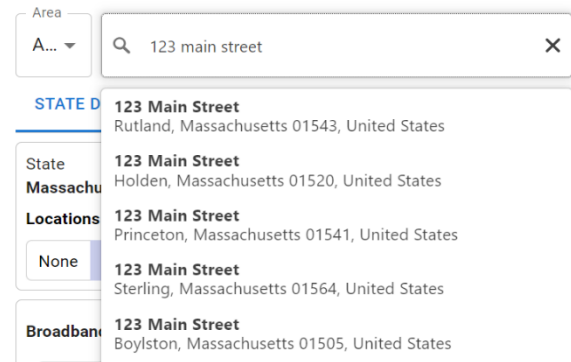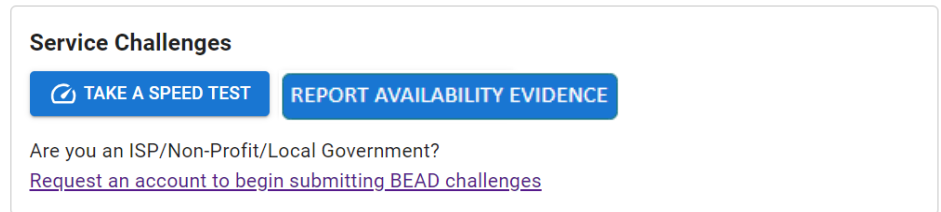# Massachusetts Broadband Navigator™
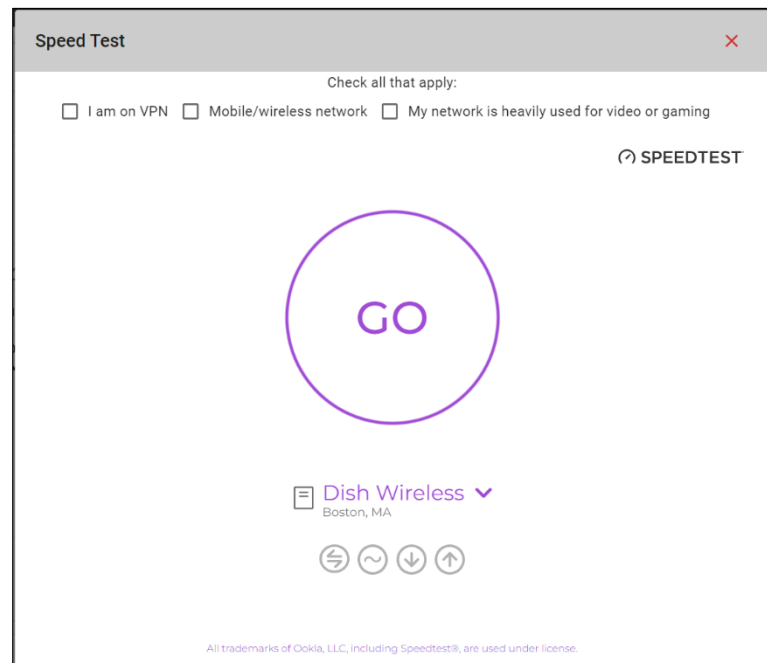
How to Take a Speed Test

