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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,

After enduring horrible customer service as a Comcast internet customer, I was horrified that my options were basically Comcast for high speed or AT&T for DSL service. It was an incredible situation to be in, with the lone provider treating customers like meat as they were the only game in town.

The quality of cell phone service only improved after there was competition from both small and large players alike. America needs the same for internet service, a key utility in today's age, bringing not only information and commerce into the home, but allowing people to continue to work productively from wherever they are, even their home.

Having lived with DSL and enjoying the upgraded speed of the Comcast service, I couldn't believe how infuriating the service was. When I discovered that I was not alone in this experience, I was flabbergasted. How could a company get away with such treatment? By ensuring they were the only game in town-- a very un-American way to operate in my opinion.

It is the FCC's role to ensure that American's access to high-speed internet is provided through a competitive marketplace where the best services provided by companies that treat their customers in a human way.

Thank you for your time.

Vijoy Abraham