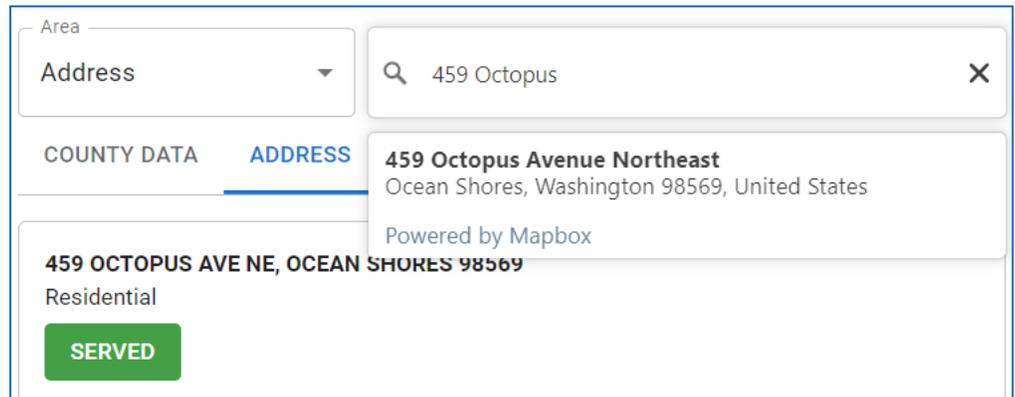


Washington Broadband Navigator™

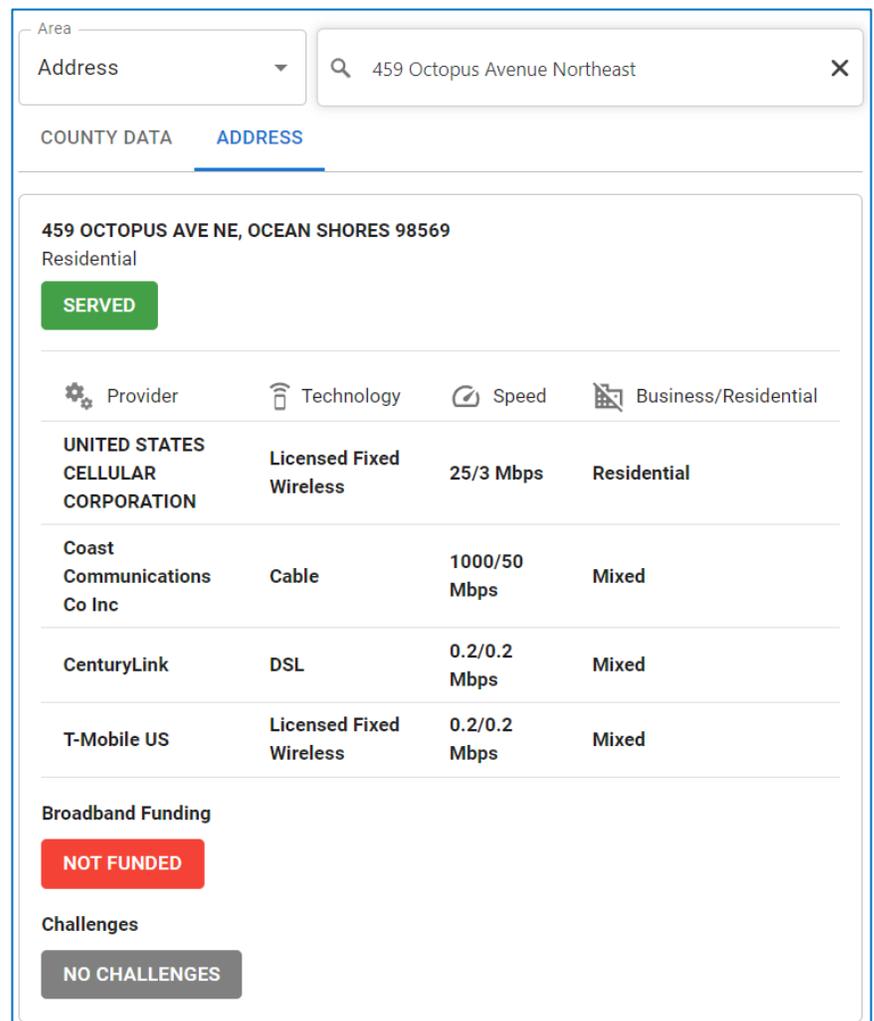
How to Report Availability Evidence

Service availability evidence submission is available to the public. Members of the public may submit evidence documenting issues with Availability, Data Cap, and Business Service Only.

