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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,

In Oakland, CA we used to get the internet either through Comcast or AT&T. We tried them both and AT&T won out because Comcast customer service was nonexistent. AT&T charged high prices and their equipment that they rented to you was 10 years behind the times. The service was not reliable and speed would go up and down. We paid \$64 for 12 mb. Now that Sonic has arrived, we pay \$60 for 1000 mb (and they include phone service) and they deliver consistently. Not only is the service good but the customer service is responsive and available. The internet in modern life is too important to be left to Comcast or AT&T.

A final example: when I canceled my AT&T internet service, they said they would send a final bill which they did. The bill gave a website to login and pay the bill. But of course my login did not work anymore because they had canceled the account. The website had no contact information for customer service (even though customer service is listed), no physical address to send the bill, no email address, and no phone numbers. I Googled it with my Sonic internet and I sent them a check by snail mail. I hope they will figure out how to deposit my check and reconcile my canceled account.

If the United States is going to compete successfully with the rest of the world, we need good internet service that Sonic provides.

Richard Schwarz