

Georgia Berland
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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,

I'm writing to let you know how crucial competition in the broadband internet AND telephone markets is to me and my home-based consultant business. I often spend most of my day on the computer and phone I used big broadband players including Comcast and AT&T for many years. In both cases I found the services overpriced and very unreliable, with constant REPEATED OUTAGES, often for days, all eventually found to be CAUSED BY THE PROVIDER ITSELF, and little or no reimbursement (\$5 credit/day!) for complete loss of service to my business and home.

Phone service from both big companies was also undependable. And service when I called for help was abysmal - highly impolite, and unhelpful. One AT&T representative repeatedly lied while trying to sell me a new service, then laughed at me and gave his name as "Tres Wiley!" I BEG OF YOU NOT TO FORCE ME TO USE EITHER OF THESE CALLOUS, DISHONEST AND INEFFICIENT PROVIDERS, OR ANY OTHER MEGA-COMPANY AGAIN! Because they're so huge, they obviously don't care about service to real people or small business, the heart of our economy. Please don't protect them even more, or make it more difficult for smaller local companies to compete.

I'm so grateful for having found local provider Sonic.net a few years ago. Service has been excellent, and they take the time to quickly and permanently fix anything that may go wrong. PLEASE HELP ME KEEP MY HOME BUSINESS, and HUNDREDS OF THOUSANDS OF OTHERS ACROSS THE COUNTRY FUNCTIONAL. Support competitive and locally based Broadband and telephone service that so many small business owners and private citizens trust and depend on, and keep prices reasonable as well.

Thank you for listening to a small business owner.

Georgia Berland