

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 Cameron, West Virginia, located in the Northern Panhandle and part of the Wheeling, WV metropolitan area. This area has a rich history, immense natural beauty, and countless hard working West Virginians. Unfortunately, I have been alerted that residents of Cameron are having difficulty accessing information for work and school due to their unreliable internet service. The lack of consistent broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state.

Using the Speakeasy 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 Cameron:

- 5.79mbps down / 0.61mbps 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 Cameron 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