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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 switched to Sonic from AT&T as their customer service and support has been abominable, along with constant efforts to raise my costs which required Tijuana style bartering to obtain a fair price.

Additionally while living in the center of Fremont within walking distance to a major freeway on-ramp I was unable to obtain a satisfactory mobile phone signal in my home (single store, wood/stucco, 1100 sq ft) despite being able to see a cell phone tower from my living room window. It took 8 years to find out, with no help from AT&T that the cell phone tower did not support AT&T services and the closest tower that did was mile away. I even spent \$400 for a cell phone signal booster with outside antenna with no success. Finally after finding this out I was able to switch carriers through an independent service provider and now get great reception in my house. I also had to switch my medical alert device to another provide that did not use AT&T to finally get one that worked consistently correctly in my home.

Without the choice of alternate carriers my medical alert device would still be almost useless in my home and I might never been able to resolve the issues of AT&T Gateway devices not working well or consistency with Apple networking hardware. With the help from Sonic the issue has been resolved.

I once had Comcast but their service and pricing was even worse than AT&T. When I need support Sonic does not waste my time with endless marketing, transfers and waiting forever on hold.

Without 3d party providers consumers have few choices and ever fewer avenues to get their issues with these companies addressed by government agencies since local jurisdictions have no control over the internet an VOIP services of the major carriers and the FCC is overwhelmed with constant complaints.

Without competition the major carriers are free to do just about want ever they want to in regards to pricing and customer service since they have no real accountability in place. Competition provides some of that accountability as it gives consumers real choices.

The major carriers are not interested in providing great service. Their primary interest is to make as much money as fast as they can to provide profits and dividends to their shareholders and upper management. They view customer service and competitive pricing as the unfortunate costs of doing business and it does not seem to be part of their values to strive to provide excellence in these areas.

As such I urge you to support broadband competition in order to create accountability for the major carriers to their customers. Otherwise they will be encouraged to provide mediocre customer service along with price gouging their customers for as much as they can get out of them without coercing them to abandon such services all together.

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