******* DTMF Silent Call Processing *******

A **Silent Call** is defined as a call where there is no verbal communication from the caller. This may indicate that the caller is hard-of-hearing or hard-of-speaking and using a Telecommunications Device for the Deaf (TDD), or that the caller is in danger or otherwise unable to speak.

When a **Silent Call** is received:

1. Offer two (2) verbal "Welcome" messages: "9-1-1, what is the address of the emergency?"
   a. If you use an auto greeting, that counts as the first welcome.

2. If there is no reply from the caller, you then need to determine if the caller is hard-of-hearing/-speaking and attempting to use a TDD to communicate.

   a. Click on the TDD button in the left navigation bar.
   b. Send the TDD "Welcome" message and wait 18 seconds for a reply.
   c. If there is no reply after 18 seconds, send a second welcome message and wait an additional 18 seconds.
   d. If the caller responds, process the call following TTY procedures.
   e. If there is no response, treat the call as a **Silent Call** following the steps below.

> Note: **You are not able to hear tones through the handset/headset.**

3. Click the DTMF button.
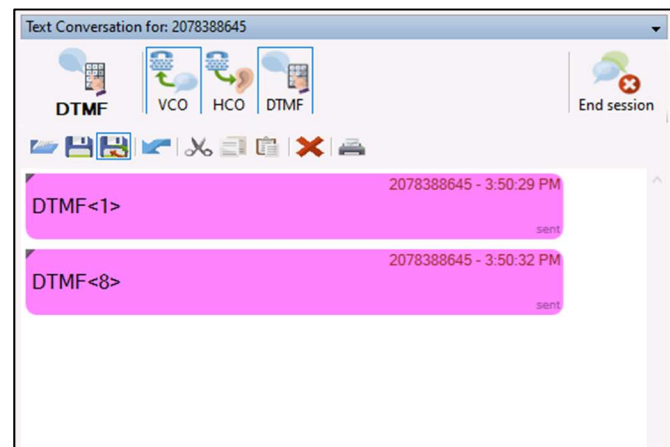4. Following your PSAP policies, verbally advise the caller:

   a. "If you need the Police Department, press **1**"
   b. "If you need the Fire Department, press **2**"
   c. "If you need an Ambulance, press **3**"

2. If the caller responds, continue asking closed ended (yes/no) questions.

   a. Ask the caller to press "**4**" for Yes and "**5**" for No.

   b. When the caller presses a number on their telephone keypad, the number is presented in the Text Conversation window.

   c. If there is no response, click End Session to close, and handle the call per your PSAP policies.

Note: Only one number at a time will appear in the conversation window even if the caller presses more than one number (for example, 18 will appear as pictured above).

Contact the FERC with any issues **1-866-984-3911**