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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,

Broadband competition is important to me. Over the years, I have had a few different providers of internet service. One in particular (AT&T) became a huge disappointment; it reached the point at which the service simply did not work, despite many tech support calls and useless modem changes. I switched to a much smaller provider recommended by a friend, and the improvement was huge and instantaneous.

Please don't allow big providers like AT&T to determine the choices available to me and other Americans. Smaller companies earn their customers' loyalty by providing good service and innovative options. If they fail to please, they fail, and that's OK. It's not OK to allow big companies to stay in business while failing their customers, as AT&T did with me.

Thanks for your consideration.

Marian Beard