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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,

My name is Eric Liu, and I am DSL customer with Sonic in San Francisco, CA. I have been a customer of theirs since January, 2017. Having access to competitive broadband choices is critical to me as a consumer.

The various "mega" telecom companies seem to have very little incentive to provide quality internet service or customer service. Despite living in SF, my ISP options are very limited; I imagine due to old infrastructure. AT&T knows this even better than I do. If they are my \*only\* option for DSL, what's their motivation to do anything beyond the bare minimum?

Before Sonic, I was a customer of AT&T. I've used various forms of broadband internet since taking my first apartment in 2008. AT&T's service was the worst (Comcast/Xfinity claims a close second). There were constant outages. Scheduling times for AT&T technicians to come out was time-consuming and costly. They provide half-day windows, which then requires that I miss work. I cannot even work from home because my internet was down. Then they would miss the appointments, requiring me to take even more time off work and reschedule. Ultimately they were unable to provide a long-term fix.

If AT&T determines the problem is not theirs, they reserve the right to charge you extra for the technician's time. But when AT&T comes up short, they provide no compensation. From the previous paragraph, what motivation do they have to do so?

I assume that the "last-mile" copper into my home is owned by AT&T and subleased by Sonic. When I switched to Sonic, I did not have much hope--whatever the problems were that AT&T couldn't (or wouldn't) fix most likely still remained.

How wrong I was! Sonic had me up and running in one afternoon. It has been smooth sailing ever since. The company on a whole just feels like it cares more. For example, there's [www.sonicstatus.com](http://www.sonicstatus.com) for communicating downtime, maintenance, etc. AT&T requires you to call a hotline and wait for the next available CSR. Questions and concerns sent to Sonic were answered within a couple of days with Sonic; versus never with AT&T.

Competition is important. The American consumer has the right to competitive choices. Don't let mega telecom companies take that away from us in the interest of their bottom lines, at the cost of everyone else's bottom line.

Eric Liu