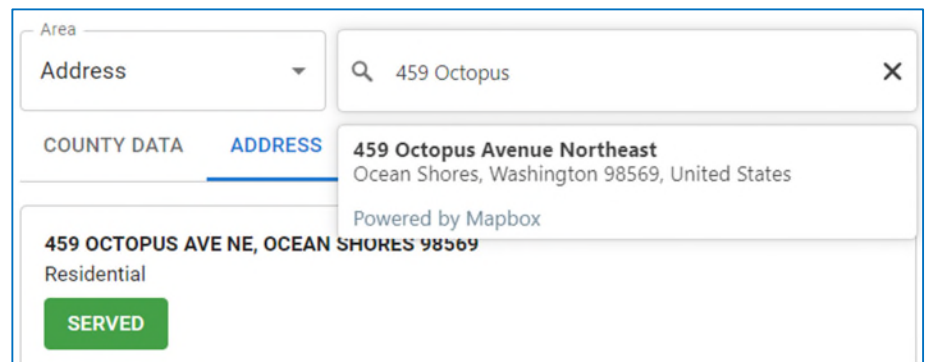


Washington Broadband Navigator™

How to Take a Speed Test

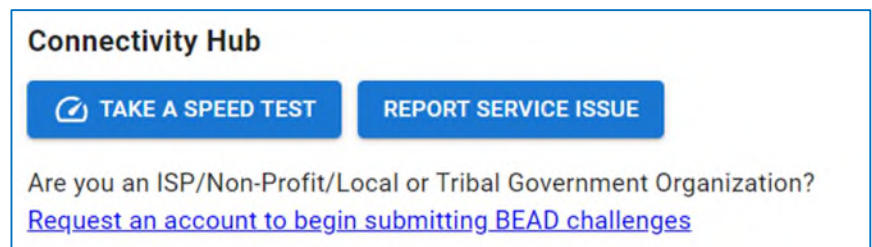
The Washington State Broadband Office will accept speed tests as evidence for substantiating challenges and rebuttals. End users will be required to take three measurements or tests on different days within the challenge period of April 15 – May 14, 2024. Please access the [Broadband Navigator™](#), follow this guide, and register your speed test.

1. To take a speed test in the Broadband Navigator™, zoom to your address by using the search bar or zoom tools.



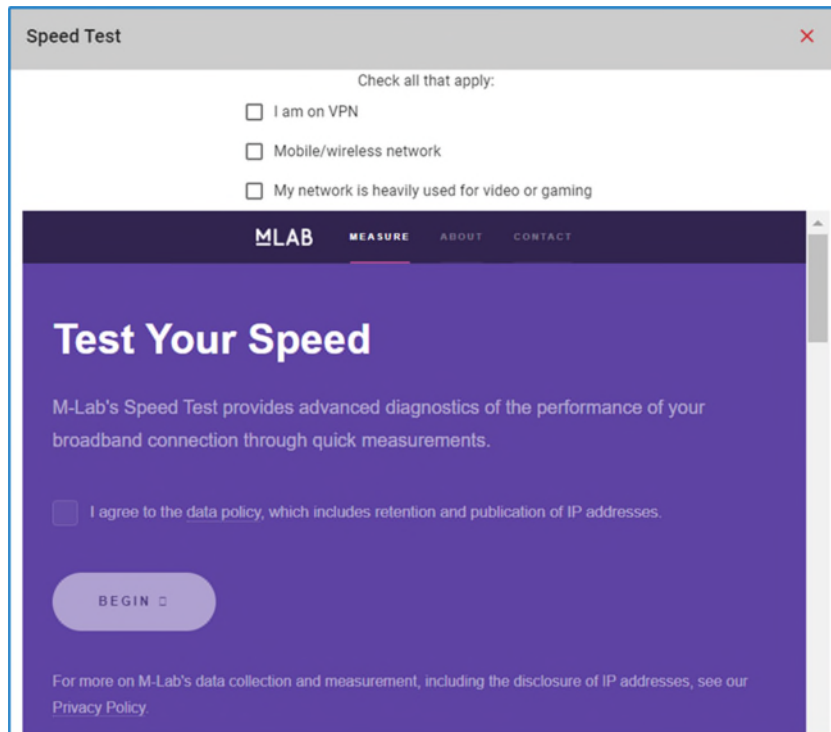
The screenshot shows a search interface with an 'Address' dropdown menu and a search bar containing '459 Octopus'. Below the search bar, there are two tabs: 'COUNTY DATA' and 'ADDRESS', with 'ADDRESS' selected. The search results display '459 Octopus Avenue Northeast' in Ocean Shores, Washington 98569, United States, with a 'Powered by Mapbox' note. Below this, the address is repeated as '459 OCTOPUS AVE NE, OCEAN SHORES 98569' with the label 'Residential' and a green 'SERVED' button.

