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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,

Please deny USTelecom's petition to modify provisions of the 1996 Telecommunications Act. A few years ago, I made a conscious choice to stop doing business with a large, national carrier that limits options for consumers, provided shoddy services and then stuck its customers with substandard support in favor of a locally owned and operated carrier that offers superior service and support an leverages the hardware already in place.

In the nearly 3 years since I began subscribing to my local carrier, I have only had 2 or 3 instances of sub-par performance and when those few instances did occur, I was able to talk to local, knowledgeable support personnel who began by listening to what curative steps I had already tried and were able to move quickly resolve the issues. this experience is opposed to that I had with the large carrier who stuck me with support personnel who, because they were supporting multiple people simultaneously, left unbearably long stretches between speaking with me (employing the so called "brief hold" that resulted in my calls lasting for over an hour) and could only function by sticking to a pre-ordained script that was both incredibly inefficient and unhelpful.

Please leave the provisions of the 1996 Telecommunications Act in place so that small, local carriers have access to the hardware in place and consumers have access and choice.

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