ENP 9-1-1

National Emergency Number Association

EMERGENCY NUMBER PROFESSIONAL

Certification Examination

Application Handbook

Purpose of this Certification Application Handbook

This handbook contains necessary information about the Emergency Number Professional (ENP) Certification Examination. It is required reading for those applying and testing for the Examination. All individuals applying for this examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the online application. Please retain this handbook for future reference. This handbook is subject to change.

See www.ptcny.com for handbook updates.

National Emergency Number Association
NENA Institute
1700 Diagonal Road, Suite 500
Alexandria, VA 22314
202-466-4911 • 202-618-6370 (fax)

This handbook should not be considered the sole source of information regarding the actual content of the ENP Certification Examination. Resources to help you study for the examination can be ordered through NENA, or you may want to review other outside sources depending on your own knowledge needs.

The National Emergency Number Association

The National Emergency Number Association is a not-for-profit corporation whose goal is "One Nation – One Number." NENA's mission is to foster the technological advancement, availability and implementation of a universal emergency telephone number system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property, and the maintenance of general community security are among NENA's objectives.

The NENA Institute

The NENA Institute is an affiliate of the National Emergency Number Association (NENA). This Institute was created by NENA with the purpose of developing and maintaining the professional standards of the ENP Program. To accomplish this purpose, the NENA Institute oversees the ENP Certification process, including:

- the establishment of minimal experience requirements for professional development
- the definition and updating of the ENP Body of Knowledge
- the recognition and credentialing of individuals who have met the experience requirements and demonstrated mastery of the ENP Body of Knowledge
- the examination
- recertification

The NENA Institute is governed by a Board of Directors composed of individuals involved in emergency communications, who volunteer their time and effort to advance ENP certification.

Professional Testing Corporation

The ENP Certification Program is sponsored by the National Emergency Number Association. NENA created the NENA Institute to administer the Program. The Certification Examination is administered for the NENA Institute by the Professional Testing Corporation (PTC), 1350 Broadway, Suite 800, New York, NY 10018, (212) 356-0660.

SECTION 1

Introduction

PURPOSE OF CERTIFICATION

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. By successfully completing this certification program, you will:

- demonstrate a mastery of the comprehensive knowledge base required for management of emergency communications
- help raise industry standards and increase the respect and prestige of those involved in 9-1-1
- confirm your commitment to the 9-1-1 profession by showing you are a leader in public safety and pledging you will stay aware of current issues and developments in the field

GOALS OF CERTIFICATION

The NENA Board of Directors first formed a Certification Committee in 1992 to explore the development of a certification program for individuals involved in emergency communications. After a thorough review of the certification process, the Board approved the Committee's recommendation to go forward with the establishment of an Emergency Number Professional Certification Program. This recommendation included several goals:

- to establish the comprehensive body of knowledge for Emergency Number Professionals
- to promote a standard of competence for ENPs that will be recognized and accepted by the 9-1-1 profession, governmental agencies, the business community, and the general public
- to ensure an awareness of current issues and developments in emergency communications
- to provide formal recognition of individuals for professional achievement
- to encourage professional growth and enhance the self-esteem of ENPs

Certification will be granted to those individuals who meet the eligibility requirements for admission to the examination outlined in this handbook and who successfully pass the examination.

USE OF EMERGENCY NUMBER PROFESSIONAL CERTIFICATION

Becoming an Emergency Number Professional gives you the authority to use the official ENP designation on letterhead, business cards, and all forms of address. Furthermore, you will receive a certificate attesting to your achievement as an Emergency Number Professional.

Participation in the ENP Certification Program is purely voluntary and certification is conferred by NENA solely for the purpose of achieving those goals stated in the above sections. ENP certification as a condition for employment or advancement is a choice to be made by individual organizations as deemed appropriate.

DENIAL AND REVOCATION OF CERTIFICATION

Emergency Number Professional Certification will be denied or revoked for any of the following reasons:

1. Falsification of the Certification Application
2. Misrepresentation of certification status
3. Violation of examination procedures
4. Failure to pass the certification examination
5. Failure to meet recertification requirements

NENA has developed a procedure for reconsideration and appeal for candidates who have had certification denied or revoked on the basis of falsification of the certification application, misrepresentation of certification status, violation of examination procedures, or failure to meet recertification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

RECERTIFICATION

Emergency Number Professional Certification is recognized for a period of four years. To retain certification status, the candidate must accumulate 24 points over the four-year period or pass the ENP Examination prior to the recertification deadline.

