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Jun 17th 2019

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,

Thank you for your attention on the importance of protecting the rights of Americans by providing fair access to competitive choice in broadband.

Local broadband providers are essential to keep large scale monopolies in check, employing local workers rather than outsourcing abroad, containing price increases, allowing faster response to consumer inquiries and repairs.

I'd like to offer you a concrete example: Years ago, AT&T was my provider, with problematic service & frequent disconnections. Then, AT&T somehow made a mistake in billing & sent me an erroneous charge, which I attempted to refute in every option AT&T allowed at that time: overseas customer service, non-responsive P.O. boxes, with no actual personnel available to take responsibility for remedy, etc. The erroneous charge kept multiplying! After many hours wasted on correspondence to AT&T without remedy, I reached out to government representatives, one of whom assisted me by contacting AT&T directly. Apparently, AT&T was found to be erroneously billing a substantial number of customers at that time. After hearing from the government rep, AT&T withdrew the erroneous charge.

Happily, now & for many years, I have enjoyed the local Internet & landline provider, Sonic, who provides faster, reliable internet access and phone service, with friendly, local, responsive customer service.

I trust that you realize the importance of protecting fair access to competitive providers and will do everything in your power to uphold our rights.

Thank you for your time and consideration to this important matter!

Sincerely,

Sheree Kaslikowski