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Sep 26th 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 choose a competitive broadband and phone service because I want actual service. Not only do I get fantastic customer service, I get higher speeds, and additional features - at a lower price than I had been paying with the monopoly providers..

If you have a problem with the big monopolies, you call them, wait on the phone for 20 minutes (if you're lucky), talk to someone 12 time zones away who can't help and will transfer you to their experts (if the call doesn't drop), and finally get someone who will tell to reboot something - which you've already done.

My ISP connects to an actual support person quickly, who is knowledgeable enough to not need read through a script, and actually gets the problem fixed. I even once had an obscure problem fixed by having their tech support finding a FAQ written by their CEO!

When I switched to this ISP, my digital rates went down, and my download speeds tripled, and I got all sorts of extra phone services - over the same set of wires their competitor had been using, at a lower price than I had been paying.

Before that, my rates to call to work were raised higher than calling to Europe via a competitor.

I was tired of getting the service techs contracted by the monopolies telling me their officially supported equipment was substandard and I should get a good modem. I finally did, which fixed the problem - but when a new problem popped up a few days later, they refused to help until I bought another one of their substandard modems. After I did, I was told the problem was at their end, not the modem, which is what I told them all along.

That's when I went to an actual competitor, and why I will never, ever voluntarily use one of the big companies for broadband or voice. Don't force

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