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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 USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I live in an old San Francisco neighborhood with old infrastructure and poor internet service. Since I moved here in 1997, my only options have been Comcast Cable or DSL. My experience with both companies was terrible. AT&T's service was so intermittent that at times I only had internet service about 40% of the time. After repeatedly trying to get customer service to fix the line, I had my service disconnected. Their customer service repeatedly tried to blame the problem on my modem or internal house wiring. Neither of these issues proved to be the problem. It was clear to me that AT&T's call centers were trained to stonewall the customer & lie to them. Since giving up on AT&T, I have been using Sonic DSL and none of the transition issues they cited have been a problem getting reliable service.

My experience has proven to me that leaving internet distribution in the hands of a few mega corporations leads to monopoly, higher prices and terrible service to consumers like me. I beseech the FCC not to reverse course on Net Neutrality and hand over sole control over internet distribution to a monopoly that has proven themselves untrustworthy to me.

Jeff Ellis