

John Mullenholz  
95 Melrose Ave  
San Francisco CA 94131

Aug 30th 2018

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,

When I graduated college in 2005 and moved to Washington D.C., I couldn't find any other viable option for besides Comcast.

I moved between a dozen apartments and four cities until an alternative provider became available to me in San Francisco in 2016.

From 2005 to 2016, the top ten worst customer experiences in my life were all from Comcast. Their monopolistic market position allows them to abuse their customers in ways that shouldn't be legal in America.

Since 2016, my family's relationship with broadband has transformed into something we love. Our provider is mission driven, provides phenomenal customer service, and constantly strives to improve their customers' experience with their products.

This is America. Competition in the free market is a cornerstone of what made this country great, and my experience with an upstart broadband provider has convinced me beyond a shadow of a doubt that competition in the broadband marketplace stands to benefit all 365 million Americans.

The status quo with limited competition stands to benefit the handful of people who own and operate this country's aging cable lines.

Please make the right decision for America and Americans by opening up broadband access to more competition.

John Mullenholz