CONTENT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

The questions on the Emergency Number Professional Examination will test for knowledge of the following content areas. The percentages given after each content area indicate the percentage of questions for that content area on the examination.

9-1-1 Operations (50%)

Telecommunications Operations (35%)

Information Systems (10%)

Legislation (5%)

9-1-1 Management (50%)

Management of Organization (20%)

Management of Employees (25%)

Legislation (5%)

FORMAT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

1. The Emergency Number Professional Certification Examination includes 150 multiple-choice questions representing the major knowledge content areas outlined in the above section. Following each question, four choices will be listed including one correct or best answer and three plausible, but incorrect answers. The answer to any one question will not depend on the answer to any other question on the examination.
2. The examination questions have been written and reviewed by current professionals working in the 9-1-1 field to ensure all questions on the examination represent the knowledge required by Emergency Number Professionals. Questions have also been reviewed by the Professional Testing Corporation to ensure uniform construction, accuracy, and appropriateness.
3. For each new examination date, the examination will be modified and updated to reflect any new developments or current issues facing Emergency Number Professionals.
4. Total examination time is three (3) hours.

DETERMINATION OF THE PASSING SCORE

The passing score for the Emergency Number Professional Certification Examination is set by the NENA Institute using a method called the modified-Angoff approach. This method asks each individual to make a judgment about the probability that a minimally competent candidate who meets the eligibility requirements would answer the questions correctly. The overall passing score is computed as the average of the estimated probabilities for each question.

The passing score that is set by the NENA Institute represents a level of competency that must be demonstrated to pass the examination.

DEVELOPMENT OF THE EXAMINATION

The Emergency Number Professional Certification Examination has been developed in compliance with generally accepted testing guidelines and standards. Examination questions are written by current 9-1-1 professionals active in the field. Professional Testing Corporation reviews and edits all questions submitted for correct grammar, format, and consistency. The questions are then reviewed and edited by current 9-1-1 professionals to ensure relevance and accuracy. Approved questions are added to the examination bank, from which questions for future examinations are selected.

SECTION II

Applying for the Certification Examination

ELIGIBILITY CRITERIA

The following eligibility criteria have been established by the NENA Institute Board for determining if an individual is qualified to take the Emergency Number Professional (ENP) Certification Examination.

Experience Criteria

In order to sit for the ENP Certification Examination, a candidate must meet the following experience criteria:

A. Three years experience in Emergency Communications.

OR

B. Three years experience with a commercial provider of Emergency Communications products and services.

Point Accumulation

Having satisfied the three-year minimum experience criterion, each candidate must accumulate a total of 10 points as follows:

Experience

Each additional year of experience (full-time equivalent) in Emergency Communications will count for 2 points, with a maximum of 10 points being granted.

Education

College degrees will earn points as noted below (choose highest degree):

Associate Degree	2 points
Bachelor Degree	4 points
Graduate Degree	6 points

Professional Development and Service

- NENA in-person and Instructor Led Online (ILO) courses completed (refer to the NENA website for a list of current NENA courses) will earn 1 point each. NENA's 3-day courses will earn 3 points. A maximum of 5 points will be granted.
- Holding an office in NENA at the chapter or national level will earn 1 point, with a maximum of 1 point being granted.
- Successful completion of the NENA Center Manager Certification Program (CMCP) will earn 5 points.
- Other professional certifications (e.g. GISP, CISSP, PMP, EMD, ED-Q, APCO CTO) will earn 1 point, with a maximum of 1 point being granted.

Examination Administration and Scheduling

The ENP Examination is administered during an established two-week testing period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by Prometric.

SCHEDULING EXAMINATION APPOINTMENTS

You may submit your Eligibility Application for ENP Certification for a given testing window at any time prior to the application deadline. Once your application is approved, a link for the Testing Center Application for ENP Certification Examination will be emailed to you. PTC will then send you a Scheduling Authorization from notices@ptcny.com with the instructions on how to make your test appointment. Please ensure you enter your correct email address on the application and add the "ptcny.com" domain to your email safe list. If you do not receive a Scheduling Authorization at least 3 weeks before the beginning of the testing period contact Professional Testing Corporation at (212) 356-0660 or online at https://ptcny.com/about/#contact.

