

JOE MANCHIN III
WEST VIRGINIA

SUITE 306
HART BUILDING
WASHINGTON, DC 20510
(202) 224-3954

~~SECRET~~ WTB-BC
806
United States Senate

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October 23, 2019

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COMMITTEES
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The Honorable Ajit Pai
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

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Federal Communications Commission
Office of the Secretary

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 Beckley, West Virginia which is a short drive to the New River Gorge. The Gorge, a popular spot for fishing, hiking, rafting and camping, had an estimated 1.3 million visitors cycle through over the course of 2018, including over 100,000 people during the New River Gorge's Annual Bridge Day. 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 Beckley, broadband access is critical.

Using the Ookla Speed Testing Application on an iPhone 8 to test their fixed broadband service from Suddenlink, my office received the following speed results in Beckley:

- 19mbps down / 7.89mbps 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 Beckley 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

(Enclosure)

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Coordinates: (37.7798, -81.2445)

Address: 1340 Old Eccless Rd.,
Beckley, WV 25801