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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,

I lived in Brooklyn for two years. Comcast was the only really viable option for internet access where I lived. They barraged us with advertising for their "Triple Play!" service for the whole two years--I don't know how many trees died for the amount of junk mail they sent--*even though we were already their customers*. There was no way to unsubscribe from them, except to move.

We moved to the midwest. We had two options for wired internet in our new home: AT&T and Comcast. We knew a guy who worked for AT&T; he told us, "Unless you can get fiber through AT&T"--we couldn't--"don't go with AT&T." He knew the competition was Comcast, and despite Comcast having a reputation for horrible customer support, he wanted to warn us that AT&T was worse.

I relied on home internet access both to work from home and to find work. A price hike for internet services because of monopoly-like power held by the likes of Comcast, AT&T, and Verizon would be hard--*especially* for those who work from home, and who use the internet to look for work... which is basically everyone looking for work, and which pretty recently included my own family (I am grateful to have found a full-time job, found and secured via a home internet connection).

We prefer smaller ISPs--we've set up family members with a small, competitive ISP that's growing, and they have excellent customer service, provided by people who are actually *in the area where the ISP provides internet access.* They (the ISP) have had to work with AT&T because AT&T controls the telephone lines, and AT&T would conveniently (for AT&T) screw up the 'change of Internet provider' work orders, keeping the new ISP customers without internet for as long as they could hold out. In one family member's case, AT&T disconnected their home from its copper-wire connections, trying to install fiber connections that they had not bought, nor asked for, and that they didn't want: they were not AT&T customers, and AT&T tried to prevent them from actually having any other wired option for their home--and they used their home internet access to telecommute.

I think that competition among internet service providers improves our quality of life, and I could spend hours on a phone tree, trying to connect to a representative to explain the concept of market failures and why regulation can work to counteract them, only to be disconnected, to call back, and

be transferred to a customer service agent somewhere in Asia, but being able to connect to a local ISP over DSL has meant that I haven't had to. Please keep broadband through smaller, competitive providers a viable option - and thank you!

Aaron Holt