

Elaine Hirt
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Aug 29th 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 am distressed to learn that you might approve actions that will put smaller local broadband companies at a disadvantage. I am an elderly woman with a disabling condition that makes it difficult to type on a computer and especially difficult to position a mouse over pop-ups or tool bar options. My small, local carrier (Sonic in Santa Rosa, CA) always supplied me with advice representatives who would patiently talk me slowly through each step necessary to work out any problems I might have. Larger companies simply do not offer this kind of service. They want you off the phone as soon as possible so they can move on to the next call.

I was able to get internet and phone service through Sonic at a much more reasonable price and there is no aggressive sales tactic to have you purchase more than you need. I am dependent on having good service so that I can get up to date news as it is harder and harder for me to hold a newspaper. I also need reliable phone service in case of an emergency or just to stay connected to friends and family on a daily basis. Sonic, as a local provider met these needs.

I had Comcast for my television service and they constantly increased their rates without any increase in services they provided. Local companies do not do this to their customers.

I ask that you please reconsider your plans regarding access to the critical unbundled network fibers that locally owned companies need to continue their work in the communities where they operate.

Sincerely,
Elaine Hirt

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