

Evelyn Ayers
1020 Clinton Street, Suite 201
Napa CA 94558

Jun 18th 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,

As a non-profit based in Napa, California we have to watch every penny we spend on resources very carefully. We use the local company Sonic.net for all our telecommunication and broadband needs. We were with AT&T and were also regularly bombarded with offers from Comcast for our business. Both AT&T and Comcast services cost many dollars more per month more than Sonic, their customer service is totally inadequate and aimed to get the best deal for them in fact the very phrase customer service is an anathema to them.

By switching to Sonic we cut our telecommunications and broadband spending by two thirds plus we can speak to a real person whenever we need to and we get instant replies to our emails. In this day and age there is no need to explain why broadband is critical to any business, we carry out 99% of our business online.

It makes me angry beyond belief that you would consider cutting competition and only allowing access to major large corporations to provide competitive DSL! Why should we be penalized for spending our dollars wisely and providing business to local companies? It doesn't make sense.. America is the one country where competition in the marketplace should be taken as read, why are you allowing major corporations to manipulate you into taking away choice from consumers?

As a residential customer I am stuck with two providers for broadband Comcast or AT&T - both overcharge for their services and put their prices up by more than 5% every year. I feel cheated and used by these unfriendly, price gouging companies and would change to another company instantly if I had a choice. I know it's not under your jurisdiction but it is also the same with our power supply, we have one company to choose from who again are useless and customer unfriendly but unless we pay them we don't have power.

You should be ashamed of yourselves for even considering cutting down on competition and caving in to the demands of corporations. Do the right thing and allow more competition and local services to survive. It will create a better service for everyone in the long run.

Evelyn Ayers