Challenge Type:

Speed

Description

The actual speed of the service tier falls below the **unserved** (25 Mbps download / 3 Mbps upload) or **underserved** (100 Mbps download / 20 Mbps upload) thresholds.
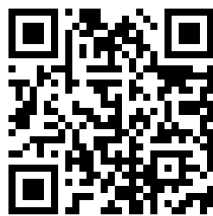
Challenge Evidence Examples

Speed test by subscriber, showing the insufficient speed and meeting the requirements for speed tests.

You can take your speed test on various sites including:

| Connect Kakou | Auamo Collaborative | Speedtest.net |

Important: You will need to do multiple speed tests to gather the appropriation evidence. Please refer to the "Speed Test Challenge Checklist" for the Speed Test process or "Speed Challenge Requirements" for what information is needed.

Speed Test
Challenge Checklist

1. Before taking a speed test

☐ Obtain a copy of your most recent internet bill.

☐ Check that you are subscribed to a plan of at least 100/20 Mbps.

☐ If you can, connect your device to an ethernet cable.

☐ Otherwise, connect your device to WiFi, disconnect from any VPN, and be as close to the router as possible.

☐ If you can, limit the number of users using the WiFi during your testing period.

2. Taking a speed test

☐ Go to a speed test provider to take a speed test.

☐ Stay near your router until the speed test completes

3. After taking a speed test

☐ Take a screenshot image or download the speed test results with the date, time, and IP address showing.

☐ Repeat sections #1 & #2 on another day, two more times.

4. Evidence submission (must submit all below)

☐ Speed Test Results from day 1

☐ Speed Test Results from day 2

☐ Speed Test Results from day 3

☐ A copy of your most recent Internet bill

CONNECT KĀKOU

Speed/Latency Challenge Requirements

CONNECT KĀKOU

All requirements below must be met for a valid challenge.

Must be subscribed to an Internet plan of at least 100/20 Mbps

3 Three speed tests are required on different days (i.e. 1 test per day). Days do not need to be consecutive.

Each speed test must show:
- Time
- Date
- IP address

Speed tests can be done on
- a laptop
- desktop computer
- mobile device as close as possible to the router

Challenge submission must include subscriber's:
- Name
- Address
- A copy of last invoice