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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,

We chose to leave ATT because they were increasing rates every few months with no verification to why.\

The increases were not due to any taxes or fees but to force you to bundle into cheaper packages.

The increase in fees made no sense since we were constantly being bombarded by ATT marketing through phone calls and mailers on a daily basis to add and bundle services .

We had to file complaints with the FCC against ATT to stop with the harassing phone calls which could become three times a day.

The increases could be avoided if they stopped investing in marketing and try to pass savings to their customers. Why would make promises of deals like \$400.00 back if we signed up for bundles and continue to increase fees?

ATT did not care about increases since there was no competition except for Comcast which was just as aggressive in their marketing programs. They seemed to both were fixing their rates for the same services.

ATT would throttle down band due to not providing adequate band with for a congested area with heavy usage at early evening.

Even though they would increase monthly charges they did not invest in better infrastructure.

When we canceled our subscription with ATT that turned into another nightmare.

They did not make it easy and bullied you for hours to try and keep service. It came to a point the only way I could get

them to cancel our service was to charge them with elder abuse because of the negative way they would not cancel my service.

You should be able to call and cancel any services without going through a fight for hours.

The day I learned Sonic was coming into the area I was so relieved that there was another competitor and another choice

of a provider besides ATT and Comcast.

We had been on DSL before and now we are using Sonic fiber and what a difference in service.

we have not experienced any throttling down yet.

People need more competitive choices.

Thank you.

MICHELE GAUNT