Nicole Nagaya
1264 Noe Street
San Francisco CA 94114

Aug 30th 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,

My husband and I moved to San Francisco in 2015, and were immediately struck by the poor internet service (both poor speed and reliability) we were receiving from Comcast DSL. We had previously good service from Comcast in our prior residences (all in the San Francisco Bay Area from 2006-2015), but within the City of San Francisco the service was very poor, but still was quite expensive. My husband and I often need to work from home - as we both commute more than an hour each direction to our offices. I work for a local government; him for a biotechnology and materials company in the semi-conductor industry. Without reliable internet service, working from home cannot work for us - and it would mean we would need to consider moving out of the region where we've made our home.

About 8 months ago, we decided to give Sonic Internet a try - they were offering 1GB fiber service for a remarkable price of less than $60/month. Their installation was easy, service technicians were helpful and reliable, and customer service has been great to deal with - and more importantly we've only had to call them once in the 8 months. We've been very happy with their service. The competition that firms like Sonic provide in the internet market is so critical to ensuring customer needs are met. I understand that AT&T and Comcast are large companies with an important stake in the industry, and also need to ensure they can keep or gain market share. But please, think of the customers that are thus able to get better, more cost effective service - without headaches.

Please put customers and competition in the market first when considering new rules to govern internet and fiber connections.

Best,


Nicole Nagaya