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

NOTE: International candidates may also schedule, reschedule, or cancel an appointment online at https://www.prometric.com/nena**.**

IMPORTANT! You MUST present your current driver's license, passport or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will NOT be accepted. Your first and last name as shown on your Scheduling Authorization MUST exactly match your first and last name on your photo ID. ***Fees will not be refunded for exams missed because of invalid ID.***

RESCHEDULING EXAMINATION APPOINTMENTS WITHIN A TESTING PERIOD

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the time frame described below. Reschedule within the permitted time frame by calling or going to the Prometric website: https://www.prometric.com/nena.

TIME FRAME	RESCHEDULE PERMITTED?	STIPULATIONS
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of $50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.

SECTION II (cont'd.)

FAILING TO REPORT FOR AN EXAMINATION

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

SPECIAL NEEDS

The NENA Institute Board and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Special testing arrangements may be made upon receipt of the Eligibility Application, examination fee, and a completed and signed Request for Test Accommodations Form, available from https://ptcny.com/pdf/PTCaccomms.pdf or by calling PTC at (212) 356-0660.

The completed and signed Request for Test Accommodations Form must be uploaded to your online application at the time you submit the Testing Center Application to PTC, no later than 8 weeks prior to the start of the chosen testing period.

If you will need to use your cell phone or another electronic device to monitor a medical condition, such as diabetes, be sure to include this on Part 1 of the Request for Test Accommodation Form so that Prometric can be notified in advance.

Only those requests made and received on the official Request for Test Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of PTC application submission. Accommodations cannot be added to an existing exam appointment.

EXAMINATION FEES

The Examination cost includes a non-refundable $150 application processing fee.

- NENA Members $450 (US Dollars)
- Non-members $625 (US Dollars)
- Reexamination $175 (US Dollars)

APPLICATION PROCEDURE

1. Download copy of the Application Handbook from the NENA website
2. Fill out the Eligibility Application for ENP Certification in the Certification Examination Application Handbook and return application to:

NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314
Email completed application to **enpcert@nena.org**

To ensure quick and accurate processing of Eligibility Application, it must be properly filled out. **If your application is incomplete, illegible, or does not include the correct fee, your application will be returned to you with a letter of explanation for the return. You may make any corrections and/or additions to your application and resubmit to NENA on or before the due date on the letter of explanation. If you do not choose to resubmit your application, you will receive a refund minus $50 application processing fee.**

3. All fees MUST be submitted with your application. Fees submitted with your application may be charged to your Visa, MasterCard, or American Express account, or may be paid by money order, cashier's check, organizational check, or personal check. **DO NOT SEND CASH.**

SECTION II (cont'd.)

Your name must appear on your money order, cashier's check, or organizational check. If fees for more than one individual are being paid by a single organizational check, you must also include a list of those candidates along with their application materials.

4. Once your Eligibility Application for ENP Certification is approved and payment is made, a website link for the Testing Center Application for ENP Professional Certification Examination will be emailed to you.

INSTRUCTIONS FOR COMPLETING THE CERTIFICATION EXAMINATION APPLICATION

The ENP Certification application begins by completing the "Eligibility Application for ENP Certification", which must be submitted to NENA. NENA will use this form for records management purposes. Completely fill in as appropriate ALL information requested on the form.

Payment: Please indicate the method of payment you will be using.

Background Information: Completely fill in the information requested, including your name, address, phone number, fax number, and status of your NENA membership.

ELIGIBILITY REQUIREMENTS

Please carefully fill out the requested information in this section. This section is very important because the information provided will be used to determine your eligibility to sit for the examination.

Experience: Under the experience section, please indicate the number of years you have in one of the three experience categories and the total number of experience points accumulated beyond the minimum requirement of three years experience.

Education: Please indicate the highest level of education you have received and the appropriate point value for this level.

Professional Development and Service: Please identify in the appropriate spaces any NENA in-person or Instructor Led Online (ILO) educational courses you have taken, state or national NENA offices you have held, and any other professional certifications you hold. In addition, please identify the appropriate point values for each professional development activity you have listed.

Total Eligibility Points: Please add up all the points from each section and fill in your total number of eligibility points. You must have ten points to be eligible for the examination.

TESTING CENTER APPLICATION FOR ENP EXAMINATION

Once your Eligibility Application for ENP Certification is approved, a link for the Testing Center Application for ENP Examination will be emailed to you.

Step 1. You must complete the examination application in full, entering your first and last name exactly as it appears on your current government issued photo ID, such as a driver's license or a passport. Applications are not considered complete until all information has been provided. The completed application must be submitted online. Retain the link to the application and your login information.

