

Robert Cohen
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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,

After many years as an AT&T customer, suffering through poor quality offshore customer service, deceptive marketing and pricing, and indecipherable bills, I switched to Sonic for both landline and DSL internet service.

The difference is remarkable. I can speak with very well-informed customer service reps, who go the extra mile to be helpful. Pricing and billing are straight-forward. I enjoy more features for less money, and the bundle stays the bundle, without *introductory* pricing and endless attempts to *upgrade* me to higher-cost services.

Sonic is rolling out its new high speed fiber network; we hope that we'll be able to switch from DSL to fiber soon. I support broadband competition.

However, the big boys have ganged up on smaller providers in an attempt to monopolize services. We need continued access to unbundled copper and UNE services!

Quality broadband is critical to my home-based business, and to my wife's ability to work from home after hours.

Thank you for your consideration.

Robert Cohen