

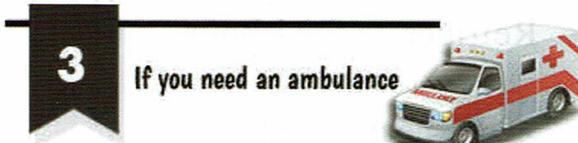
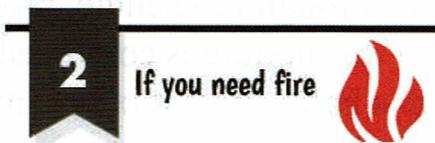
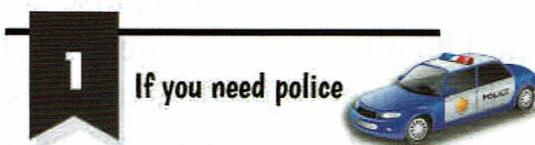
The Silent Call Procedure

The “Silent Call Procedure” is used when a caller is unable to verbally communicate their emergency over the phone. If a resident of Massachusetts calls 9-1-1 and is unable to speak for ANY reason (i.e. physical disability, domestic violence, home invasion, or medical condition) the need for help can still be communicated to a 9-1-1 dispatcher by using the SILENT CALL PROCEDURE. With the Silent Call Procedure, the caller indicates their need for help by pressing digits on their telephone keypad. The Silent Call Procedure can work from ANY touch tone telephone (land line/cell phone).

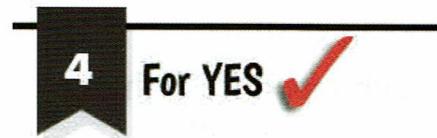
The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press



If the 9-1-1 dispatcher asks questions, press



Source: MA State 911 Department and the Executive Office of Public Safety and Security

www.mass.gov/e911