

Clark Smith  
335 Jacquelyn Ln  
Petaluma CA 94952

Jun 18th 2019

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 victim of an even more insidious strategy by AT&T. They control all the copper in California; thus my carrier, sonic.net, is entirely dependent on them, when service goes down, to diagnose and troubleshoot. This involves making an appointment through my carrier for a technician to come to my home. An 8-hour window from 8AM to 4PM is the narrowest window they offer.

I am a one-man business earning \$1,000 per day with costs of \$500 whether I work or not. I am willing to sacrifice one day of business as long as I know they are coming. So far, they have promised to come and failed to show up for seven such windows. Their contract with sonic.net requires them to escalate after two days of failed commitments, but they refuse to honor that obligation. I am now 11 days without service with no resolution in sight. During this time, AT&T has repeatedly lied about being on the way, forcing me to shut my business down when they in fact never intended to show up.

I think the world of sonic.net. Their customer service is amazing. My contract, however, is with them and they are, through no fault of their own, unable to fulfill a contract on which I am completely dependent. To recover damages, I may have to take them to small claims court, the Better Business Bureau and the media. Any damages I'm awarded they are obliged to try and recover from a well-healed and poor-intentioned

I cannot tell you if this is an intentional strategy on AT&T's part, but it certainly has the desired effect, from their point of view, of strangling their competition through their own incompetence, understaffing, and decaying physical infrastructure, all effective cost-saving measures that create a situation where they can raise prices once they have murdered their betters. On the other hand, perhaps the cause is sheer incompetence. I don't know if they are evil or just dysfunctional. I suspect that both are the case.

Please do not permit this terrible company to run roughshod over fine companies that are laying fiber for a better future.

Clark Smith