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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 am sure you have heard from others about their nightmarish experiences with monopolies like AT&T and Comcast. Well, add me to the list.

AT&T kept hiking their prices and hiking their prices. We were on autopay so I didn't notice. We canceled a phone line for my mother-in-law and replaced it with another line (all through AT&T). They kept billing us for both. Again, we were on autopay so I didn't notice. When I finally noticed, I called to cancel the original line and ask why it was still active. Instead of canceling they added other services to my account. When I saw this and called back a month later, I was on hold for hours, passed from department to department, hung up on, yelled at, told I needed to go to Oregon in person to resolve the problem (we live in California, my mother in law lives in Oregon), and finally, finally managed to get the inactive line taken off our bill. But only for that month. Not for the month I had originally called, or for the months before that where they left this ghost line on our bill.

All of this to say, AT&T is awful. They are already using their power to hurt consumers because in many places they are the only option. We are lucky enough to have some alternatives, but people like my mother-in-law, in rural Oregon, don't. If they want internet, DSL is the only option.

Our home phone bill from AT&T was over \$70/month. We just switched to a local provider and now it's \$20 per month. What if we had been stuck paying an extra \$600/year for nothing? We keep that line in case a babysitter ever needs to call 911. But that's a lot to pay for a service we've never needed to use.

For the health of companies and consumers, I strongly support broadband competition.

Heather Cochran