





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

- 1** If you need police 
- 2** If you need fire 
- 3** If you need an ambulance 

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

- 4** For YES 
- 5** For NO 

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

www.mass.gov/e911