

Halian Hail
735 Brentwood Dr
Santa Rosa CA 95405

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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,

How dare you attempt to take away our rights as US Citizens and not give us choices with whom we want to do business. I have personally, in the past, done business with AT&T and found them to be incredibly non-caring and customer unfriendly, in addition to lying to me and being generally rather ignorant of what the reality around my file was. I left them soon as my contract was up, NEVER TO GO BACK TO THAT FRUSTRATION.

Another problem that is happening as we speak, is that when they take over another company, for instance Direct TV, and they go in and start changing things within that company in order to make it consistantly inconvenient for the customers. Away went the ease of dealing with a good company that was working so hard to provide good service, fixing problems, answering the phone right away, working everything out in no time, or setting up an appointment to come fix things, and showing up when they said they would be there, unlike ATT who will change an appt. and not bother to tell the customer, so the customer is fuming that they have had to stay home all day (at great inconvenience to them) and never even heard a word from ATT.

Comcast is in the same category except they are more inconvenient with which to do business. And they don't even care that one thinks so. These are the two worst companies with whom I have ever had to do business.

Please, DO NOT take away their competition. I remember when having a monopoly was a bad thing, and finally it was done away with because everyone understood that it was a very bad thing to have. Competition is always a good thing for business and for the Citizens of the USA.

The BEST company I have ever found is Sonic.net. Now that is a company every business needs to emulate. Their customer service is second to none, they can usually fix problems over the phone and if not, they send someone out to take care of it right away. They have fast broadband, which is critical for my home based business, and also very good phone service. It is the easiest company with which I have ever done business. I need them, and so do plenty of other people I know who use their service.

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