Please note, for new applications you will be asked to create a PIN number. This PIN will be used if you need to log in to your existing application.

Step 2. You will receive an email from PTC stating that your application has been received.

Step 3. Within eleven (11) weeks prior to the start of the testing period, candidates will receive a Scheduling Authorization from PTC via email from notices@ptcny.com. The Scheduling Authorization includes a PTC eligibility number and information on how to set up your examination location, date, and time through Prometric within the specified two-week period. Retain this document; you will need your PTC eligibility number to access your score report.

SECTION II (cont'd.)

If you wish to request test accommodations, you must upload the Request for Test Accommodations Form at the same time as you complete and submit your Testing Center Application.

You must present your current driver's license, passport, or U.S. Military ID at the testing center or to your Remote Proctor at the time of your examination appointment or you will be refused admission. The first and last name on the ID must exactly match the first and last name on the Scheduling Authorization.

SECTION III

After Applying for Your Examination

CANCELLATION AND REFUNDS

If a candidate cancels, in writing, at least 8 weeks prior to the examination date, the examination fee less a $40 processing fee will be refunded. Following the receipt of the Application packet and examination fee, a candidate who does not take the examination may receive a partial refund of $100 if a request is received in writing within 30 days after the examination date. Requests for refunds will NOT be honored after 30 days. Written requests for cancellation or refunds must be sent to:

National Emergency Number Association
NENA Institute
1700 Diagonal Road, Suite 500
Alexandria, VA 22314

TRANSFERS TO A NEW TESTING PERIOD

If a candidate chooses to transfer to a later examination date, NENA must be notified of the change in writing at least 8 weeks prior to the examination date. If a request to transfer is received in writing less than 8 weeks prior to the examination date, a $175 fee will be charged for the new date.

If a candidate does not show up for the examination on the scheduled date, a rescheduling fee of $175 will be charged should the candidate wish to transfer.

SECTION IV

Preparing for the Examination

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: https://www.prometric.com/closures.
- Prometric's website provides information on what you can expect on your test day, including a walk-through of check-in and security procedures: www.prometric.com.
- This Handbook provides the Body of Knowledge for the Examination (see appendix). Use the BOK to help you start studying for the examination.
- Review the Rules for the Examination on the next page before your appointment.

What to Expect at the Testing Center

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs.
  - Candidates will be asked to empty and turn out their pockets.
  - Candidates will be "wanded" or asked to walk through a metal detector.
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- During the Exam
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
  - Accessing mobile phones or study materials during the examination is prohibited.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see Prometric's website for more information about what to expect on testing day.

Rules for the Examination

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. Prometric provides lockers for your personal items.
- No papers, books, or reference materials may be taken into or removed from the testing room.
- No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
- Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see Prometric's statement on Test Center Security for more information.
- All watches and "Fitbit" type devices cannot be worn during the examination.
- No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.
- Accessing cell phones and electronic devices at any time while you are taking the exam is prohibited Do not access or remove your cell phone or any electronic device from your locker while you are taking the exam. You can access snacks, drinks, medicines or personal healthcare items only.

Remote Proctoring

Your examination is now available to be administered in two ways: at a physical Prometric test center or via live remote proctoring in your home or another quiet distraction-free location. For the live remote proctoring option, you must provide a computer with a camera, microphone, and an internet connection to allow real-time communication with a remote proctor.

The remote proctoring option requires candidates to download ProProctor™ software from Prometric to establish remote access to the candidate's computer. This application includes Prometric's test engine software, as well as a lockdown browser to ensure secure test delivery.

If you wish to change your existing test appointment from a physical test center to live remote proctoring or vice versa, you will need to go to https://www.prometric.com/nena and select the appropriate icon to make this change. Please note that candidates within 5 days of their scheduled appointment are not permitted to reschedule. If you are within 29-5 days of your test appointment, there is a $50 charge to change to/from remote proctoring to a physical test center.

Test Center or Live Remote Proctored: What's the Difference?

