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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 USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I use Sonic, a provider based out of Petaluma because AT&T, previously the only option provided service that was unreliable at a high price. As the only option, their customer service was horrid with the only recourse having to file a complaint with the PUC. Living in an outer part of San Francisco, service for the last 20yrs was limited to slow and expensive DSL. Other parts of the city had higher speeds. As options became available, the larger providers are expensive and require a lot of time on the phone (45min + for multiple calls to resolve minor issues). That is for AT&T and Comcast. Sonic, uses US based call centers, answer right away and are very proactive in their troubleshooting. Sonic provides me with a fiber connection at a 100x faster than AT&T for the same price. When there is little competition and very limited options, the large providers treat their customers shoddily with impunity.

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