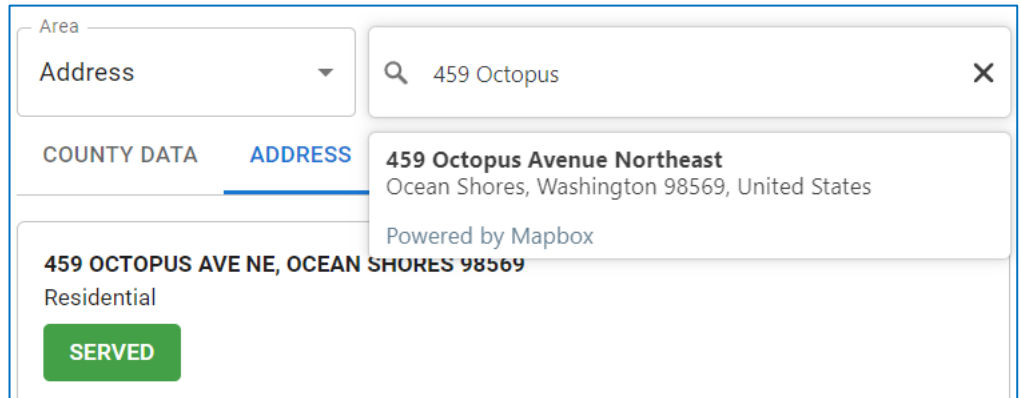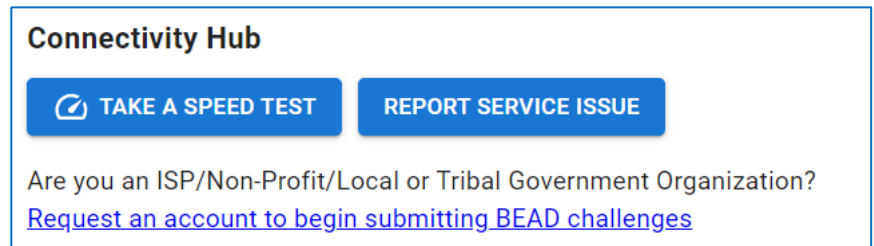# Washington Broadband Navigator™
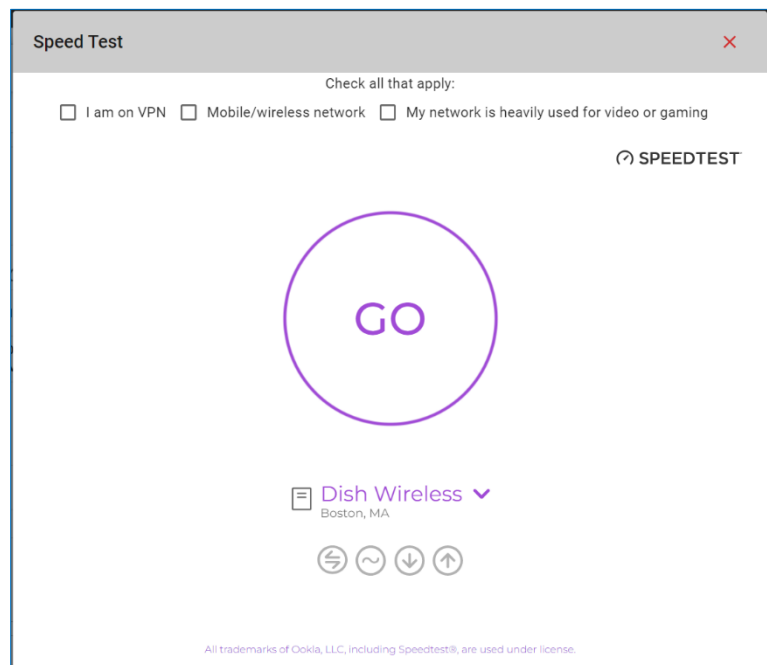
How to Take a Speed Test

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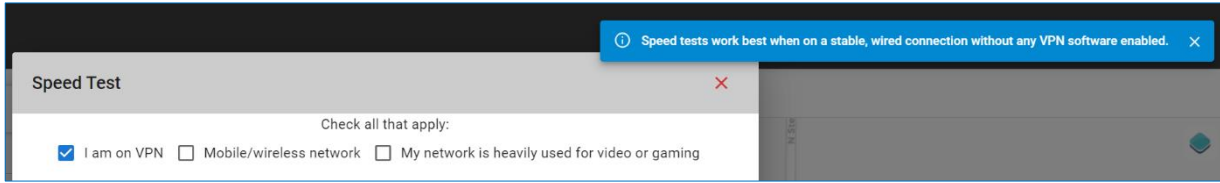

2. Select 'Take a Speed Test' in the 'Connectivity Hub' pane in the bottom left corner of the application.
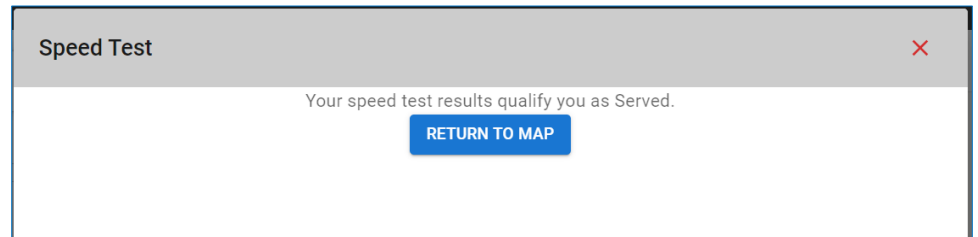

3. A window will appear where you can select if you are on a VPN, mobile/wireless network, or if you are using your network heavily for video streaming or gaming.
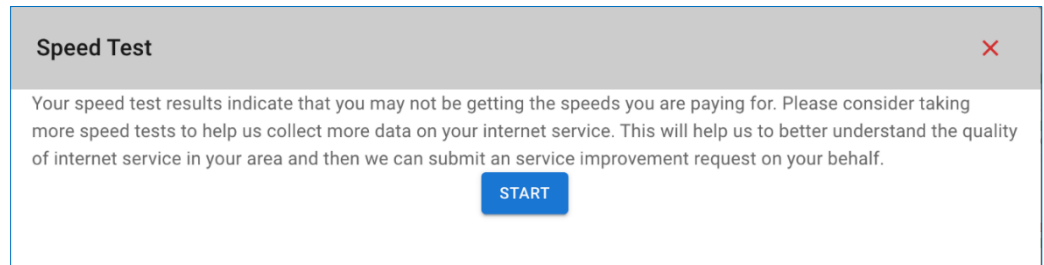
4. If you select any of the options a warning will appear telling you that speed tests work best when on a stable, wired connection, without any VPN software enabled.

5. Select 'Go' 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'.

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
0

Plan Upload Speed
0

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.