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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 currently get my internet and phone from an independent provider. When I have a problem I telephone them and they pick up the phone and help me find a solution. They are actually located near by and the person who answers the phone appears to speak English as a first language. He, it has always been a he, actually seems to know what he is talking about not just following a script. They even sent someone to my home when I had problems with my router.

Previously I had major cable provider. When I had a problem I would wait on the phone for what seemed like hours, it was probably less, to get help. The person "helping" me seemed to follow a script and not really understand the problem.

Also note the phone service is great. I am able to call my friends and family overseas without paying exorbitant rates. I pay a flat fee which is quite reasonable.

The bottom line is we need local providers of internet and phone services not large national conglomerates. Please make sure we don't shut the local providers out of the internet. They need to be able to use the "public" wires to be able to serve their friends and neighbors.

John Robbins