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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 a consumer and small business owner who supports broadband competition. I support small business in general. I would rather deal with humans than corporations. When I walk into the office or call my broadband service, I get prompt service and efficient help. If something is wrong, they troubleshoot it with me and don't stop until it is figured out. These people are local, well-trained, and able to sort problems out. Problems occur less frequently than when I was with a corporate provider and they are sorted out in less than a day. Usually less than an hour.

When I was an AT&T customer, I was very dissatisfied by the service. It was impersonal and the staff was always trying to sell me something. When there were difficulties/ troubleshooting needs, the staff was often unable to figure them out. The people were not well trained to solve technical problems. It would take days to get sent up the ladder to new people that I would have to tell the whole story to again. When I discovered that I could get broadband from a local company, I was so grateful and switched immediately. It's been several years and I don't ever want to go back to corporate.

Competition allows for a more human service. I need broadband to work and to live. Please allow small business to compete in this market.

Cyndi Lowe