

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 Tornado, West Virginia, which is an essential part of the Charleston metropolitan area. For many years, the people of Tornado played a key role in America's defense industries and helped power our country to victory in WWII. Today, Tornado is a vital suburb of Charleston and thrives when there is reliable internet. Any impediment to internet access could be detrimental to this bustling area.

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 a Dell Desktop PC to test their fixed broadband service from Frontier Communications, my office received the following speed results from Tornado:

- 1.47mbps down / 0.28mbps 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 Tornado 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