

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 Rivesville, West Virginia, a short drive to the University of West Virginia. Rivesville is a historic West Virginia town that grew with the mining and industrial economy boom. The closure of the Rivesville Power Plant precipitated many local job losses and has forced Rivesville to reinvent itself through innovation in the tourist and services industries. Without reliable internet, it is difficult to start and build new businesses. West Virginia is a full of ingenious people with entrepreneurial spirit, however the lack of reliable broadband access prevents our state from reaching its full potential.

Using the Ookla Speed Testing Application on a household desktop to test their fixed broadband service from Frontier Communications, my office received the following speed results at Rivesville:

- 7.01mbps down / 0.87mbps 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 Rivesville 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