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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,

As a consumer, I want to make a statement with my dollar. I switched from AT&T several years ago to Sonic after countless telephone calls to resolve a billing issue. In the end, I left AT&T after being on hold for hours, passed between operators who each required a fresh-start summary of my increasingly complicated situation. I was (and still am!) owed a refund and treated deplorably as a customer including being hung up on by one operator who was unable to resolve the issue and gave up.

It was a gift to switch to Sonic, where I have been treated exceptionally in every exchange, by phone or in person, and the service the company provides is second to none and priced competitively as well.

Please do not take away my power to make a choice in favor of a small company which respects its employees and its customers. I do not feel like just a number with Sonic.

Molly Sohrakoff