

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 Philippi, West Virginia, a short drive from Morgantown and Buckhannon. Philippi was the scene of the first land battle of the American Civil War and is home to Alderson-Broaddus University, which is renowned for its nursing and physician assistant programs. The largest employers in the community, Broaddus Hospital and Alderson-Broaddus University, rely heavily on fixed broadband access to take care of patients and train future providers. If fixed broadband is unavailable and unreliable, the safety and security of residents may be vulnerable.

Using the Speedtest.net application on an HP laptop with Windows 10 to test their fixed broadband service from Frontier Communications, my office received the following speed results at Philippi:

- 0.58mbps down / 0.19mbps 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 Philippi 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