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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 moved to a competitive local provider for my telephone and internet service over a larger company because the larger company had repeatedly shown itself to be incapable of providing basic, responsive customer service, and phone and internet service at fair, transparent rates. It always took hours of time with multiple people to resolve even a minor service issue. After I left, they spent more money sending their salesmen out and mailing offers to me, money that they should have spent providing my internet and phone service in the first place. My local provider is responsive and motivated to provide quality access. Charges are clear and consistent, rates are competitive, and I have only ever needed to make one call to one person for any concern or question.

Competition is vital to keep large, companies from raising prices only to support a bloated bureaucracy of office workers that do nothing to further the connection services customers are paying for services that are crucial to being able to work and go to school, among other things. Make it possible for companies that are innovative, responsive, and good at doing business to access the broadband market.

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