	Test Center Exam	Live Remote Proctored Exam
Additional cost	No	No
ADA Accommodations offered	Yes	Yes – Extra time and private room accommodations only
Breaks allowed	Unscheduled breaks are permitted, however, the exam timer will continue counting down. Candidates will need to undergo a security check before reentering the testing room.	Three 5 minute breaks are permitted. Candidates must speak to the proctor BEFORE leaving the camera view to notify them
Equipment needed	None – Computer provided at test center	Candidate provides their own laptop or desktop computer to take the exam. The computer must have: • Webcam • Microphone • Secure, reliable internet For complete requirements: www.prometric.com/proproctorcandidate
Testing space needed	None – testing space provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area- any contact with any other person or animal is prohibited.
Check-in procedure	Candidates must show their current Government-issued photo ID; walk through a metal detector or be wanded by staff; and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate's equipment needs to pass a compatibility check. During check-in, candidates must show their current Government-issued photo ID; perform a 360° scan of the room using their camera; and roll up sleeves and turn out pockets for a visual inspection.
Monitoring	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

This information is provided as a courtesy summary and may not represent full requirements or specifications for in-person testing or live remote proctored testing. For Live Remote Proctored FAQs, visit https://ptcny.com/remote-proctor-faqs/

Contact PTC at (212) 356-0660 or https://ptcny.com/about/#contact with any questions about the Examination Rules.

VIOLATION OF ANY OF THE RULES LISTED ABOVE MAY LEAD TO FORFEITURE OF FEES, DISMISSAL FROM THE TESTING ROOM, AND CANCELLATION OF YOUR TEST SCORES.

SECTION V

After the Examination

FAILURE TO SIT FOR YOUR EXAMINATION

Candidates who fail to sit for the examination may receive a partial refund if a written request is received by the NENA Institute within 30 days of the examination date. See the above section on refunds for more details.

If a candidate is still interested in taking the ENP Certification Exam, a new application and rescheduling fee must be submitted to NENA Headquarters.

REPORT OF RESULTS

At the time of the examination, all candidates will be notified electronically whether they have passed or not. Within six weeks of the end of the examination period, total score and scores on the major content areas will be reported.

NOTIFICATION OF CERTIFICATION

Successful candidates will receive a letter confirming certification and an official Emergency Number Professional certificate from the NENA institute within 8 weeks of the end of the examination period.

DUPLICATE SCORE REPORTS

Candidates who require a duplicate score report must fill out a form online in the Candidate Corner at www.ptcny.com. The Professional Testing Corporation charges $25 for a duplicate score report.

RE-EXAMINATION

The Emergency Number Professional Certification Examination may be taken as often as desired upon filing of a new Application and fee. A candidate, however, can only take the examination once in a given testing period. There is no limit to the number of times the examination may be taken. The re-examination fee is $175.

CONFIDENTIALITY

1. The NENA Institute will release the individual examination scores ONLY to the individual candidates.
2. Any questions concerning examination results should be referred to the NENA Institute or Professional Testing Corporation.

APPEAL PROCEDURES

Reconsideration and appeal is available for candidates who have had certification denied or revoked on the basis of falsification of the examination application, misrepresentation of certification status, violation of examination procedures, or failure to meet certification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

Requests for reconsideration or appeal should be made in writing to the NENA Institute within 30 days of receiving notice of denial or revocation of certification. Individuals with questions concerning reconsideration or appeal procedures should contact NENA Headquarters.

APPENDIX A: ENP Body of Knowledge (BOK)

Version 7.0, 06/18/20

The ENP Body of Knowledge (BOK) was established in 1995 as a result of interviews conducted at the National NENA Conference in Las Vegas by Dr. Robert Mathis and Carol McKnight, of the University of Nebraska, and a nationwide survey sent to all NENA members. The data from both was compiled and is intended to reflect the knowledge needed to perform in the capacity of an Emergency Number Professional.

The Body of Knowledge was approved by the NENA Board of Directors. Once the NENA Institute Board was established, it became the responsibility of the Institute Board to regularly review and update the BOK as needed.

The BOK is the source of the questions used on the ENP exam.

The following pages describe how the various facets of the BOK are aligned with the exam questions. The reader is cautioned to understand that these pages constitute a "snapshot in time" of the BOK. The actual BOK is a living document that changes when the Board members deem it necessary to keep it up to date. The most recent version of the BOK listing may be found on NENA's web site at nena.org/enp.

