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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,

Please register my opposition to the deregulation of telephone and Internet services. Deregulation will help to eliminate competitive services; in this case, the consumer is the loser, while big corporations win big, in terms of strength, elimination of competition, and pricing. I have had my share of service providers from both small and large corporations. In my experience, the bigger the service provider, the less interested they are in providing decent service to the consumer. This is evident in the length of time left on hold on a call, the complaint on their part "due to the high volume of calls, you will have to wait for attention" (when the real cause is a much smaller customer service department inadequate for the volume of calls), and the shunting of calls off to online inquiries, where one must wade through a labyrinth of menu options to even leave a message.

Please consider that individual consumers deserve fair service, and maintaining competition is the best way to ensure that.

Thank you.

Phyllis Johnson