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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 have been a satisfied customer of Sonic, a competitive local exchange carrier for almost four years. I turned to Sonic as a refugee from AT&T, whose abysmal customer service and aggressive pricing structure drove me crazy. Sonic provides both my phone and internet connection services.

In my neighborhood, Sonic provides DSL service over copper pairs. They deliver about 11 Mbps downstream and .8 Mbps upstream, not broadband speeds by today's measure. But they do provide a solid service and responsive customer service. I would much rather subscribe to Sonic's modest connection speeds than subject myself from abuse by AT&T, Verizon, or worse, any cable provider.

I am a consulting software developer. I primarily work from home. Network connectivity is important to me personally. It is crucial to me professionally. I have had a full time network connection at home since the early 1990's when ISDN was the only viable network connection. That was before DSL was available from phone providers and before cable companies started providing internet connectivity.

To the incumbent carriers, I'm just a residential customer. If I have a service outage, an incumbent will take care of it when they get around to it. They'll charge me whatever they want. I'm just a small player in a vast incumbent marketplace.

To competitive local exchange carriers, I'm still a small player. But they take small players more seriously than do the incumbent monopolies. I get better service for Sonic. I am happier with Sonic than I have ever been with AT&T, Verizon, Credo, or T-Mobile.

A customer of mine recently switched his office phone and data services to Sonic after struggling with an AT&T reseller who could not manage to secure his router to satisfy PCI compliance requirements. After a couple months of contacting the AT&T reseller, their business was at risk of losing credit card processing. Sonic's solution "just worked".

I have hope that Sonic will offer better connectivity speed, perhaps even deploy a fibre network. I would upgrade to a faster service if Sonic provided it. But I would not go back to AT&T or

Verizon for faster connectivity. Reliable service (connectivity and customer support) is more important than raw speed.

Given the opportunity, the incumbent monopolies will price CLECs out of the market. Please do not allow the incumbent monopolies to raise prices for, or otherwise impair access to, competitive exchanges.

One size (huge monopoly) does not fit all. Maintaining competition in the market is the only thing that will moderate prices and improve service. Please keep the telecommunication market competitive. Please do not allow the big player to drive the smaller carriers out of the market.

Hugh Daschbach