How the Exam Is Structured

9-1-1 OPERATIONS (50%)

I. TELECOMMUNICATIONS OPERATIONS (35%)

A. PRINCIPLES OF TELECOMMUNICATIONS

1. Network Design and Architecture
   a. Originating Service Provider (OSP)
      01. Local Exchange Carrier (LEC)
      02. Competitive Local Exchange Carrier (CLEC)
      03. Interexchange Carrier
      04. Local Loop
      05. Area Code Overlay/Split
      06. N-1-1
      07. VoIP Service Providers (VSP)
   b. Transport Facilities
      01. Copper
      02. Fiber optic
      03. Microwave
      04. Coaxial Cable
   c. Quality of Service
   d. Security
      01. Telephone Denial of Service (TDoS)
      02. Distributed Denial of Service (DDoS)
2. Network Configurations
   a. Trunking Requirements
   b. Switching
      01. Direct Trunked
      02. Tandem (Analog vs. Digital)
      03. End Office Routing
   c. Alternate routing considerations
   d. Grade of Service/Blocking Probabilities
   e. Wireless/PCS Call Routing and Interconnects
   f. PBX/PS ALI Routing and Interconnect
   g. Emergency Services IP Network (ESInet)
3. Signaling/Transport/Protocol
   a. Centralized Automated Message Accounting (CAMA)
   b. Selective Router
   c. Trunk Concentration
   d. Dual Tone Multi-Frequency (DTMF)
   e. Intelligent Networks
      01. Integrated Services Digital Network Signaling System 7 (ISDN/SS7)
      02. Internet Protocol (IP)
      03. Frame Relay
      04. Asynchronous Transfer Mode (ATM)
      05. Multiprotocol Labeling Switching (MPLS)
   f. Session Initiation Protocol (SIP)
4. Transmission Systems
   a. Analog
   b. Digital

B. TYPES AND FEATURES OF 9-1-1 SYSTEMS

1. Types of 9-1-1 Systems
   a. Basic
   b. ANI Only
   c. ANI/ALI
   d. Enhanced
   e. NG9-1-1
2. Features of 9-1-1 Systems
   a. Selective Routing
   b. Alternate Routing
   c. Default Routing
   d. Call Transferring
   e. ANI Resend
   f. Router to Router Transfer
   g. Geospatial Routing
   h. Policy Based routing

C. PUBLIC SAFETY ANSWERING POINT (PSAP)
  1. Types of PSAPs
    a. Primary/Secondary
    b. Single Jurisdiction/Multiple Jurisdiction
    c. Consolidated
    d. Co-located
    e. Virtual
  2. PSAP 9-1-1 Equipment
    a. ANI Controller
    b. ALI Controller
    c. System controllers
    d. Uninterrupted Power Supply (UPS)
    e. ANI Displays
    f. ALI Displays
    g. ACD
    h. Intelligent Workstations/Computer Telephony Integration (CTI)
    i. Gateways
    j. Call Handling Equipment (CHE)
      01. On premise
      02. Host/Remote
      03. Call Handling as a Service (CHaaS)
  3. Other PSAP Equipment
    a. Dispatch
    b. Recording
    c. Power Systems
    d. CAD System
    e. Records Management System
    f. Mobile Data Systems
    g. Automatic Vehicle Location (AVL)
    h. Telecommunications Device for the Deaf (TDD/TTY)
    i. Time Synchronization
    j. Mapping Systems
    k. Management Information Systems (MIS)
  4. Radio Communications
    a. Trunked
    b. VHF/UHF
    c. Mobiles/Portables
    d. Repeater Systems
    e. Satellite
    f. Radio over IP (RoIP)

D. PBX/PSP
  1. Caller Location Identification
    a. Private Switch ANI/ALI
    b. Information Transport
    c. Routing

E. WIRELESS
  1. Wireless Devices
  2. Network Routing
  3. Methods for 9-1-1 Call Routing
  4. Location Information
  5. Interconnection Standards
  6. Phase II
  7. Long-term evolution (LTE)
  8. Non Service Initialized (NSI)
  9. Device Based Hybrid
  10. FirstNet

F. NEXT GENERATION 9-1-1 FRAMEWORK
  1. NG9-1-1 Core Services Architecture (i3)
    a. NG9-1-1 Terms
    b. IP Networking
    c. Emergency Services IP Network (ESInet)
    d. Next Generation Functional Elements
      01. Emergency Call Routing Function (ECRF)
      02. Emergency Services Routing Proxy (ESRP)
      03. Location Validation Function (LVF)
      04. Location Information Service (LIS)
      05. Border Control Function (BCF)
      06. Legacy Network Gateway (LNG)
      07. Legacy PSAP Gateway (LPG)
    e. NG9-1-1 Public Safety Answering Point
    f. Emergency Incident Data Object (EIDO)
    g. Spatial Interface (SI)
    h. Forest Guide)
    i. Domain Name Service (DNS)
  2. NG9-1-1 Transitional Elements
    a. Location Data Base (LDB)
    b. Legacy Selective Routing Gateway (LSRG)
  3. Additional Data Repository / Identity Searchable Additional Data Repository
  4. NG-SEC

