

# United States Senate

WASHINGTON, DC 20510-4804

COMMITTEES  
APPROPRIATIONS  
ARMED SERVICES  
ENERGY AND NATURAL RESOURCES  
VETERANS' AFFAIRS

August 14, 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 received correspondence from a constituent in Bruceton Mills, West Virginia in the northeastern part of the state and home to the Big Bear Lake campgrounds, where many people come to visit and enjoy the lake as well as the mountain scenery. West Virginia is an outdoorsman's dream and the perfect location for an office retreat or a weekend getaway. However, while people may choose to visit my state to unplug, that does not necessarily mean they want to be completely disconnected.

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 visit 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 laptop to test their fixed broadband service from Frontier Communications, my office received the following speed results from Bruceton Mills:

- 6.17mbps down / .70mbps 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 Bruceton Mills 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