



August 13, 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 company, Harps Etc. Inc. Harps Etc. is the only full service harp store in Northern California. We sell, rent, repair and teach the harp. We are a Sonic customer, and we urge you not to grant USTelecom's petition.

We purchase our two land lines, 800 number and internet from Sonic. They are essential to the running of our business and provide excellent customer service, reliable products. I have a download speed of 65 mbps, an upload speed of 9mbps and asymmetric service. We have used other internet and phone service providers who charged as much as twice as Sonic. Most recently we left AT&T and Comcast as our internet, land line and 800 number providers. No other service matches the speed, reliability, cost and easy to reach technical support that Sonic offers.

If we could no longer purchase service from Sonic, our costs would easily double for less reliable, slower and incompetent service. Technical support and customer service with both AT&T and Comcast required hours of time and endless frustration. These issues hindered my ability to run my business effectively. I can now rely on Sonic for easy to use customer support and for my three phone lines that are completely reliable. This allows Harps Etc. to run an efficient, effective store that allows Harps Etc. to provide



the excellent service that we promise to deliver. My concern is that without Sonic, our costs will soar, the phone and internet will again be unreliable and we will lose customers and hours of productivity waiting for support and days waiting for repair services. The higher cost of services would be passed on to our clients and customers causing them more financial hardship as well.

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

Sincerely,

*Jessica Siegel*

Jessica Siegel  
President  
Harps Etc.0 Inc.