II. INFORMATION SYSTEMS (10%)

A. DATA BASES IN SUPPORT OF 9-1-1
  1. Types of Data Bases
    a. Service Order Input System
    b. SAG
    c. MSAG, ESN, and ESZ
    d. ALI Records
    e. Selective Routing Systems (SRS) Records
    f. TN Records
    g. Geographic Information Systems (GIS)
      01. Latitude/Longitude Based
      02. Relationship to Location Determination Technologies
      03. Global Positioning Systems (GPS)
      04. GIS Data Model

h. NG9-1-1 Data Bases
i. Third Party Databases
j. National Information Exchange Model (NIEM)
k. Number Portability Administration Center (NPAC)
l. National Forest Guide
m. PSAP Credentialing Authority (PCA)

2. Relational Databases
   a. Interfacing
   b. Data Stream

B. DATA BASE DEVELOPMENT, IMPLEMENTATION, MAINTENANCE
1. Location of E9-1-1 Database
   a. Telco
   b. Self-Maintained at PSAP
   c. Stand Alone at PSAP via Telco
   d. Individual Provided/Maintained
2. ESZ/ESN/MSAG Development
   a. Initial Creation
   b. Finalization
   c. Error Correction
   d. Maintenance
   e. MSAG/GIS/ALI Synchronization
   f. NG9-1-1 Data Base Management

C. NENA STANDARDS AND OTHER DOCUMENTS
Please link to the following for the latest NENA Standards and other documents:
nena.org/standards

D. NON-VOICE COMMUNICATIONS
1. Telematics
2. Text Messaging (SMS)
3. Real-Time Text
4. Email
5. Multimedia
6. Social Media networking
7. Device Applications (Apps)

E. INFORMATION NETWORKS
1. Internet
2. Intranet
3. Local Area Networks (LAN)
4. Wide Area Networks (WAN)
5. Wireless Local Area Network (WLAN)

F. SECURITY
1. Physical
2. Cyber
3. Network
4. Personnel

III. LEGISLATION (5%)

A. FUNDING AND ENABLING LEGISLATION
1. Mechanisms and Sources
   a. Telephone Service Surcharge and Levies
   b. Wireless Surcharges
   c. Taxes
   d. Government Funding
   e. Grants
2. Factors to Consider
   a. Limitation on Use of Funds
   b. Collection and Distribution Methods
   c. Governing Board Requirements
   d. Standards for Telecommunicators
   e. Standards for Equipment
   f. Standards for Addressing and Mapping

B. TELECOMMUNICATIONS REGULATORY ENVIRONMENT
1. Federal, State, Provincial, County, Municipal
   a. Telecommunications Act of 1996
   b. Wireless Communication and Public Safety Act of 1999
   c. ENHANCE 9-1-1 Act of 2004
   d. IP-Enabled Voice Communications and Public Safety Act of 2007
   e. NET911 Improvement Act of 2008
   f. Middle Class Tax Relief & Job Creation Act of 2012
   g. Kari's Law 2020
2. FCC/CRTC (Canada)
   a. N-1-1
   b. Wireless
   c. PS ALI/PBX
   d. CLEC
   e. NG9-1-1
3. Sovereign Immunity
4. TSP (Telecommunications Services Priority)
5. Confidentiality/Public Information Laws/ Privacy Laws
6. Liability
7. Public Utilities Commission Requirements
   a. Tariffs
   b. Unbundling
   c. Political Considerations
   d. Public Safety Entities
8. Radio Communications Act (Canada)

C. SPECIAL LEGISLATIVE AREAS
1. MLTS
2. TDD Protocols
3. Cellular, PCS
4. Accessibility
5. Emergency Medical Dispatching (EMD)
6. Nuisance/False Alarm Legislation
7. Automatic Alarm Systems
8. Industry Canada (Canada)
9. Emergency Preparedness Canada (Canada)
10. Access to Information Act (Canada)
11. Mass Notification Systems
12. Open Records Legislation
13. Telecommunications Standards/Legislation
14. Bidding and Purchasing Laws
15. Pipeline

