

988 Direct-Dial to National Suicide Prevention Lifeline FAQs

[May 7, 2020]

General Questions

Q: What is the 988 direct-dial number?

A: When you dial 988 on your ntouch device, it connects the call to the National Suicide Prevention Lifeline, which includes 163 crisis centers. The call is free and will be interpreted through a Sorenson Relay interpreter.

Q: Why is this important?

A: This is free and confidential support for people in distress or who are in an emotional or suicide crisis. When calling the short and easy-to-remember number through Sorenson Relay, Deaf people can be assured the call will be interpreted by a Sorenson Relay interpreter.

Q: Does Sorenson run 988?

A: No. The National Suicide Prevention Lifeline does not belong to Sorenson. Sorenson just provides 988 access to the Lifeline and to a Sorenson Relay interpreter. The FCC directed all telecommunication providers to start supporting 988 direct-dial to the National Suicide Prevention Lifeline on all phone services, although some providers have not yet implemented 988. .

Q: Are my 988 calls confidential?

A: As with all calls processed through Sorenson Communications, the FCC mandates complete confidentiality of call content. In addition, Sorenson Relay interpreters are bound by a Code of Professional Conduct, which clearly states that any information in an interpreted setting will be kept strictly confidential.

Q: The [suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org) website says that 988 is not currently active. Will 988 work on Sorenson devices?

A: Yes. This announcement is to let Sorenson users know that Sorenson has implemented the 988 number in its system. The staff at National Suicide Prevention Lifeline want to make sure callers do not assume 988 will work with every telecommunications provider because not every telecommunications provider has implemented 988 at this time. The Lifeline is for everyone, Deaf or hearing. The Lifeline can also be reached by calling 1-800-273-8255.

Q: How do I get information about the National Suicide Prevention Lifeline?

A: The website for the Lifeline is [suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org). If you visit this site, you can get information. You may be especially interested in the FAQ page.



Q: Will Sorenson add 988 to the phonebook?

A: The 988 number has been set up so that people who need to call the Lifeline have a number that is short and easy to remember. Sorenson is not going to add it to the phonebook but if you want it in your phonebook you may feel free to add it yourself.

Q: Will callers who dial 988 get a higher priority in the call queue similar to those who dial 911?

A: No. We do not give 988 calls a higher priority in the call queue. In addition, we do not monitor if these calls connect to 988 or not.

As stated in the Lifeline's FAQs: The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

If, while engaging with an at-risk individual, you believe that the person may actually be at imminent risk of suicide, call 911 or other local emergency services for immediate assistance. Local emergency services are the fastest way to help a person who is at imminent risk.

Q: What are the other 3-digit numbers Sorenson has?

A:

Community Resource Numbers



211 - Community Information and Referrals



311 - Non-Emergency Police Dispatcher



411 - Directory Assistance



511 - Traffic and Transportation Information



611 - Sorenson Customer Service



711 - State TTY Relay Service



811 - Local Utility "Call-Before-You-Dig" Service



911 - Emergency Dispatcher



988* - National Suicide Prevention Lifeline

*988 dialing is not yet available on a nationwide basis, and is available now only for Sorenson customers