 'Submit to Randomizer' button.
2. Carriers should be certain that all locations with active subscribers in all study areas associated with the same Service Provider ID Number (SPIN) are uploaded into the PMM before requesting any random samples of locations for testing.
3. Submitting subscribers to the randomizer cannot be undone. *Do not submit subscribers for randomization until all your subscribers* ***have been uploaded into the system.***

Unsubmitting Subscribers to the Randomizer (Revert Randomizer)

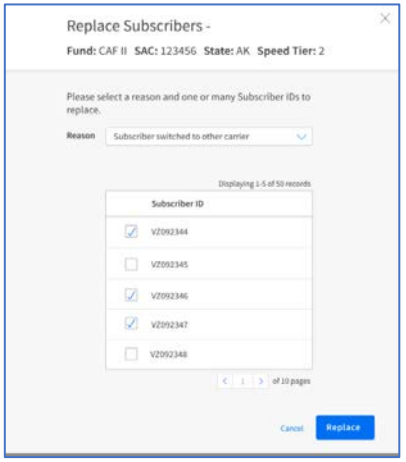
In order to revert your randomized list for performance testing, you must have previously submit these locations to the Randomizer. The Revert Randomizer will not revert samples that have been created. Once the generate button has been utilized to create the sample for a SAC, State, Speed tier, it cannot be undone. **Only a Certifying Officer (SPO Role) of your company is able to engage the 'Revert Randomizer' button.** Once selected, the subscriber details page will populate with reverted subscribers for review or updating.

Performance Data/Upload Data

1. **If your tests were deferred due to crosstalk (Test Status 2) or failed due to any other reason (Test Status 3), you must submit the following four fields,** at a minimum: HUBB LOCATION ID, SUBSCRIBER ID, START TEST, TEST STATUS.
2. The maximum file size is 200 MB. You may break your files into multiple smaller files if you exceed the file size limit.
3. You must select the **FIRST** day of your seven-day test period. Upload and Download speed tests must be within the same seven-day period for the sample. Low Latency files do not have to begin testing the same day as Speed tests.
4. Once the first day is entered for the quarter and test type, the date cannot be changed.
5. Check the UTC offset for the submitted states. It may also vary by city. https://www.time.gov/
6. Check the UTC offset for daylight savings time or standard time for the 2nd Sunday in March and on the 1st Sunday in November
7. The start time cannot equal the end time for speed test data.

Steps to Request Replacement:

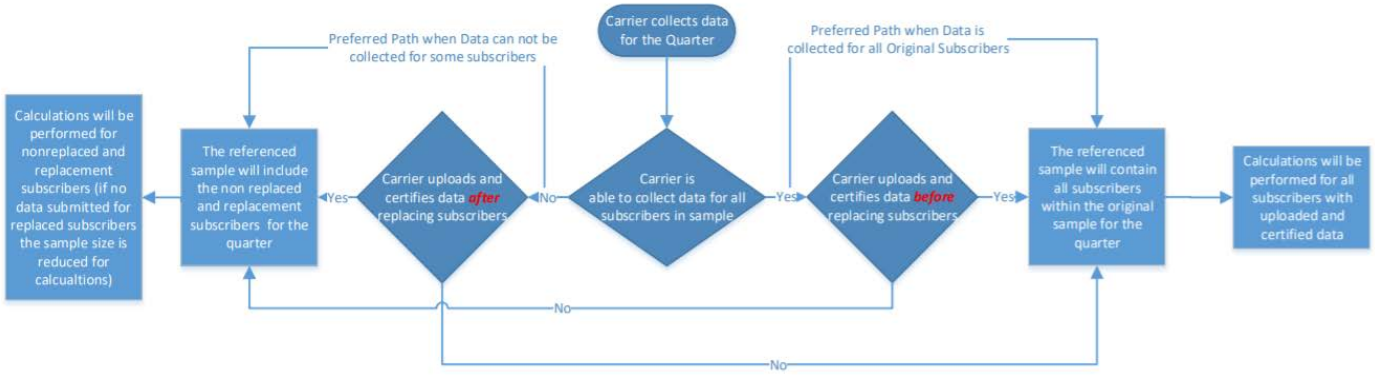
Click on the 'Replace' button in the Replace Subscribers column. *Do not select the "+" icon unless you want to add to overall count of your sample. For example, if you have a sample size of 25 and initiate the supplement process ("+" icon), then add 25 subscribers, your overall sample count will be 50.*