2. Select 'Take a Speed Test' in the 'Connectivity Hub' pane in the bottom left corner of the application.

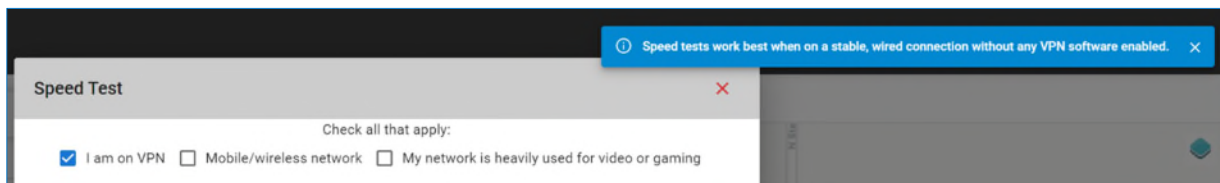


The screenshot shows a 'Connectivity Hub' pane with two blue buttons: 'TAKE A SPEED TEST' and 'REPORT SERVICE ISSUE'. Below the buttons, there is a question: 'Are you an ISP/Non-Profit/Local or Tribal Government Organization?' followed by a blue link: 'Request an account to begin submitting BEAD challenges'.

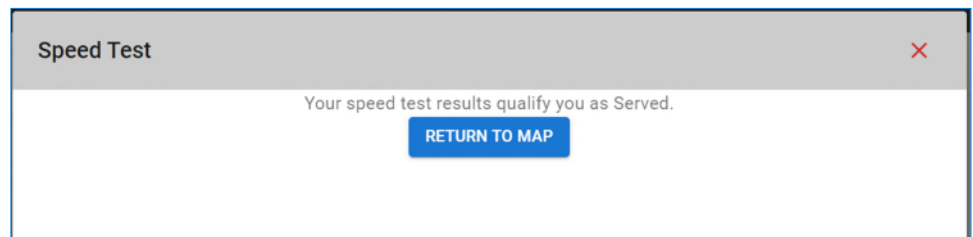
3. A window will appear where you can select if you are on a VPN, mobile/wireless network, or if you are using your network heavily for video streaming or gaming.



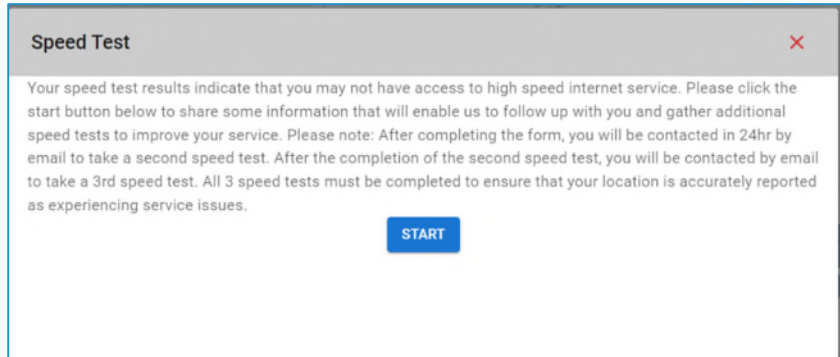
4. If you select any of the options a warning will appear telling you that speed tests work best when on a stable, wired connection, without any VPN software enabled.



