

Hal Fischer  
117 Pierce Street  
San Francisco CA 94117

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 chose a competitive provider because it was the only way to get effective customer service/support and clarity on pricing. Before there was small provider availability, I was at the mercy of Xfinity/Comcast. Technical support was useless and when I was able to identify an ongoing problem (which turned out to be at the provider's end), they did everything in their power to not correct it. Getting a price quote was a nightmare. I would be told one thing and receive a bill that did not reflect the over the phone quote.

It's a different world with a small provider. First, their call center is 40 miles away and the staff are helpful and can address specific issues (they are not reading off of a call center script). I am a senior citizen, and this is important because sometimes I can identify a problem, but not know from where it emanates. Talking to a technician who is willing to take the time to figure out where the problem is, even if it is not with their service, is an important resource. Also, the fact that I get a land line with the service is a big plus. In the next earthquake, we may not have cell phone towers. The landline land line provides security.

As long as there is competition, all of the service providers will have to be more competitive not just on pricing, but on actual service. We have two independent providers in my area, and they both receive superlative reviews. Some people who have Xfinity or AT&T tell me customer service has improved, most likely because there is competition. That said, I am sticking with the competitive provider. They are making it better for everyone. Competition is the American way.

Hal Fischer