

# Residential Service Support Options

NoaNet is a public-benefit wholesale telecommunications organization that supplies carrier-grade solutions and resources for the development of broadband in Washington State. As a wholesale organization, we do not supply services directly to residential customers, but rather work with service providers and communities to support community development of broadband.

Below are our immediate suggestions if you're looking for improved services at your home.

## Log your information on the State Broadband Office speed test website

*This dataset is utilized by the state to determine where broadband grant/loan funds are most needed to bring improved services to communities.*

Visit: <https://www.commerce.wa.gov/building-infrastructure/washington-statewide-broadband-act/speedtestsurvey/>

## Contact all local Internet Service Providers to request service

*Visit [www.broadbandnow.com](http://www.broadbandnow.com) to see a list of the service providers in your area. If you haven't checked with each one of them for services at your home, make some phone calls!*

## See if your area has an active Broadband Action Team

*Broadband Action Teams are locally based groups that advocate for local broadband services. Throughout our state, these groups have successfully brought funds to their areas to expand broadband access. A complete list of BAT teams and contact information is available at the website below at the bottom of the page.*

Visit: [https://www.commerce.wa.gov/building-infrastructure/washington-statewide-broadband-act/#:~:text=Broadband%20Action%20Teams%20\(BAT\),%20are,to%20the%20State%20Broadband%20Office](https://www.commerce.wa.gov/building-infrastructure/washington-statewide-broadband-act/#:~:text=Broadband%20Action%20Teams%20(BAT),%20are,to%20the%20State%20Broadband%20Office)

## Check if there is a free drive-in WiFi site near you

*NoaNet and other Washington State entities stood up a network of free Wi-Fi sites during the pandemic shutdown. The state has kept these hotspots open for public access. While not a permanent solution, these may provide the connectivity required if you need high-speed access in a pinch.*

*A complete list of Drive-in Wi-Fi sites, along with an interactive map of locations, is available here: <https://www.commerce.wa.gov/building-infrastructure/washington-state-drive-in-wifi-hotspots-location-finder/>*

## But there is fiber right outside my house!

*We know it's incredibly frustrating to have poor service when the fiber is nearby your home. It seems like it should be simple to connect to it- after all, it is right there! To understand the dynamics of this situation, it may be helpful to think of fiber lines like the road system. Often, when there is fiber nearby, but services are poor, your home is located in the equivalent of near a highway, but not near an exit. Like highways, broadband networks have "Access Points" similar to on and off-ramps. If your home is located near an access point "on-ramp," a service provider will likely be able to reach your home. It will be costly to deploy the infrastructure to your house if it's not. Why? Because they'll have to build the ramp and the local roads to your home to provide you with service.*

***There is power in numbers.*** *If there are fiber and quality services near you but not on your street, TALK TO YOUR NEIGHBORS! If you can get a group together who are all looking for improved services, let your provider know. When service providers know enough customers are waiting for them to deploy infrastructure, it may help them make the decision to bring services to your neighborhood.*