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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'm a 28 year resident of San Francisco, a city that most folks would consider to be technologically advanced. At the very least, as a working professional with a home office, I would hope to have a solid internet signal, given that so much of my business is directly influenced by the internet. However, 'good internet' is not something that's come easily for me. In particular, one of the largest internet providers in the area (Comcast) has a glossy presentation and "deals," but I found them to be so horrifically inept and unresponsive that on more than one occasion I chose the more arduous process of standing in line at a Comcast office to speak with a service representative, thereby making sure that my complaint was heard by a live person, rather than flack-catcher over the phone. Eventually, Comcast service became so bad, that I vowed 'anything except Comcast.'

Fortunately, I didn't have to go very far. I began seeing ads and hearing good things about Sonic. When I called their customer service, I could tell right away that they weren't as polished as Comcast, but they were immediately attentive and accommodating to my interests. My Sonic signal was SOOOOO much better than Comcast's. I don't know what the technical difference is (fiber?), but I can't believe what I used to put up with under Comcast.

As I reflect on the year's worth of service I've received from Sonic, I think that's the continuing theme: Not polished, but delivering a solid product with responsive customer service. I shudder to think what would happen to my business if ISP's like Sonic weren't allowed to continue providing the solid service they've made available to me. Go back to Comcast? I'd rather claw my eyes out. Comcast is large, cumbersome and (ultimately) doesn't care. This doesn't come from an isolated bad experience, but multiple, multiple experiences with the uncaring bureaucracy of Comcast over the years.

I hope that FCC policies and actions will allow Sonic to continue providing the same, solid service I've come to enjoy (and count on). Feel free to contact me if you have further questions.

Scott Goering