



Management Connections

The Personnel Advantage

Temporary Employment Services

Permanent Placements

Payroll Services

August 14, 2018

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 the owner of Management Connections, a full service staffing and recruiting agency located in Northern Sonoma County CA. As a happy Sonic customer, we urge you not to grant USTelecom's petition.

Sonic currently provides both our phone and internet service.

Previously, we used AT&T for our phone service, but had so many time-wasting issues with them we decided to switch to a local company. Not only was their customer service awful and their rates were ridiculous.

Our internet provider was Comcast. Their rates, too, continued to climb, but their service didn't improve along with it.

Since switching to Sonic, we have dependable phone and internet service, not to mention great customer service. They have been extremely responsive to any problems or issues we've encountered, including left-over problems with AT&T.

Recently, Sonic's Service Rep was to meet AT&T's Service Rep at our office about a wiring problem that was preventing our second phone line from working. AT&T didn't bother to show up. Sonic was here 45 minutes early. Everything had to be rescheduled for a week later because of AT&T, which left us with one phone line for our business.

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

Thank you.

Mary Jo Winter

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