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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,

I am a residential consumer who chose a small broadband company Sonic in San Francisco as I did not feel like my business was welcome at the larger Providers. In fact I previously had service with ATT who one day mistakenly decided to allot my connection to another neighbor, when I eventually got hold of them to inform them of their mistake I was told there were no more 'slots' available and I would have to go to another provider. I was told repeatedly by several customer service reps and a supervisor that my issue would be resolved but no one ever bothered to follow up other than getting phone calls from them asking me to sign up as a new customer despite not being able to obtain a connection. The only other option was to go to Comcast but based on them having the worst recorded customer service in the United States even having significantly worse score than the Internet Why would I give my business to a company that received the worst scores in cost to consumer, performance, billing, and reliability according to JD Power's rating of major wireline services, this firm also received the worst scores in cost to consumer, performance, billing, and reliability.

As a result I was forced to look elsewhere and that is how I found Sonic. A small company that cares about its customers, you even get to talk to a real human when you call about an issue and you do not have deal with long hold times with customer service that isn't even based in this country.

Living in a city that has only 2 other providers it is essential that smaller competitive companies like Sonic can thrive and offer a service that maintains consistent pricing that doesn't increase every 6 months. I previously had DSL and have now upgraded to Fiber once it was offered. My Sonic internet service also includes competitive telephone service for no additional cost to me.

I support competitive broadband services and you should too.

John Lyons