1. Search for the desired location by navigating the map or using the 'Search' function.



2. Once the desired location is found, ensure that it is selected and that the correct address is visible in the 'Address' tab.
3. Information including (but not limited to) service status and funding status for the selected address will be displayed.



Provider	Technology	Speed	Business/Residential
UNITED STATES CELLULAR CORPORATION	Licensed Fixed Wireless	25/3 Mbps	Residential
Coast Communications Co Inc	Cable	1000/50 Mbps	Mixed
CenturyLink	DSL	0.2/0.2 Mbps	Mixed
T-Mobile US	Licensed Fixed Wireless	0.2/0.2 Mbps	Mixed

4. To report availability evidence, select 'Report Service Issue' in the 'Connectivity Hub' pane.

Connectivity Hub

 TAKE A SPEED TEST

REPORT SERVICE ISSUE

Are you an ISP/Non-Profit/Local or Tribal Government Organization?
[Request an account to begin submitting BEAD challenges](#)

5. A pop-up window will appear on screen with the option to select your 'Service Issue'.

Report Service Issue: 459 OCTOPUS AVE NE OCEAN SHORES

Service Issue:

- Availability - The provider listed on the map doesn't provide this service.
- Data Cap - The provider listed on the map has a data cap in place for this service.
- Business service only - The service tier listed on the map is only available for businesses.

6. Once the correct service issue type for the location is selected, the application will prompt for your Name, Email, Provider Information, Reason, and Property Type. Fill in the information.

7. Review the 'Certification of Individual or Certifying Official' and 'Privacy Act Statement'. If all information is accurate and lawful, select the 'Next' button to enter evidence.

Report Service Issue: 459 OCTOPUS AVE NE OCEAN SHORES
✕

← BACK

Personal Information

First Name	Last Name	Email
Provider - Technology - Speed	Reason	Property Type

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.

If this form is being submitted by the representative of a company, organization, government, or other entity, then the certification must be signed by an authorized officer or signatory of the entity (e.g., corporate officer, managing partner, sole proprietor, or government official) who has reason to be aware of the truth and correctness of the information submitted herein.

The entry of my name above constitutes my electronic signature to this certification. Persons making willful false statements in this form can be punished by fine or imprisonment under 18 U.S.C. § 1001

Privacy Act Statement

The information collected in this system, including name, street address, phone number(s), email address, geolocation information, timestamps, IP addresses, and other mobile device specifications, is used for the purposes of collecting, disseminating, and mapping broadband availability data, collecting crowdsourced and challenge data, and conducting the crowdsourced and challenge processes. Information contained in this system may be made available to other individuals and entities when necessary and appropriate to implement Broadband Data Collection, and for other routine purposes.

NEXT >

8. Here you will be prompted to enter PDF, PNG, JPEG, BMP, or Word Document evidence of your service issue. Select 'Choose Files' to add your evidence and 'Submit' to complete your evidence submission.

9. The evidence submitted by the general public will be aggregated by the State of Washington Department of Commerce and submitted as challenges to the Broadband Office.

Report Service Issue: 459 OCTOPUS AVE NE OCEAN SHORES

← BACK

Please Upload:

Allowed file types: PDF, JPEG, PNG, BMP, or Word Document

A screenshot of the ISP webpage or a service description provided to the customer.

Choose Files

CHALLENGE...VIDENCE.pdf

CHALLENGE EVIDENCE.pdf - 22.67 kB
✓
✕