

Erika Larson
3047 Tremont St.
Berkeley CA 94703

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,

Five years ago when I bought my home I had the opportunity to switch from AT&T to a local ISP. The difference in quality of product and service was like night and day. I am extremely happy and consider myself extremely fortunate to be able to choose a local ISP that reinvests my money back into the local community. Moreover, I feel the customer service my local ISP provides me is head and shoulders above any major competitor.

When I had AT&T I was calling customer service regarding some sort of problem at least once a month if not more often. I lost track of the number of hours I spent either on the phone or waiting for a service tech to show up. In the past five years of having a local ISP, I have had two problems- two, total. Both were fixed promptly and I was kept informed of the status of my issue.

Competition has clearly revealed a superior product and provider in my case. If AT&T wants to eliminate competition, I can only imagine it's so they don't have to clean their own house and provide better service. Competition is at the heart of capitalism and the foundation of the American dream. AT&T shouldn't get a leg up simply because their poor performance is allowing their competitors to succeed.

Erika Larson