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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 years I have been with ATT and they have wasted a lot of my time and been nearly impossible to communicate with. Now I am with Sonic, a small provider and a perfect example of why we need MORE competition. Instead of an hour or more simply to get to the right department you make one call and are properly routed. The service is fabulous.

The only thing that will keep the big ones providing good service is more competition, not less. It took me TWO HOURS of phone calls and searching their website, getting a bunch of wrong information from ATT to simply find out how to return my ATT equipment. That is ridiculous. We need smaller companies, not bigger ones.

Competition is what keeps everyone performing their best. Please do everything you can to support and promote competition in broadband providers.

Margaret Christoffer