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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 choose a competitive provider primarily because the customer service is exponentially better than the big providers I've used in the past (Comcast and Time Warner).

The difference has been akin to being presented with a commercially grown Red Delicious apple with zero flavor and little nutrition (the big provider), and a juicy, flavorful apple grown locally by a farmer I know and trust (my local competitive provider).

I know that if something goes awry, I can connect with a real human, maybe even a neighbor, right away who can help assess and solve any problems with a service that has come to be vital to me, including landline telephone service and broadband Internet.

We need these smaller, alternative, local providers to encourage outstanding service and continued innovation, as well as to help create and sustain strong communities.

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