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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,

I have tried many of the internet providers in San Francisco. Originally, I used AT&T as it was really the only option for both home and work for DSL lines. Soon after I upgraded my office to Sonic because their DSL service was far superior to AT&T. Higher bandwidth by combining 2 DSL lines and much more reliable with better customer service.

Eventually I moved my home to Comcast because of their higher speed. And at my office I eventually moved to a wireless solution (Monkey Brains - which I still use today). I cannot get Comcast or Sonic Fiber at my office.

But I could not wait to switch from Comcast because their customer service is extremely poor. I no longer use them for TV, phone or internet. I switched to a faster more reliable company with better customer support - Sonic's new fiber service. I use Sonic for phone service also. I could not be happier with the price, service and support. I am paying less than half of what I paid at Comcast! This is what most people in my neighborhood are now using.

Please do NOT take this service away from our community. I would be a giant step backwards for our ability to access media and other services via the internet.

Gary Levenberg