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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'm a consume and believe that without competition, no only there nothing to keep pricing in check but there is no innovation, the quality of customer service goes down.

I have my internet service and voice service delivered by a small ISP. I get most of my "video content" over the top by subscribing to services as Netflix, Amazon and youtube.

I used to be a customer of Comcast. And, after 10 years of getting my "special 1 year" price getting jack and having to "re-negotiate" the same package. Or experiencing extremely bad customer service when an issue occurs. Be placed on hold for close to 1h and ended up talking to someone that does not understand networking...who simply read a script...

I had enough and move to a smaller ISP (Sonic). Not only did my monthly bill remained stable for the last few years, but the service got better overtime. The few times I had an issue, I was able to quickly talk to a HUMAN! Someone who was technical and could really help!

Jean-Francois Vincent