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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 switched from ATT to Sonic telephone customer service last year after many years because of ATT's unresponsive billing agents. Agents were in India with broken headsets, difficult accents, and little expertise. Nor could I reconnect with them. When I'd call again I would get a new agent who would say the same thing and again nothing happened. For 18 months!

Prices kept going up so that the lowest rate I could get for PC and land line was \$104 a month. I was offered a package for \$99 including TV - I do not have a TV. Also, their email address twice rejected my password for months, although it showed that it was there. And increased charges were being sent to this locked email address.

I was more than happy to switch to Sonic where I spoke to a local person who could hear and understand me and CALL ME BACK and do as I requested - DSL plus real landline - for half the price. After their special offer expired, Sonic is still a lot cheaper than ATT, which had tried to trick me into switching to a landline connected to the PC.

My REAL landline works when there are power failures - digital ones do not. We have several power PG&E power failures every year.

Comcast has the monopoly on cable in the retirement community I live in. They offer no real landline and their prices were higher. This is difficult for a senior on limited budget.

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