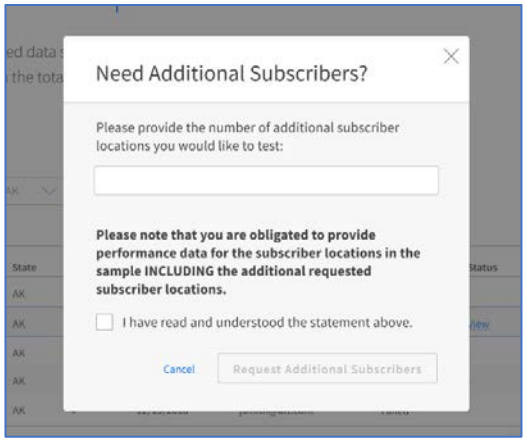
1. Select the reason for the replacement request from the drop-down.
    a. Subscriber refuses to allow installation of testing equipment at customer premises
    b. Subscriber dropped service (no longer active), includes customers who have been discontinued due to lack of payment
    c. Subscriber demands removal of testing equipment at customer premises, includes customer's purposeful destruction of testing equipment
    d. Natural Disaster
    e. Other **(upon submission the subscriber locations in the sample will be frozen until the request has been approved, expect decision within five business days or sooner)**
2. Select the Subscriber IDs that apply to the selected reason.
3. If the selected reason is 'Other', provide an explanation in the displayed text box for the replacement request.
4. Navigate to view all of the Subscriber IDs by clicking on the pagination control.
5. Click 'Replace' to submit the replacement request and exit the modal.
6. Click 'Cancel' to cancel the replacement request and exit the modal.

Timing to Request Replacement:

Click on the 'Replace' button in the Replace Subscribers column. If data is collected for subscribers within the quarter, it is highly recommended that carriers submit and certify performance data for the quarter prior to requesting a subscriber replacement for next quarter's data collection. If a carrier is unable to contact a subscriber for performance data collection based on reasons for replacement request described above, it is recommended that carriers initiate subscriber replacement for the quarter prior to data submission and certification.



Steps to Request Supplement:



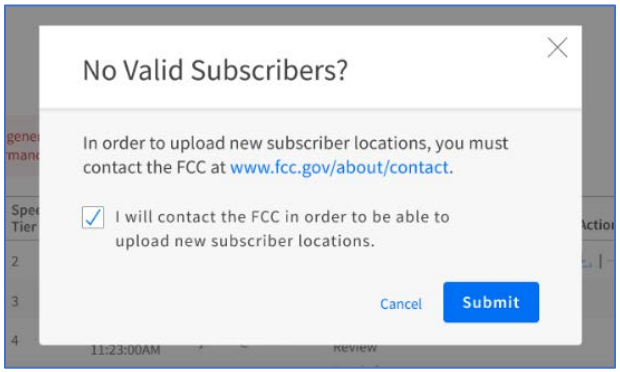
1. **Only commence with this process, if you need to expand the sample size for your SAC and speed tier**. For example, if you have a sample size is 10 and you want to increase your sample size to 20, utilize this procedure.
2. Enter the number of additional subscriber locations you would like to request.
3. Check the checkbox to acknowledge the bolded statement.
4. Click 'Request Additional Subscribers' button to submit the Supplement Request and exit the screen.
5. Click 'Cancel' to cancel the Supplement Request and exit the screen.

Note: You will be responsible for testing any additional/supplemented subscribers you add to a sample

Steps to submit No Valid Subscriber request with 0 subscribers:

1. If you are attempting to remove a subscriber and have 0 subscribers, please contact USAC for assistance at hcquestions@usac.org.

Steps to submit No Valid Subscriber request with 1 or more subscribers:



1. Click the icon for 'No Valid Subscribers' when there are no more subscribers to supplement or replace within a SAC, State and Speed Tier.
2. There will be a modal informing you to contact the FCC. You are not required to contact the FCC, the process is automated once the checkbox is selected and submit action is taken.
3. Check the checkbox.
4. If you initiated the no valid subscriber in error. Click 'Cancel' to cancel the No Valid Subscriber request and exit the screen.
5. Otherwise, click 'Submit' button to submit the request for No Valid Subscribers and exit the screen.
6. Once the no valid process is initiated, it must be reviewed and approved by USAC. When in this stage you will see a "Pending Review status
7. Once the request is approved by USAC, the status column will indicate "Pending Upload".
8. Follow the subscriber upload process and upload additional subscribers. Link process Steps to Download & Re-upload Data.
9. Upon completion of the subscriber replacement, the status column will update to "Ready".
10. The new random sample is available for download.

Performance Data Status Codes

1. Testing must be conducted for one week during each quarter of the year. In those weeks, testing must be performed between the hours of 6:00 pm to 12:00 am local time each day, including weekends (testing hours).
2. For speed testing, there must be at least one download test and one upload speed test per testing hour at each subscriber test location.
3. For latency testing, a provider must conduct a minimum of one test per minute—sixty tests per hour—for each testing hour.

Status Code 1

Successful test submitted to the PMM System are assigned status code 1. A successful test is defined as a single, discrete observation of speed or latency conducted from the customer premises of an active subscriber within the criteria above.

