



Abstract

EENA Operations Document

Emergency Silent, Hang-Up and Abandoned 112 Calls

Dealing with silent, hang-up, and abandoned 112 calls can be a real challenge for emergency services. In many cases such calls may be genuine emergency calls by people with hearing or speaking impairments, by people who lost conscience after they initiated the call or by people who cannot speak because they are involved in dangerous situations like robberies, kidnappings etc. Furthermore, hang-up calls may occur in cases of network unavailability or in case of failure or damage of the device initiating.

In most of the above situations calling back is not be an option for the emergency services, because the caller may not be able or willing to respond or because calling back is impossible. Facing the problem of silent, hang-up, and abandoned 112 calls requires the extensive deployment of technological solutions such as caller location, storing phone/IMEI numbers of callers, possibility to communicate with the emergency services using SMSs or total conversation solutions and/or other means of communication (e.g. instant messaging, email, video).