

# 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 that lives in a residential area in Sandyville, West Virginia, located near Sandy Creek, between Ravenswood and Ripley. Unfortunately, I have been alerted that residents of Sandyville have had difficulty accessing information for work and school due to their unreliable internet service.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having devastating impacts 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 10.14.5 version of Mojave on a Macbook laptop, 2017 to test their fixed broadband service from Frontier Communications, my office received the following speed results from Sandyville:

- 3.0 mbps down / 0.7 mbps up
- 5.7 mbps down / 0.7 mbps 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 Sandyville 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