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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 have been a customer of major Internet service providers. I have lost hours on the phone when Comcast's and ATT's internet didn't work, and their customer service worked even less. I have lost at least a work day waiting for ATT technicians who did not show up at all. Why do they treat their customers like s\*t? Because they can.

Now I am a customer of a small Internet service provider whose technician showed up and gave me internet access, on time, on the planned day. The only time I needed their technical support, the phone did not ring twice before I had someone on the line, and she fixed my problem within minutes. Why do they treat their customers so well? Because they are closer to us and to our concerns.

These great small companies are how the market was meant to work, to bring us Internet at competitive prices. They may not wine and dine and lobby the FCC as efficiently as the Comcasts and ATTs in the field, but they provide the services and prices that matter to the users. I hope you remember that the FCC is, in the end, accountable to the American users of the Internet.

Best regards,

Etienne

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