5. Select 'Begin' and the speed test will automatically begin. The speed test may take several minutes to complete.
6. If your service level is sufficient, you will not be asked to submit the speed test for evidence.



7. If your service is insufficient, you will be prompted to begin an evidence submission. Select 'Start'.

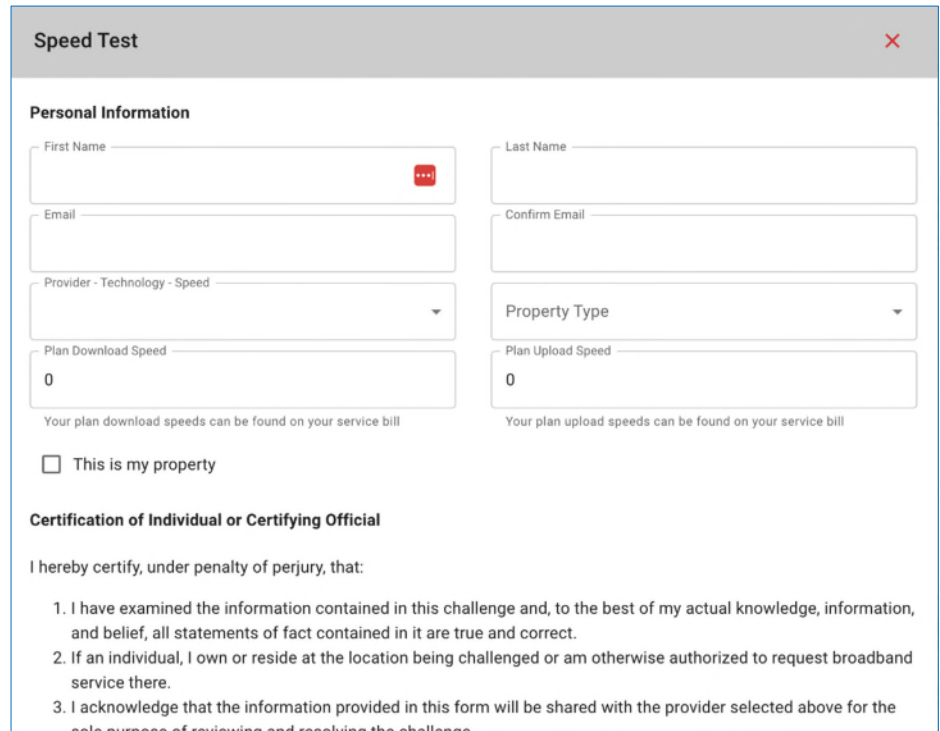


Speed Test ✕

Your speed test results indicate that you may not have access to high speed internet service. Please click the start button below to share some information that will enable us to follow up with you and gather additional speed tests to improve your service. Please note: After completing the form, you will be contacted in 24hr by email to take a second speed test. After the completion of the second speed test, you will be contacted by email to take a 3rd speed test. All 3 speed tests must be completed to ensure that your location is accurately reported as experiencing service issues.

START

8. A form will appear prompting the user to input contact information, provider information, and property type. Additionally, the user will be required to input their current service plan including plan download and upload speeds – information that can be found on their service bill.



Speed Test ✕

Personal Information

First Name 📧 Last Name

Email Confirm Email

Provider - Technology - Speed Property Type

Plan Download Speed Plan Upload Speed

Your plan download speeds can be found on your service bill Your plan upload speeds can be found on your service bill

This is my property

Certification of Individual or Certifying Official

I hereby certify, under penalty of perjury, that:

1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.
2. If an individual, I own or reside at the location being challenged or am otherwise authorized to request broadband service there.
3. I acknowledge that the information provided in this form will be shared with the provider selected above for the sole purpose of reviewing and resolving the challenge.

9. The Broadband Navigator™ will automatically e-mail the user after 24 hours with a link to take another speed test until three speed tests have been taken in compliance with BEAD guidelines.
- a. If the user's current plan speeds are below 100/20, the user will not be required to take additional speed tests.
10. The state will use the median result of three speed tests, taken on separate days, to identify service levels.