1. To take a speed test in the Broadband Navigator™, select your address by using the search bar or zoom in to your address on the map.
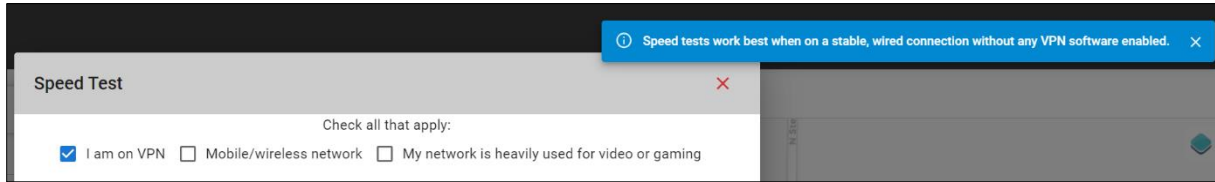
2. Select "Take a Speed Test" in the "Service Challenges" window in the bottom left corner of the application window.
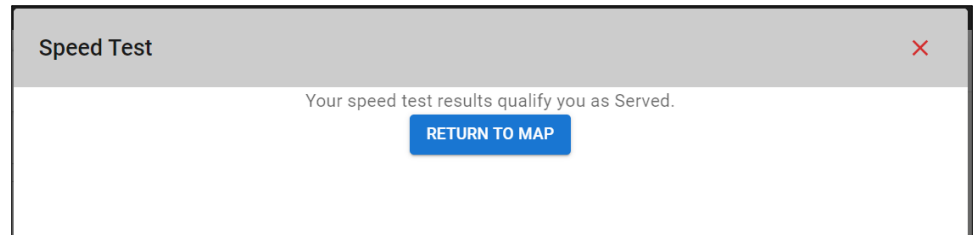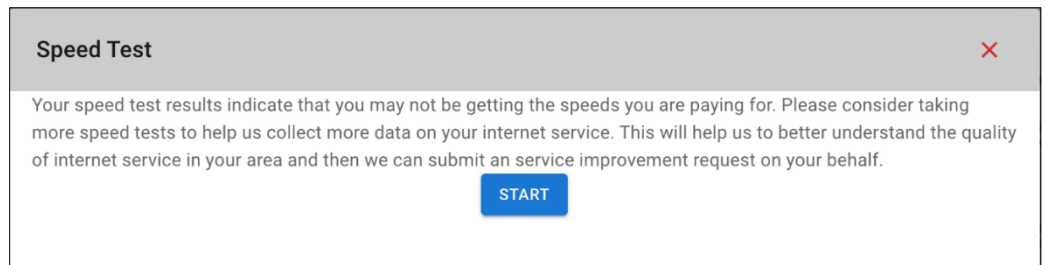
3. A window will appear and you can select if you are on a VPN, mobile/wireless network or if you are using your network heavily for video streaming or gaming.
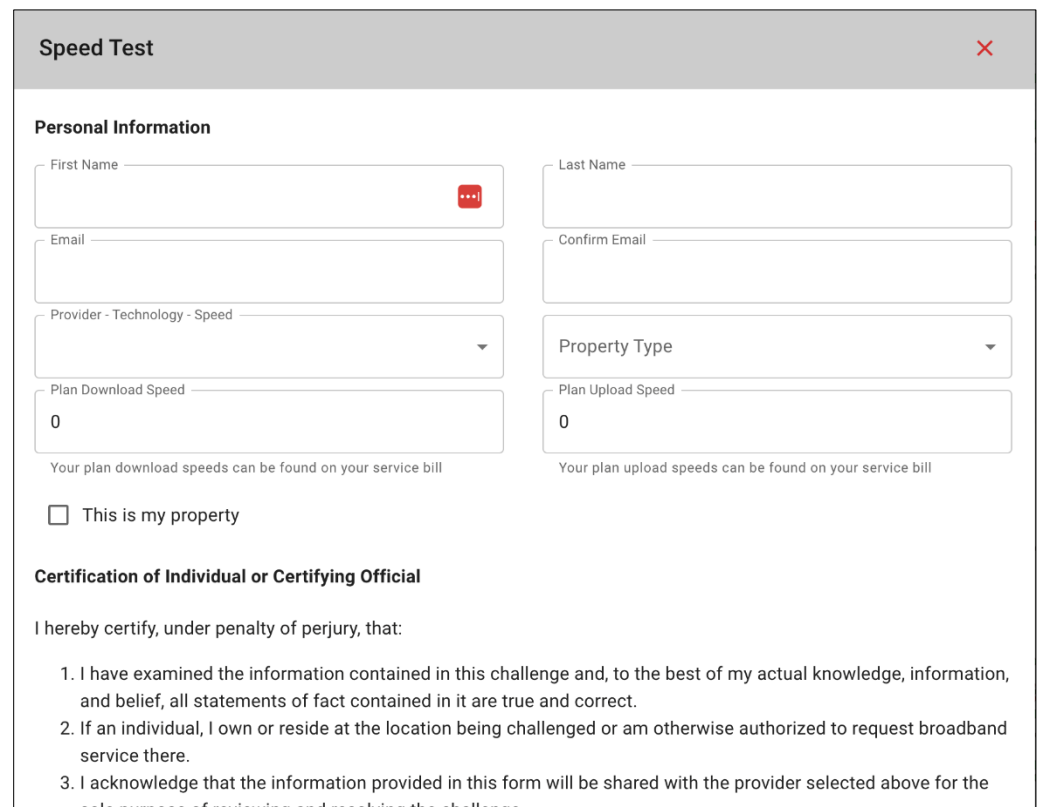
4. If you select any of the options a warning will appear telling you that speed tests work best when you are on a stable, wired connection without any VPN software enabled.

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 you to input contact information, provider information and property type. Additionally, you will be required to input your current internet service plan including plan download and upload speeds. This information can be found on your service bill.

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9. The Broadband Navigator™ will automatically e-mail you 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 your current internet plan speeds are below 100/20, you will not be required to take additional speed tests.
10. Massachusetts will use the median result of your three speed tests, taken on separate days, to identify your service level.