June 7, 2018

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

Re: Docket 18-336

Implementation of the National Suicide Hotline Improvement Act of 2018

Dear Commissioners:

As a Military Crisis Intervention Specialist at Lines for Life, I urge you to designate a 3-digit code as a Behavioral Health and Suicide Crisis Lifeline – and to reject the North American Numbering Council (NANC) recommendation that no such line should be established or worse, that the Federal Communications Commission use 211 for this important work.

Every day, I take calls from veterans, service members and their families in crisis and believe strongly in the power of connection to bring hope and healing to people who are hurting or are considering taking their lives. I believe in the ***power of connection*** to save lives. I believe it because it’s true. Just today, a veteran told me, “You saved a life today. Thank you.”

When people are in crisis, they need quick and easy access to help. We know that when it comes to suicide, people often make the decision to end their life quickly or impulsively in a moment of great pain. So when people take the brave step of reaching out for help, they need direct access without having to navigate a complex phone tree, wait on hold, be transferred multiple times, or tell their stories more than once. These are all barriers to keeping people alive.

We all must do our part to address the suicide crisis that we face here in this country. I help individuals one call at a time, but you as FCC Commissioners have the power to help millions at a time. You can do your part in stemming the tide of suicide and breaking down stigma related to behavioral health.

I strongly urge you to:

1. Designate a 3-digit code as a Behavioral Health and Suicide Crisis Lifeline
2. Reject the North American Numbering Council (NANC) recommendation that no such line should be established
3. Reject North American Numbering Council (NANC) recommendation that if the FCC were to designate a 3-digit code that they should just use 211.

Sincerely,

Shannon Pullen