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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,

A number of years ago I changed my telephone service from AT&T to Sonic. The change meant that I had local people handling my service calls. Even though AT&T had english speaking foreign workers answering the telephone language difficulties occurred and many times the call took twice as long as needed to get a concept across. There were times I gave up and called back later. Arranging service calls with AT&T were weeks out whereas service calls with Sonic are usually within a week. Overall, much better service.

I have limited understanding of the computer and Sonic technicians slowly walk me through the steps needed to diagnosis the problem. AT&T never provided help over the telephone and would constantly tell me that I was at the far end of their lines and they had no plans to upgrade the line. Sonic has to deal with the same problem but they attempt each time to maximize my power. Losing Sonic would be a blow to my ability to use my computer as I don't see AT&T caring enough to attempt to upgrade their system or ever fine tuning the system they have to make it better for their users. They simply don't care.

Ever try to talk to AT&T about a bill. That was a laugh. They're so called billing people usually said to wait until the next bill and somehow my question would be answered. Whomever you talked to at AT&T was more interested in selling a product or service than actually giving service.

For the last five months, after an accident, have been home bound and the computer has been a life saver. I order groceries to be delivered and other needed items. I can keep in contact with family and friends.

I don't want to lose Sonic or have other AT&T competitors lose their business. We need competition. Even with competition AT&T continues to be self absorbed profit machine where the consumer is only their to fill their pockets with minimum service, if any service at all.

United States probably has the worse internet and telephone system in the world and pays the most for it. You would be only increasing AT&T incompetence by allowing AT&T to monopolize the telecommunication system.

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