

Marcia Matz
2886 Soscol
Napa CA 94558

Aug 28th 2018

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 recently moved and signed on with the major telecommunications provider in the area. The service was poor. Whenever I called with a problem, the person I was speaking to read from a script,, which didnt address the problem. Luckily, there was a small local provider available. Whenever I call, the person actually listens patiently and problem solves. They earn my trust and gratitude every time. The larger company had NO INCENTIVE, with such a large customer pool. PLEASE keep competition a factor. It makes NO SENSE to reward less than mediocre performance!

Marcia Matz