

October 9, 2019

The Honorable Ajit Pai
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Wheeling, West Virginia, located along the Ohio River in the foothills of the Appalachian Mountains. Wheeling, WV is known for being the first capital city of West Virginia and his home to major entertainment attractions like the Wheeling Island Hotel-Casino-Racetrack and Capitol Theatre, the largest in the state. Reliable and constituent broadband internet is non-negotiable in this bustling metropolitan region. Unfortunately, I have been alerted that residents of Wheeling are reporting unreliable internet service.

Using the Ookla Speed Testing Application on an Asesus Laptop PC to test their fixed broadband service from Frontier Communications, my office received the following speed results in Wheeling, WV:

- 3.75mbps down / 0.46mbps up

These numbers are well below your agency's definition of broadband and the advertised speed they were given by their provider. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wheeling, WV depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,

Joe Manchin III
United States Senator