



14 August 2018

Via ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c)
to Accelerate Investment in Broadband and Next-Generation
Networks, WC Docket No. 18-141

Dear Ms. Dortch,

I am writing to you on behalf of my architectural company, of which I am sole proprietor. I am a Sonic customer, and I urge you NOT to grant USTelecom's petition.

I rely on the Internet broadband and telephone service from Sonic for my everyday business needs. We currently have 40/2 mbps asymmetric service.

I endured dreadful service from AT&T for many years until Sonic became available in this area. AT&T had execrable customer service, and the DSL line was unreliable. Sonic provides excellent customer service and the rates are cheaper than AT&T. The speed from Sonic is better and has been 100% reliable. I can always reach a human on the phone if I need customer service (which is rare). Even rarer is the fact that they understand what they're talking about.

If I could no longer retain services from Sonic I don't know what I would do, since I would never go back to AT&T and am unaware of any other reasonable alternatives for my small business.

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A R C H I T E C T U R E



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W O R K S H O P

Please do not end the ability of providers like Sonic to offer an alternative to the incumbent providers.

Sincerely,

Very truly yours,

Thomas R Hardy

Thomas Rex Hardy, AIA
Proprietor

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