




# 9-1-1/E9-1-1/NG9-1-1

## An Evolving Public Safety Toolkit: Part II

AT&T is helping, to further modernize its public safety technology and move to a Next Generation 9-1-1 (NG9-1-1) network. AT&T ESInet™ is a new solution that provides IP-based call routing services to 9-1-1 agencies. It will help local governments all over the country improve 9-1-1 reliability, enhance emergency responsiveness, and improve disaster recovery.



Growing communities can be prepared to meet growing public safety needs by upgrading existing 911 technology with AT&T ESInet™, increasing ability to handle unexpected call volumes, expand how people interact with 9-1-1 and enable PSAPs to route calls and text messages to the right 9-1-1 agency quickly and correctly the first time.

**80%**   
*or more of all 9-1-1 calls are made on mobile devices*  

AT&T ESInet™ provides more smart capabilities to route calls based on the caller's geographic location. Public Safety Answering Points (PSAPs) will also be able to manage and route advanced communications like text to 9-1-1. In the future, PSAPs will be able to support pictures and videos sent via text.

AT&T ESInet™ is a highly secure and resilient nationwide service, giving local governments access to geographically diverse and redundant call processing locations, allowing counties to collaborate with other ESInet-enabled 9-1-1 agencies across the state and country.



Watch the full video on AT&T's ESInet™ Management Portal [here](#)

As a result, local governments will be able to:

- Maintain service should a natural or man-made disaster occur
- Save valuable time when calls and texts are routed correctly
- Automatically route calls to neighboring PSAPs when call volumes spike

Additional benefits include access to:

- A defense-in-depth, private network with multiple layers of security – like firewalls and intrusion detection/prevention – to help protect the county's 9-1-1 infrastructure from cyber threats
- Industry standard components that will give PSAPs backward compatibility with legacy 9-1-1 systems and services

By making it easier for communities to manage 9-1-1 calls, it will help their public safety resources go further in being able to focus on what matters most: protecting people and saving lives.

For more background on 9-1-1 issues, see [Part I](#)

For more information click [here](#)