Status Code 2

Deferred test, due to cross-talk, submitted to the PMM System are assigned status code 2. If the consumer load is greater than 64 Kbps downstream for download tests or 32 Kbps upstream for upload tests, the provider may defer the affected test for one minute and reevaluate whether the load exceeds the relevant 64 Kbps or 32 Kbps threshold before retrying the test. This load check and-retry must continue at one-minute intervals until the speed test can be run or the one-hour test window ends. For speed tests, a carrier that begins attempting speed tests within the first fifteen minutes of a testing hour, and repeatedly retries and defers the test at one-minute intervals due to consumer load meeting the adopted cross-talk thresholds may report that no test was successfully completed during the test hour because of cross talk.

Status Code 3

Failed test submitted to the PMM System are assigned status code 3. For a failed test, a carrier was unable to conduct a single, discrete observation of speed or latency from an active subscriber within the criteria above.

Speed Test Conversion Calculations

USAC utilizes the following bytes to Megabit per second conversion to determine the performance for the speed test type:

Upload Speed

calculated_Mbps = (((Bytes * 8) / (End Test - Start Test in seconds)) / (1000000)))

Formulaic Steps:

A. Take the value in the Bytes column and multiply by 8.

B. Take the difference in End Test and Start Test and convert the time unit to seconds.

C. Take the value returned in A and divide by the value returned in Step B.

D. Take the result returned in C and divide it by 1000000.

Download Speed

calculated_Mbps = (((Bytes * 8) / (End Test - Start Test in seconds)) / (100000)))

Formulaic Steps:
A. Take the value in the Bytes column and multiply by 8.
B. Take the difference in End Test and Start Test and convert the time unit to seconds.
C. Take the value returned in A and divide by the value returned in Step B.
D. Take the result returned in C and divide it by 1000000.

Tests Compliant

Tests Compliant contains the total count of certified valid tests that meet the compliance benchmark. (**i.e** test data certified with test status 1 which meets the following compliance calculation criteria based on the test-type value selected).

Download Speed	Upload Speed	Low Latency
Total count of certified valid Download Speed Tests with a Calculated Mbps >= 80% of the Obligated Speed Tier's Download speed	Total count of certified valid Upload Speed Tests with a Calculated Mbps >= 80% of the Obligated Speed Tier's Upload speed	Total count of certified valid Latency Tests with an RTT ≤ 100ms

Compliance Report Calculations

More detailed information about the compliance report calculations can be found on USAC's website: https://www.usac.org/wp-content/uploads/high-cost/documents/Tools/PMM-Compliance-Calculations.pdf.

The **"# of Tests Compliant"** column is populated with the total count of certified valid successful tests (status 1) that meet the compliance benchmark. (**i.e** test data certified with test status 1 which meets the following compliance calculation criteria based on the test-type value selected).

Download Speed	Upload Speed	Low Latency
Total count of certified valid successful Download Speed Tests with a Calculated Mbps >= 80% of the Obligated Speed Tier's Download speed	Total count of certified valid successful Upload Speed Tests with a Calculated Mbps >= 80% of the Obligated Speed Tier's Upload speed	Total count of certified valid successful Latency Tests with an RTT ≤ 100ms

The **"# of Tests Non-Compliant"** column is populated with the total count of certified valid successful tests (status 1) that do not meet the compliance benchmark. (**i.e** test data certified with test status 1 which do not meet the following compliance calculation criteria based on the test-type value selected.)

Download Speed	Upload Speed	Low Latency
Total count of certified valid successful Download Speed Tests with a Calculated Mbps < 80% of the Obligated Speed Tier's Download speed	Total count of certified valid successful Upload Speed Tests with a Calculated Mbps < 80% of the Obligated Speed Tier's Upload speed	Total count of certified valid successful Latency Tests with an RTT >100ms

The **"# of Missed Tests"** column is populated with difference between the total number of required tests submitted for each test type and the total count of certified valid tests (status 1, 2 and 3).

Download Speed	Upload Speed	Low Latency
Total count of expected tests for each subscriber within the sample for each hour over a 7-day period between 6:00 PM and 12:00 AM taking into account cross-talk exception less the Total count of certified valid Download Speed Tests	Total count of expected tests for each subscriber within the sample for each hour over a 7-day period between 6:00 PM and 12:00 AM taking into account cross-talk exception less the Total count of certified valid Download Speed Tests	Total count of expected tests for each subscriber within the sample for each minute over a 7-day period between 6:00 PM and 12:00 AM less the Total count of certified valid Download Speed Tests

Compliance % values are calculated by dividing the number of certified valid successful tests compliant by the total number of certified valid of tests (status 1) plus the total number of tests missed.

Compliance % values are truncated to whole numbers. Where the compliance is not calculated, it will be reflected as incomplete and designated with a dash. Where the compliance calculation % value is greater than 100%, the respective compliance % column will be capped at 100% and populated with 100%. Based on the compliance % values, the **compliance levels** will be populated and display the following:

Compliance Level	Compliance % (x)
Fully Compliant	**x** ≥ 100%
Level 1	85%≤ **x** < 100%
Level 2	70% ≤ **x** < 85%
Level 3	55% ≤ **x** < 70%

Compliance Level	Compliance % (x)
Level 4	0% < **x** < 55%
Incomplete	null