



Federal Communications Commission
Washington, D.C. 20554

March 10, 2011

Danny E. Adams
Steven A. Augustino
Barbara A. Miller
Kelley Drye & Warren LLP
3050 K Street, NW, Suite 400
Washington, D.C. 20007-5108

Re: WC Docket No. 07-271
CC Docket No. 95-155

Dear Mr. Adams, Mr. Augustino, and Ms. Miller:

Thank you for your letter of March 8, 2011, informing us that the 1-800-SUICIDA number is now operational. As stated in our letter of March 4, 2011, the Wireline Competition Bureau now seeks additional information from the Kristin Brooks Hope Center (KBHC) to determine the circumstances surrounding the non-operational status of that number for suicide prevention. Please provide answers to the questions below by close of business March 17, 2011.

1. When, and why, did 1-800-SUICIDA become non-operational as a suicide prevention hotline?
2. When, and how, did KBHC first discover that 1-800-SUICIDA was non-operational?
3. When, and how, did KBHC restore service to the number?
4. Who is the subscriber of record for 1-800-SUICIDA?
5. Which carrier and which toll free Responsible Organization service 1-800-SUICIDA?
6. Does KBHC operate 1-800-SUICIDA as a regional or national hotline?
7. Did KBHC have an existing process for monitoring its suicide prevention hotline numbers? If so, explain how that process worked, or why it failed, in this instance.
8. Does KBHC now have a process to ensure that its suicide prevention hotline numbers remain operational at all times?

Please provide any documentation relevant to the above questions, including any notes, correspondence, e-mails, or other records from the carrier or Responsible Organization regarding 1-800-SUICIDA. If you have questions regarding this inquiry, please contact Ann Stevens of the Wireline Competition Bureau's Competition Policy Division at 201-418-1543 or ann.stevens@fcc.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharon E. Gillett", with a long horizontal flourish extending to the right.

Sharon E. Gillett

Chief

Wireline Competition Bureau