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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 customer of a small, broadband ISP who provides outstanding personal service for my internet and landline phone service. They are local (less than 2 miles away) readily available, and provide personal, hands-on, in-home service when I've needed it. They have a personal history of prior service that helps in dealing with any current issue (always as a result of my tampering with computer or router settings). A real person actually answers my calls or emails when I have questions, need assistance, or ask for recommendations. They are my interface with AT&T who has never provided that kind of service. They're too big.

I'm a previous customer of AT&T and had many frustrating and annoying experiences trying to get tech support on the phone (and they certainly did not provide same day house calls).

My personal experience (and certainly a common one) with large companies like AT&T and Verizon (my cellphone provider) was to be put on hold and eventually connected to an off-shore tech support who consulted a manual while attempting to resolve my issue. My comment is not about off-shore support; it's about the difference between mega-companies, who are too big to give personal service, and the small, local service companies we are constantly losing. We are losing the competitive business culture and giving over to larger companies who take over, push small competitors out, raise costs, and provide a lesser service. They do not provide better service by virtue of their size. The inverse is actually the result. Their focus is on increasing customers, not customer support.

I do not want to lose my local broadband provider and the quality service they provide. I strongly support the current competition we have in the Internet Service market.

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