

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 Mount Nebo, West Virginia, a key tourist destination in Central West Virginia, which is home to the beautiful Summersville Lake at the foot of the Gauley River National Recreation Area, and Carnifex Ferry Battlefield State Park. West Virginia is an outdoorsman's dream and the perfect location for an office retreat or a weekend getaway. While some of these visitors may enjoy the chance to unplug, that doesn't necessarily mean they want to be completely disconnected. Furthermore, consistent high-speed broadband is essential to the day-to-day management of growing tourism focused businesses.

The lack of broadband access is having devastating impacts on the tourism industry in my state, one of our largest economic drivers. 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 a Dell Laptop PC to test their fixed broadband service from Frontier Communications, my office received the following speed results from Mount Nebo:

- 5.4mbps down / 0.49mbps 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 Mount Nebo 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