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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 chose a competitive provider because my experiences with AT&T and Comcast have been extremely unsatisfying. Their repair service is slow, usually it takes several days to get a repairman to my house.

With my local competitive provider I can have a service man at my house on the same day I make a request. I have never had any problems with the quality of the service I get from them.

I work for a local business in Alameda and comcast made so many mistakes in our new service that I went looking for another provider. In the neighborhood of my office there is no competitor to comcast. comcast has no reason to do a better job because there is no money in it. We pay \$265/month and it takes three days for them to respond to a problem?!! We use the internet all day everyday to run our business, a three day delay could ruin our business.

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