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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 use a small ISP, Sonic.

Knocking the competition: There are only two companies where I live: Comcast and AT&T. I had horrific experiences with both Comcast & AT&T. Each promised low rates, then the 1-year promotion expired and my bills doubled. Each raised rates from 50 cents to \$2.00 4 or 5 times a year. They claimed it was taxes. If I had a problem, I literally would spend 5 or 6 hours on hold. Comcast was better at service: I would wait 2 hours, then the person at the other end would transfer me to another department, and then another. In both companies, when I got somebody, they did not speak English but operated off picking up on 'key words.' AT&T did not even have their own email, and paid Yahoo to run their email. When the Yahoo names and passwords were all taken, (over a billion names and email addresses), mine was among them. Neither AT&T nor Yahoo informed me until the government until the Government made them. I learned of the Yahoo theft from a newspaper. Consequently, I started receiving hundreds of junk emails a day.

Sonic is small. Upon calling, I talk to a real human. I am asked whether I want to start service, need technical support, have a billing problem or I need Administration. They transfer me to the appropriate division. They are polite and understand what I am saying. Their tech support can handle installation issues, landline issues (the service comes bundled with one landline) and any other issue I have ever had. Everybody is polite. I love Sonic.

Please do not make my Internet service provider away from me. Sonic. Because the competition stinks.

Angela Allberry