

T. PHAM
346 3rd Avenue
San Francisco CA 94118

Aug 31st 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,

The reason I am writing this letter to you is to let you know how much we appreciate to have Sonic Broadband service in my San Francisco area. Their service and cost are very good. Their fiber broadband and phone service has been very good for my home and business use.

I had AT&T service for many years and I was fed up with their service, their connection had been pretty bad. I had constant connection drop-offs, disconnected for no reasons, their repair service was terrible. You can imagine that at one time I had placed as many as 10 service calls a year and they still did not fix their connection (that was the reason why I called Sonic to install the fiber line into my home). Beside with bad service and connections, AT&T very frequently increase their broadband monthly charges once or twice a year. They also required me to pay for the modem and modem rental charge and increase the charges frequently.

A big problem for me is AT&T does not have fiber service in my area. They only have copper lines with a max of 12 mbs and with that, I had experienced so many connection problems, especially during fall and winter seasons. The connection speed for their 12mbs is actually max out at 8-9mbs. Pathetic !

Dear FCC, please allow more competition. Sonic fiber broadband is fast, reliable, cheaper than big companies like AT&T, it's also extremely good for my home business to use their reliable service.

AT&T, a big company that doesn't care to serve their consumers and customers. All they see is big bucks. AT&T is gouging their customers.

Please stop AT&T monopoly. Please allow more competition, for the sake of the citizens.

Please consider my appeal.

Sincerely.

T. PHAM