

I was a SBC DSL customer for four years and experienced recurring downtime on a near daily basis. Technical support was extremely difficult to reach and when you did, you were often bounced around between departments that didn't seem to know what the other was doing. Eventually, I gave up trying to get through to their support at all and just settled for the shoddy service.

Since switching to Sonic.Net DSL 9 months ago, I haven't experienced a bit of downtime. During the Sonic setup process, SBC screwed up something in the transition. The Sonic staff took care of managing SBC and got my service running within an hour of my call. Unlike SBC, the support is superb.

Allowing SBC to block providers like sonic.net will be a devastating step back for consumer rights and result in severely degrade Internet service around the country.