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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,

I used to be a long term and loyal customer of AT & T for its land phone, cell phone and DSL Service. Couple years ago, I quit its cell phone service due to its poor reception at my town but still continued its land line and DSL service for my computers. I even upgraded the WiFi service around three years ago for a more speedy internet reception for my daily communication through my PC. Each month, I have to pay more than \$140 for the service. Besides two computers in my home office, we also have four mobile devices. Thus, a fast and reliable carrier for broadband service would facilitate us to communicate effectively with our friends globally.

What prompted me to change the carrier for a more effective wifi service was the poor technical support from ATT & T. My WiFi broke down during the 2017 Christmas Holiday, called them with a robot reply to check the problem, and the schedule for a technician to come was in a lapse of 5 days in early 2018.

The technician came and replaced the router. In couple days, the WiFi and landline service was down again.

Another technician came and replaced another router. However, the service still broke down intermittently especially after the rain. The last technician came and explained that it was caused by the outside wire and what they can do was "to Band Aide it" for they are going to change to fiber .

I felt very frustrated about the facilities of AT & T . Seeing that the fiber service was already provided by Sonic in my area, I was firm to switch the broadband service to Sonic. Right now, I got faster service for my WiFi, and free long distance calls from my landline to the countries that I frequently call. I am happy with the technical support for they have life person to answer my call. The most important factor is the affordable fee, I only pay around \$60 p.m. for all those services, that is almost 50% off with AT&T.

So, in the business world, we need competitors to deregulate public utilities to benefit the citizens.

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