

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 another constituent in Great Cacapon, West Virginia which is a short drive to Cacapon Resort State Park. The park, a popular spot for fishing, hiking, and camping, is undergoing an expansion right now, which will transform the area and provide an opportunity to bring more visitors to the park. While some of these visitors may appreciate the chance to unplug, that does not necessarily mean they want to be completely disconnected. For West Virginia to continue to develop its tourism industry in places like Great Cacapon, broadband access is critical. Further, the lack of quality internet coverage in Great Cacapon is hurting students who are unable to complete their homework or use online textbooks because of a slow or non-existent connection.

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 at Great Cacapon:

- 5.38mbps down / 0.48mbps up
- 3.10mbps down / 0.25mbps up
- 0.41mbps down / 0.20mbps 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 Great Cacapon depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,

Joe Manchin III