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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 independent Internet Service Provider. This company is the best in many ways of any company I've been a customer of for this service. I've had very bad experiences with large companies that have no regard for customers. I'm not very skilled with technology and require help from tech support workers who are patient and willing to assist beyond the hurried, unconcerned attitudes of the workers at big companies. I know those workers are under pressure and not given the time to provide the type of attention I need to solve tech problems. Without broadband competition, small companies won't be able to survive.

I'm also receiving phone service through my local company, which makes it affordable for me. I don't have a separate phone bill anymore, without which I wouldn't be able to afford such excellent internet service.

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