

**From:** [Cupp, John \(UTC\)](#)  
**To:** [UTC DL Records Center](#)  
**Cc:** [Beaton, Rebecca \(UTC\)](#)  
**Subject:** Another comment to post to UT-160766  
**Date:** Tuesday, June 21, 2016 12:41:27 PM

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Thank you,

**John Cupp**  
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**Consumer Protection  
Utilities and Transportation Commission**

<b>Review Status:</b>	Not Reviewed	<b>Submitted Date:</b>	06/21/2016
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<b>Utility Company Name:</b>	UTC Docket UT 160766 Centurylink	<b>Support the Filing Issue:</b>	No
<b>Contact Method:</b>	E-mail		

**Comments:**

I do not support CenturyLink's proposal to eliminate busy line interrupt and busy line verification. These can be vital in a 911 call which becomes disconnected. This can happen in a domestic violence, medical emergency, or other call in which the caller may become incapacitated. In these situations with the current services a 911 dispatcher is able to call back, verify or break in to the line when it is busy on call back. Proliferation of wireless services will not replace the benefit to having busy line interrupt and verification on wireline. In addition, I live in a rural area in which many areas do not have cellular service. Removing any feature from the 911 service set will put these areas and residents at risk.  
Thank you for considering this comment.