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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 USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Imagine this! You have a phone problem, you call customer service, and they pick up the call!!! It can happen! My provider does this. Further, everyone who answers the call is 1) authorized to chase down the problem to resolution, 2) is trained to chase down the problem, and 3) is responsible for chasing down the problem.

I swear on the holy Bible, it is possible to provide excellent customer service. I have witnessed it.

I have spent HOURS on hold for ATT, then Comcast. And with no resolution. (my favorite was with ATT while I was setting up auto pay. Apparently the call was disconnected, so I got dinged for late payment. After yet another 1/2 hr wait to complain about that "yes, we see the call but it disconnected before payment details were provided and could not reach you." LOLLOL or slap my forehead... ATT could not find my number to reconnect? I had no idea that the call was not completed. sheesh)

Customer service ratings for the big telecoms are in the toilet. No one has asked me, but I would agree.

Just another little anecdote from my cop friend-- he was called out for a welfare check because a neighbor heard another yell-- "why don't I just kill myself".. Long story short, she was on a call to ATT service who made her wait forever and then screwed her over. ha ha, but not, really.

Customer service, customer service, customer service: 3 reasons to support Bridge to Broadband.

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