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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 previously had Comcast service but they are unreliable while being expensive. Furthermore, their customer service line is primarily handled offshore employees who simply follow unhelpful troubleshooting charts.

I switched to Sonic broadband roughly a year ago and have never looked back. Sonic service has been cheaper, faster and more reliable the same time. I have not had any issues with their service, but I did contact their customer service line for a rebate on the early termination fee that Comcast charged me to cancel their service. The agent was very helpful and local!

I work in accounting for a large bank based in San Francisco, where I also live. Unfortunately, the trend is to shrink leased office space and force workers to work from home, so Sonic broadband is critical for my job!

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