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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,

For several years I suffered with AT&T's high prices and lousy service.

I switched to a small local competitor for email and land telephone. It was a good move.

Prices are lower.

Service is better. If I phone for help, there's an instant, informed, pertinent, and courteous answer. Compare that with AT&T's response which would take an hour to get; would start, be interrupted by, and end with marketing; would typically involve being transferred to one or more others, also with waits; and would typically be resolved with an hour's worth of me sitting in front of the computer doing what the voice at the other end said.

In a worst case, the "tech help" voice told me to visit the AT&T shop in the next town. When I did so, the two clerks in the shop (no other customers) declined to deal with my problem.

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