

Speed Tests _____

Q & A

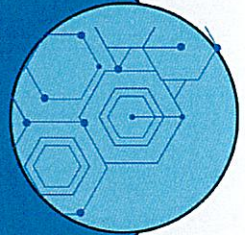


1. How long will it take residents to take a speed test ?

Only about 5-10 minutes. However, they will need to take a total of 3 test on three different days to complete the speed test challenge process.

2. Will a speed test result be accepted if the resident does not upload their bill.

No. The state needs to know what the resident is paying for so that they can compare it to the standard of service. The residents only required to upload the bill on the first speed test.

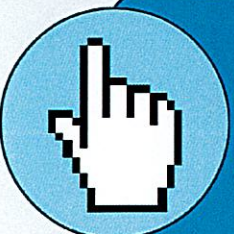


3. How can a resident take the speed test if they don't have any internet?

There is a button on the speed test for residents to indicate that they don't have internet. Hopefully, the resident can get somewhere where internet is available and take the test.

4. What happens if someone submits a speed test, but they are not on the map?

If a resident doesn't have a dot on the map, they will need to work through the FCC challenge process in order to get their address on the map. The State Broadband Office can help walk them through that process



5. Do I have to put my name when it asks for it in the speed challenge process?

No, you just need to put something in the name slot. If you do put your name, the state will not be giving the information out to anyone.