

Kevin Murphy
311 Grove Street
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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,

We chose a competitive internet and phone provider for the following reasons.

1. We like to support local community businesses as much as possible. Doing so strengthens our local economy and the community living within it.
2. We were highly dissatisfied with the customer service support provided by AT&T. When we moved back in 2010 not more than half a mile from our prior home in which we utilized AT&T for phone and DSL service, we were told there were no DSL lines available at our new locale even though we were still in the same city. Fortunately, Coastside.net was able to provide phone and DSL service for us. We have been utilizing their services ever since, and have been extremely happy with their customer support services. Whenever, we have a connection issue, they have been readily available and helped solved the issue expeditiously. We would really like to continue to be able to utilize the competitive services Coastside.net offers our relatively small community of Half Moon Bay, California.
3. Since I work from home a couple days each week, it is imperative I have a reliable service that can expeditiously solve any connection issues asap. Coastside.net has provided that type of service. I do not believe corporate providers are as concerned with small residential users like myself, whereas our local provider has consistently treated any issues we have had as a high priority. More competition provides better service options and pricing for consumers. There is a much smaller chance of significant price hikes on internet and telephone services for many of those who are struggling to make ends meet in our local community if competition is fostered.

Please do not implement the deregulation sought by Big telephone companies that would enable them to levy a massive price hike on all broadband customers by significantly reducing or eliminating competition in the market.

Kevin Murphy