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Sep 5th 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've been using a small ISP for many years. I stay with them regardless of offers from the big companies. The small ISP provides marvelous customer service that none of the big companies can come close to. If I call about a problem, they will attend to it within 24-48 hours. Sometimes, I go to their location and have a problem taken care of immediately. I don't even try to see if my ISP's costs are competitive. I have also switched to their telephone service. Please help the small companies stay in business.

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