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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 currently have service with a small local competitor and are receiving excellent service at a fair price without constantly having to jump through hoops to keep our price low with various special offers. Service interruptions are infrequent and very quickly repaired. Losing access to this provider would not only cost us over \$1000 a year, it would also force us back with one of the 2 main providers in town. In addition to being significantly more expensive, dealing with them was frequently an extremely stressful experience.

At one point, there were only 2 internet providers that we could choose between in Columbia, Missouri (population >120,000). At various times, we had service with both of them. Our internet service was out more frequently and service calls were delayed (we once went an entire month without land-line service; despite numerous calls no one ever showed up to fix it). Their pricing schemes were ridiculous, with someone frequently needing to spend hours on the phone getting them to adjust our bill because they had either changed an agreed-upon price or even added a small service and accompanying charge without asking if we wanted it. I'm sure they were hoping (and right) that at least some people wouldn't notice the add-on and just pay it for extended periods.

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