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June 2, 2011

VIA ECFS AND E-MAIL

Ms. Sharon E. Gillett
Bureau Chief
Wireline Competition Bureau
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: Kristin Brooks Hope Center Response to Comment from J. Battle in *WC Docket 07-271, CC Docket 95-155*

Dear Ms. Gillett:

The Kristin Brooks Hope Center (“KBHC”) files this letter to respond to the inaccurate statements of Jennifer Battle filed in WC Docket 07-271 on May 13, 2011. Contrary to Ms. Battle’s claims, there are no misrepresentations regarding the MHMRA Helpline on KBHC’s website.

Ms. Battle claims that the MHMRA of Harris County (“MHMRA”) is listed on the KBHC website in a way that misleadingly indicates that MHMRA is affiliated with KBHC. Ms. Battle’s claim is simply incorrect. On KBHC’s website, the MHMRA Helpline, which is operated by MHMRA of Harris County, is included on the list of crisis call centers that answer calls from 1-800-SUICIDE without any claim of affiliation. Specifically, along the top of KBHC’s homepage (www.hopeline.com) there are various topics that can be selected, some of which have drop down menus. On the drop down menu for the “Programs” topic there is an option called “National Hopeline Network.” If the “National Hopeline Network” is selected, a page is displayed that contains, among other things, a list of “Crisis Centers that answer calls from 1-800-SUICIDE” listed by state. A print out of this webpage is attached to this letter

As shown by this print out, there are no representations of any affiliation between KBHC and any of these crisis centers, including the MHMRA Helpline. There is nothing on the KBHC website that indicates that the listed call centers are anything but recipients of call routing

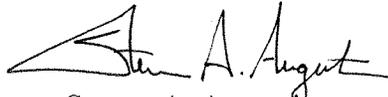
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from 1-800-SUICIDE. Thus, there is no claim of affiliation, either correct or incorrect, on the website. Furthermore, in addition to there being no explicit statement of affiliation, there is no implicit one. The KBHC website has an entirely different page where it identifies its "partners" and thus its affiliates are listed separately from the crisis call centers. See www.hopeline.com/partners.html (print out attached to this letter). In addition to there being no claims of affiliation, KBHC believes the inclusion of MHMRA on this list is accurate because KBHC believes that calls to 1-800-SUICIDE are routed to MHMRA.¹ Accordingly, Ms. Battle's claims that KBHC's website is misleading are simply incorrect.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Steven A. Augustino

cc: Ann Stevens
Heather Hendrickson
Michelle Sclater

¹ Prior to the FCC reassignment of the number and when KBHC operated 1-800-SUICIDE, it did in fact have a Memorandum of Understanding in place to route calls to MHMRA.