

August 14, 2018

Federal Trade Commission
Office of the Secretary
600 Pennsylvania Avenue NW
Suite CC-5610 (Annex C)
Washington, DC 20580

Re: Competition and Consumer Protection in the 21st Century Hearing, Project Number P181201

Google is now putting paid ads from GrubHub, Seamless, and other services at the knowledge panel that comes up when someone googles my restaurant's name. Google is taking over and giving the edge to these services, essentially charging a tax that no one wants to have to pay. As a restaurant owner who offers delivery, I believe this goes against the right of independent restaurants to compete in a fair manner.

It seems that the Internet brings you something fair and then it gets taken away. GrubHub and other apps are not in the best interest of independent restaurants like mine. TJ's Pizzeria Cafe has been in business for 25 years, and we have four locations and 80 employees. Still, we can't compete when giant companies like GrubHub siphon off our direct-order business.

These ordering services charge exorbitant fees and then "own" our customers. We should have the right to own our customers. They should not be siphoned off because of the unfair advantage that Google is now giving giant corporations. If we have our own direct online ordering apps like ChowNow, they should be as available to our customers, just as those of any other companies.

I am very uncomfortable with Google making more money for itself in this way. I am marketing my business and working hard to be in the public sphere for online ordering. I should have precedence over any other company that wants to try to use my restaurant to reach customers. We are paying for our own apps. We should have the right to use them.

The FTC is meant to protect businesses and promote fair competition, so I want it to have Google stand down from unfairly monetizing people's desire to get food delivered. This practice is punishing independent restaurants who wish to use their own online ordering applications. It is essentially skimming profits from our working restaurants and giving them to Google and companies like GrubHub. What Google is doing with its tax is hurting small businesses and negatively affects our ability to compete.

Sincerely,

Steven Freaney
Owner



TJ's Pizzeria Cafe

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