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United States Senate

WASHINGTON, DC 20510-4804
October 23, 2019

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

Accepted / Filed

NOV 22 2019

Federal Communications Commission
Office of the Secretary

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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.

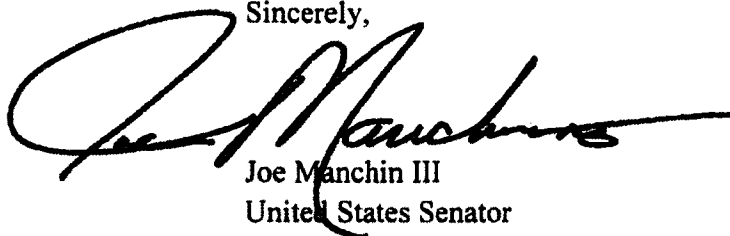
I have received correspondence from a constituent in Ranson, West Virginia which is a short drive to Harpers Ferry National Historical Park. Harpers Ferry, a popular spot for fishing, hiking, tubing and camping, was the home of John Brown's raid and served as a precursor to the US Civil War. As a result, Harper's Ferry is one of the most visited areas of West Virginia. 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 Ranson, broadband access is critical.

Using the WhistleOut Speed Testing Application on a Dell Desktop Computer to test their fixed broadband service from Frontier Communications, my office received the following speed results in Ranson:

- 1.05mbps down / 0.0mbps 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 Ranson 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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