

margot graves
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Aug 31st 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,

I have tried both a local internet service provider and a big country=wide one.

The customer service provided by the local provider is far superior to that of the large national company. You can actually get real time help from someone who actually knows your situation (and your limits of computer savvy).

Powerful companies not only raise prices when they don't have competitors, but their service and customer service suffer from the lack of competition.

Please continue allowing small, local internet service providers to exist. Create and keep an environment where competition is fostered to allow the providers to continually improve their product and customer service while keeping prices down.

Much appreciated.

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