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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a senior who lives in Petaluma California. Eight years ago my total Comcast bill ran I Dr \$225.00. I switched to ATT. Within a year my bill crept up. Within 2 years it was over \$250.00. Calling to talk to either company is a nightmare. I am lucky that AT&T and Comcast have stores in Petaluma. It reduced the time on the phone.

As a person with a set income and disabilities, I do not have a job to help me with extra expenses. I finally shopped around. I switched to consumer cellular for my phone for about \$40.00 a month. Then I found Sonic internet services. They were local and reasonably priced. About \$60.00/ month which includes a landline.

My last and final interaction with Comcast was a house all for a router not working. The technician came in and the first words out of his mouth were if this is not our problem you will have to pay \$50.00 for the call.

The only equipment he brought in with him was his clipboard. He spent less that 5 minutes with my remote and said it was my problem and wrote me a bill for \$50.00 and left.

I then left with the router and went to comcast. They have me a new router. I brought it home a d hooked it up and it worked fine. That technician was scamming me.

The next day I return ed the equipment and cancelled my service and switched to Sonic. They were small but efficient. Service was personal. I actually went to the office to pick up something on a Saturday. They came to the door when I arrived. These were the technician s on the phones that answered the door.

Service is still personal and I have learned to stream what I was t and keep my bill at about \$120.00. Please don't let the big companies run everything.

We need competition to help co from prices. Big companies are sharks.

Patricia Fries

