

Janie Wong  
259 Crescent Avenue  
San Francisco CA 94110

Aug 28th 2018

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,

I had DSL and it was so expensive and it was terrible customer service. I had to wait a long time for help and often times it seemed like I was talking to a robot with little personal attention.. I like the fact that I can utilize a locally owned company and support the community with local residents as employees. Their employees are happy working for Sonic is my sense; thus their service is outstanding. Please make efforts with foresight to not allow this to dissolve. I love their personal customer service and how they patiently assist me with problem solving my access. At&t is a large company and I feel the right hand doesn't know what the left hand is doing. With Sonic, I feel I get great care. Do not minimize their ability to stay in business and take away Broadband that currently provides us a competitive option.

Thanks!

Janie Wong