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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 am writing in support of having LOCAL Broadband providers.

In my area I have suffered through AT&T DSL and Comcast cable.

With both of these providers I experienced internet interruptions (without explanation), slow speeds (also without explanation), confusing contracts and rate hikes, and poor customer service (being on hold for long periods and reaching someone who could not help me).

Since switching to Sonic, I have not experienced any of the issues noted about, and when I have called Sonic, I get a real person who is knowledgeable and helpful.

I also ended my telephone service with AT&T due to poor customer service, complicated contract/billing, and poor customer service.

I am NO FAN of big telecom companies as they put their interests well above that of their customers.

Karen Anderson