

Heather Cassell  
322 12th Avenue, #3  
San Francisco CA 94118

Sep 4th 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 am a Sonic user and have been for nearly three years.

Having internet is critical. Nearly all if not all of my work, professional development courses, and personal communication is done via connecting to the internet. I work from home quite often and study at home.

My connection is a residential one in San Francisco. We've been very happy with the high-quality service Sonic provides. We chose to go with Sonic because they offered a better quality service than Comcast after I spent a month with technicians attempting to upgrade our cable and internet service to Xfinity at the beginning of 2016. The service never ended up working in our apartment beyond the living room and dining room.

Frustrated, not only with the expensive service we were paying for with Comcast but also with the poor customer service, my roommates and I switched over to Sonic. We immediately received excellent service with a much higher speed using Fiber than broadband and great customer service at Sonic for nearly or less than what we were paying Comcast.

We've been very happy with our service. We don't plan on switching back to Comcast or any other provider. I've had AT&T (DSL) and Comcast (Broadband) in this apartment during the more than 15 years I've lived here and Sonic (Fiber) has provided the best service so far.

Thank you for your time.

Heather Cassell