Overview: In the aftermath of the pandemic, the federal government decided to make over $40 billion dollars available to fund the construction of broadband infrastructure in areas that lack access to high-speed internet. This funding will be allocated to internet providers based on their plans to serve locations that are designated as un- or underserved (locations where no provider offers internet speeds of at least 100 Mbps download and 20 Mbps upload). The determination of which locations are eligible for funding is based on the latest version of the FCC's broadband map. The challenge process allows nonprofits and local governments to challenge the accuracy of this map to ensure that no locations are left out of the opportunity for grant funding.

One way of challenging a location is by providing screenshots of speed tests that show a household does not actually receive the speeds that internet service providers say they are delivering. With the right evidence, it is possible to have a location's service level re-classified, which could allow a provider to receive grant funding to build infrastructure to that home. If enough households in a neighborhood provide evidence that a provider is not meeting their advertised standards, every household in that area may become eligible for funding.

What do I need to do?
Individuals are not able to submit evidence directly to the state. Instead, designated nonprofits or local government offices must submit this information on their behalf. KC Digital Drive is registered as one of these entities. The following is required to submit a speed test challenge:
1. Three screenshots of speed test results taken on three different days (does not have to be consecutive days)
2. A copy of the household's last invoice that shows the speeds the provider claims they are providing
3. The name and street address of the customer conducting the speed test
4. An agreement from the customer granting access to the nonprofit or government entity submitting the challenge.

How do I get this information?
1. Go to https://www.speedtest.net/ and click "Go"
2. Once it provides you with results, click on "Results" in the top right
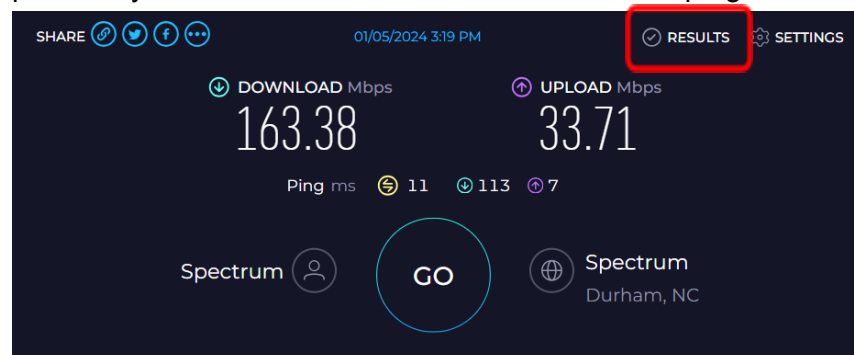
5. On the "Results" page, expand the speed test result and take a screenshot (or take a picture on your phone) of the full results. An example of the information you should capture is shown below:

6. Repeat this on two additional days so that you end up with a total of three screenshots for three separate dates.
7. Save a copy, a screenshot, or a picture of your last invoice from your internet provider. An example statement from Spectrum is copied on the next page so you can see what you will need to capture. The most important thing is to make sure the copy or picture contains the name of the internet plan you have purchased or the speed of that plan.
8. Once you have all three days of speed tests as well as your invoice, you can either:
    a. Use this form to upload your speed tests and invoice to KC Digital Drive directly
    b. Send an email to wcrumpler@kcdigitaldrive.org with all three of your speed tests as well as your invoices as an attachment, and include your name and address in the email
9. KC Digital Drive may follow up with you if we have any additional questions.
10. Once KC Digital Drive has all of your information it will determine whether your household is eligible for a challenge, and if so submit this information to the Kansas Office of Broadband Development. You will not have to do anything for this.
11. If successful, your location's eligibility for funding through the federal BEAD plan may change, potentially allowing internet providers to access government funds in order to build out broadband infrastructure to your home.

KC DIGITAL*DRIVE*

Spectrum▶

June 30, 2017   **Auto Pay Notice**

(1)
Account: **8345 78 555 5555555**
Security Code: **5555**
Service At: 5555 MAIN ST
                  SAINT LOUIS MO 33333-3333

(6)

SPECTRUM NEWS

Note. Taxes, Fees and Charges listed in the Summary only apply
to Spectrum TV and Spectrum Internet are detailed on the following
page Taxes, Fees and Charges for Spectrum Voice are detailed
in the Billing Information section.

(2)
Contact Us
Visit us at **spectrum.net/support**
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary	Service from 07/01/17 through 07/30/17 details on following pages

(3)

Previous Balance	153.81
Payments Received -Thank You!	-153.81
Adjustments	-4.99
Remaining Balance	**-$4.99**
Spectrum TV™	69.97
Spectrum Internet™	48.99
Spectrum Voice™	19.99
Other Charges	6.05
One-Time Charges	5.99
Partial Month Charges	4.51
Taxes, Fees and Charges	7.82

(4)

Current Charges	$163.32
Your Auto Pay will be processed 07/20/17	
Total Due by Auto Pay	**$158.33**

Thank you for choosing Spectrum.
We appreciate your prompt payment and value you as a
customer.

(5)

Spectrum▶

8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 1000 NO RP 20 09212016 YNNNNYNN 01 999837

CUSTOMER NAME
5555 MAIN ST
SAINT LOUIS MO 33333-3333
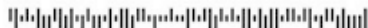
June 30, 2017
Customer Name

Account: 8345 78 555 5555555
Service At: 5555 MAIN ST
               SAINT LOUIS MO 33333-3333

Total Due by Auto Pay	**$158.33**

(7)
CHARTER COMMUNICATIONS
PO BOX 790086
SAINT LOUIS MO 63179-0086