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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,

My name is Peggy Lu. I am a low tech senior, and I thought only of At&t when I bought a computer and wanted to go on line, because I had no choice At&t monopolized the whole industry. I could only afford DSL, so I signed up for it with At&t. I live in a two story building, and I already had a phone line with At&t on the second floor. I wanted to place my computer on the first floor, so when I asked At&t to install DSL on my first floor they intentionally misled me by telling me I needed to set up another phone on the first floor in order to get DSL on the first floor. I agreed not knowing better so they charged me \$30 for the phone which I did not need, and another \$30 for DSL. I subscribed to At&t for around eight years, and it was a terrible experience. I could not do anything on the internet. It was slow and spotty. For days I had black outs and when I called At&t I got someone from India answering and all they did was tell me my box was broken and I needed to replace it. I could not find anyone from At&t that was accountable for anything. For all my frustrations I got rewarded almost every other month with price increases on my phone bill. Finally my wifi connection stopped altogether for almost a whole month and yet they sent me a bill that had another increase on it.

That was the last straw I started looking for another provider, and I found out how pitifully few providers existed in San Francisco. Then a friend recommended a local company called Raw Bandwidth. I switched from a huge company like At&t to a tiny company like Raw Bandwidth and finally found out how this huge company At&t had ripped me off all these years. Raw Bandwidth not only charged me less than half of what At&t was charging me, they have not increased the price in the three years that I was with them. Not only that, I lost wifi connection only once and Raw Bandwidth's owner called the service people at At&t to fix the problem, and he was ready to come to my house if those people could not fix it. Dear FCC please do not let the big companies get rid of the local competitors. We the users desperately need more local broadband providers. Please deny the USTelecom petition for forbearance. Thank you!

Peggy Lu