9-1-1 MANAGEMENT (50%)

I. MANAGEMENT OF ORGANIZATION (20%)

A. MANAGEMENT/GOVERNANCE FUNCTIONS
1. Budgeting
2. Purchasing
   a. Developing Specifications
      01. Vendor Selection and Contracting Request for Qualifications
      02. Request for Information
      03. Request for Proposal
3. Decision Making
   a. Political
   b. Technological
   c. Human Resource
   d. Operational
   e. Financial
   f. Legislative
   g. NG9-1-1 System Administration
   h. Interoperability
   i. Database Management
4. Planning
   a. Short Range
   b. Long Range
   c. Strategic
   d. Continuity of Operations

B. EMERGENCY MANAGEMENT
1. Types of Disasters
   a. Localized
   b. Regional / National
   c. PSAP Only
   d. Network/Transport Facilities
2. Phases of Emergency Management
   a. Mitigation
      01. Resource Management
      02. Interagency Cooperation
      03. Security
   b. Preparedness
      01. Redundancy
      02. Relocation/Back-up Site
      03. Mutual Aid Agreement
      04. Housing
      05. Health
      06. Testing
      07. Training
      08. Notification Plans (Employees and Families)
      09. Supplies
   c. Response
      01. Transportation of Employees/Equipment
      02. Food/Water/Toilets
      03. Procedures and Policies
      04. National Incident Management System (NIMS)*
      05. Telecommunicator Emergency Response Taskforce (TERT)
   d. Recovery
      01. Facilities
      02. Restoration of Services

C. HEALTH AND SAFETY
1. Environment Factors
   a. Human Factors
   b. Engineering/Ergonomics
   c. Job-related Illnesses and Injuries
2. Critical Incident Stress Management
3. Employee Assistance Programs (EAP)
4. Post-Traumatic Stress Disorder (PTSD)
5. Wellness

D. PUBLIC EDUCATION AND MEDIA RELATIONS
1. Public Education Plan (Preventive vs. Remedial)
2. Information Delivery
3. Evaluation
4. Media Relations
5. Social Media

II. MANAGEMENT OF EMPLOYEES (25%)

A. STAFFING AND SCHEDULING

B. QUALITY AND PERFORMANCE MANAGEMENT
1. Performance Planning: Identification of Goals and Desirable Behaviors
2. Setting and Communicating Performance Standards
3. Employee Attitudes, Opinions, and Satisfaction
4. Measuring Results and Feedback
5. Implementation of Performance Improvement Strategies
6. Evaluation of Results
7. Discipline / Corrective Action
8. Customer Service & Stakeholder Satisfaction

C. RECRUITING AND HIRING
   1. Recruiting
      a. Determining Needs
      b. Candidate outreach and education
      c. Identifying Selection Criteria
      d. Internal Sourcing
      e. External Sourcing
      f. Evaluation of Recruitment Effectiveness
   2. Hiring Procedures and Practices
      a. Applicant Testing
      b. Interview Panels
      c. Agency Tours and Information
      d. Criminal Backgrounds and Reference Checks

D. TRAINING AND DEVELOPMENT
   1. Training Needs Analysis
   2. Development and Implementation of Training Programs
   3. Evaluation of Training
   4. Quality Assurance/Quality Improvement of Training Programs

E. COMPENSATION AND BENEFITS
   1. Job Analysis and Job Descriptions
   2. Setting Pay Rates
   3. Types
   4. Philosophies and Strategies
   5. Economic Factors
   6. Pay Adjustments and Increases
   7. Medical Benefits

F. EMPLOYEE RETENTION
   1. Career Planning and Development
   2. Job satisfaction and work culture
   3. Promotional opportunities
   4. Negligent Retention

G. SUCCESSION PLANNING
   1. Mentoring
   2. Leadership Development
   3. Cross Training

H. EMPLOYEE RELATIONS AND LABOR RELATIONS
   1. Policies and Practices
   2. Employment Rights and Privacy
      a. Harassment and Bullying
      b. Affirmative Action Plans
      c. Workers Compensation Laws/Regulations
      d. Unemployment Compensation Laws/ Regulations
      e. Social Security
      f. Canada Labour Relations Board (Canada)
   3. Labor/Management Relations
      a. Union Representation of Employees
      b. Collective Bargaining
      c. Unfair Labor Practices
      d. Strikes
      e. