



# AT&T ESInet™ Service: Next Generation 9-1-1 Public Safety Solutions

## When it comes to emergency communication, smarter is safer.

The National Emergency Number Association (NENA) estimates 240 million calls are made to 9-1-1 each year. Recent research estimates 85% of those calls originated from mobile devices. The challenge: only about 20% of Public Safety Answering Points (PSAPs) can receive Text-to-9-1-1 messages from mobile devices. Sadly, the “public safety gap” is endangering lives every hour of every day.

### Transformation through modernization.

Public safety agencies need to modernize legacy Time Division Multiplexing (TDM) circuits with Internet Protocol (IP)-based networks and equipment. This vital transformation can offer the benefits of Next Generation 9-1-1, including Text-to-9-1-1, photos and other multimedia communication.

### New technology for a new generation.

Today's generation of technology allows people to communicate faster than ever. Public Safety needs to communicate just as easily. The right Next Generation of 9-1-1 can help you save lives right now.

### AT&T ESInet™ Service Five Fast Facts

1. Estimates show that over 97% of 9-1-1 calls will originate from mobile devices by 2022.
2. Modernizing from legacy TDM systems can improve public safety outcomes.
3. AT&T ESInet™ Service offers greater reliability, resiliency and security than the public internet.
4. AT&T ESInet™ is over-engineered to handle any spike in emergency call volumes.
5. With over 140 years of public safety experience, AT&T is the leader in emergency communications.



**By harnessing the power and promise of NG9-1-1, AT&T ESInet™ Service enables new ways to connect and protect communities. It's the smarter choice. And, smarter is safer.**



### **SMARTER SECURITY.**

For AT&T, network security is a native strength. With built-in security—from the network to the core—your network traffic is protected by the most advanced technology in public safety. Multi-layered network security helps you minimize risk by securing your data far from the public internet. Plus, encryption, firewalls and intrusion-detection and prevention help ensure 9-1-1 call delivery while minimizing disruptions and enhancing reliability.



### **SMARTER CHOICE.**

When seconds count, experience counts the most. For over 140 years, AT&T has been the leader in 9-1-1 history.

Our unrivaled 9-1-1 experience began in 1968 with the first emergency phone system. That passion and commitment to protecting communities is even stronger today.



### **SMARTER CONNECTIVITY.**

Network resiliency is vital to emergency services communications. AT&T ESInet™ is a nationwide service featuring geographically diverse and redundant call-processing locations throughout the country.

Built for the busiest times. AT&T ESInet™ is engineered to support twice the entire United States 9-1-1 busy hour call volume. That means your PSAP can connect—and stay connected—through a highly redundant, diverse and available AT&T VPN network.



### **SMARTER CALL ROUTING.**

Smarter call-routing can save time—and save lives. AT&T ESInet™ Service lets you manage how calls and text messages are routed to help ensure they reach the proper 9-1-1 agency. When emergency calls arrive, ESInet's location-based, geospatial routing lets you provide a more targeted response that can help save precious time.

We can help you handle unexpected call volumes. When calls spike, AT&T ESInet™ can automatically distribute calls to neighboring PSAPs. And, that makes it easier to speed emergency responsiveness and manage 911 calls.



### **SMARTER SUPPORT.**

We'll be there for you with 24/7 monitoring and full lifecycle management. Plus, we offer your PSAP professional sales support and project management throughout design, installation and migration periods. All at no extra cost.

It's your job to keep your community safe. It's our job to help you do it better. Backed by AT&T's state-of-the-art Network Operations Center, we help you implement our NG9-1-1 solution and partner with you every step of the way to make sure you have the support you deserve. From service and training to certification and maintenance, rely on the first name in public safety when every second counts.

**Learn more at [www.att.com/ng911](http://www.att.com/ng911)**