



TWO PARTS TO EVERY 9-1-1 CALL

Part 1 of the 9-1-1 Call (Routing the 9-1-1 Call):

The Communication Service Providers (CSPs) are responsible for their *network infrastructure, 9-1-1 call routing equipment, & services* necessary to route the 9-1-1 call and basic location information from the 9-1-1 Caller *to the 9-1-1 Centers (or PSAPs)*.



Part 2 of the 9-1-1 Call (Dispatch & Response):

The 9-1-1 Center, or Public Safety Answering Point (PSAP) is the Command Operation Center (COC) *responsible for 9-1-1 Dispatch and Response Operations of Public Safety Responders*. This includes Customer Premise Equipment (CPE), Operations, & Services to locate and respond to the 9-1-1 caller.