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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 sure that you are aware of the necessity of internet access in almost every facet of life. It personally means that I have access to my patient's charts, which are stored on a remote server. It means that I have access to both the small business for which I work, and the small business that I am starting. It provides rapid communication between my patients and myself in order to share knowledge, jokes, and urgent advice.

I recently had a patient fall out of bed and, stranded on the floor, he soiled himself. His wife spent two exhausting hours trying to get him up. By the time he was back on his feet, some scratches on his legs had turned red and swollen, and his wife wasn't sure whether to get a towel or get an ambulance. Because I had access to Sonic's reliable cable internet, I was able to get back to her immediately. Even when I have trouble with access, I know I can call - or even text! - Sonic to get answers immediately from a person who is reading and responding to me. I know this because I have used text for admittedly asinine inquiries about installations and upgrades. Sonic has made the message clear: the customer is the only thing that matters.

This is a far cry cry from either Comcast or AT&T, both of whom supplied internet for my clinic. On multiple occasions, each of these services has had problems with reliably delivering internet. This resulted in more than one case of lost revenue for our clinic, time for our clinicians, and precious appointment time for our patients. Calling in for answers and help was not just a waste of time. Between the extended hold times, the passing back and forth from one department to another, and the general apathy we received, it was a chronological, emotional, and financial sinkhole. These telecom giants have made the message clear: the customer does not matter because the customer has no other choice.

Now, the basic infrastructure that allows for small, independent internet service providers is being threatened out of greed and the desperate struggle for complacency of telecom giants like Comcast and AT&T. Their petition to limit access to basic infrastructure will cripple not only small internet service providers, but the people who depend on them. It sends a message that big monopolies are America's future, and that small businesses and competition have no place on the market. Please oppose the USTelecom petition!

Lee Yek