

Robert Green
2618 FORBES AVE
SANTA CLARA CA 95051

Sep 10th 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 am a consumer and as well, a business owner, which means I need reliable and trustworthy vendor for my wifi connections. Our area is served by Comcast and by Sonic, an independent provider. We had a very negative support and service by Comcast, which wanted us to have a fixed set of services. But we only need one. Comcast also charged us in our on-line account for service not provided, as much as \$59 per month. That when we did not have a need for on-line broadcasts as we have a connection with another provider. Our Internet needs do not include video.

We have not been able to recover the money deducted by Comcast (a long term issue). They claimed we had video service, even though we did not have the hardware required for consuming broadcast type of television.

Comcast 'screwed us' badly without providing ANY service, just that they connected their network to our house.

It is clear to our business and our family that this broadband "service" from Comcast was not due to our usage as we have had services from another provider (Sonic) for data and we do not use TV broadcasts at all. Our business is on-line and person to person support for immigration and foreign company's workers needs located here in 'Silicon Valley' We have been doing this for over 15 years.

Our point is that using a caring broadband supplier is essential to our business and home. And that our current supplier, Sonic provides that and if we wish to watch local TV, we have an antenna on the roof, at no continuing cost.

This information has been prepared by Robert Green, President, BGAI, Santa Clara, CA

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