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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 recently switched to a newer local internet company (Sonic Fiber Optic) after having AT&T (DSL) for over 20 years. I tried to stick with AT&T but when I asked for assistance, I did not feel valued as a loyal customer and they had the nerve to raise the rates on me without notification. Specifically, the modem box had to be replaced. When I first ordered service, I had to pay a flat rate of \$100 or \$150 to rent it. When they replaced it, they started to charge a monthly fee. If this is the new policy, AT&T needed to notify me before arbitrarily imposing this fee. When I called, the reps were dismissive, and those that were nicer had no power to do anything for me. When I notified them that I wanted to cancel their service, they tried to dissuade me, but it was too little too late.

I hope to illustrate why competition is good because in this case, had AT&T cornered the market, the quality of service will be compromised and they would be able to arbitrarily raise rates. Please be that voice to hard working consumers who may not have a voice to speak out against this type of 'bullying' tactic. I cannot afford any further price hikes with slow to almost useless DSL service. I am just thrilled with my decision to switch my internet and phone service to the Sonic service: far superior in every category - technology, speed and wonderful and caring customer service.

Thank you for your attention and consideration of this important issue.

Janet Liu