

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 Jane Lew, West Virginia which sits along Hackers Creek in North Central West Virginia and is just a short drive from Clarksburg and Fairmont. This location makes Jane Lew a home to many of the people that contribute to the economic and social wellbeing of our state. Unfortunately, I have been alerted that residents of Jane Lew have had difficulty accessing information for work and school due to their unreliable internet service.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' 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.

Using the Ookla Speed Testing Application on an Apple iPhone 6 to test their fixed broadband service from Frontier Communications, my office received the following speed results from Jane Lew:

- 1.31mbps down / 0.31mbps 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 Jane Lew 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