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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 customer service from ATT was absolutely awful - you could not get through to a live person without a 30 minute wait and their customer service agents were not well trained or helpful.

My new company has much better customer service and faster speeds.

Local broadband providers do a much better job all around.

So you need to preserve competition and say no to price hikes that will increase the cost of internet and telephone services.

Thank you - remember, the purpose of telecommunications is to serve the people, not the profits of big companies.

Ellen Brotsky