

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 Aurora, West Virginia, located at the foot of the Monongahela National Forest in the Northeastern part of the state. Aurora is also home to Cathedral State Park as well as a countless hard working West Virginians who rely on consistent broadband access to attract tourists from across the country. Unfortunately, I have been alerted that residents of Aurora are having difficulty with reliable internet.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having devastating impacts on resident's ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive. For West Virginia to continue to develop its tourism industry, broadband access is critical.

Using the Ookla Speed Testing Application on a Dell Laptop PC to test their fixed broadband service from Frontier Communications, my office received the following speed results from Aurora:

- 1.7mbps down / 0.3mbps 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 Aurora 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