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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,

Ive had service with the larger internet providers, and the level of service never even remotely matched what I experienced after switching to Sonic.

With Sonic, I got faster internet speed AND telephone service, and customer support that actually cared about me, the customer, and who were fully trained on how to troubleshoot and resolve any internet connection or hardware problems.

In the perhaps decade now since Ive been with Sonic, I received offers from the larger companies, like AT&T to switch. Being large companies, theyre able to offer lower pricing, but my experience with them in the past, compared to Sonic, keeps me loyal to Sonic.

AT&Ts prices used to always creep up. Or theyd lure you in with a promo rate to jack it up much higher later. Sonic has kept their pricing the same and only rarely have my rates increased, and not just arbitrarily. Sonic has always sent me an email to explain cost increases on the occasional times its needed to increase my bill.

Its easy to try and stamp out competition when youre large like AT&T by offering what seem to be perks. However, its the smaller companies that keep them on their toes and allow us consumers an alternative. For that reason, we must make sure that competition remains on a level where smaller broadband companies can also exist and survive lest consumers only be left with the giant companies who do not always look beyond their own profits to really providing valuable service and a great experience to the customer.

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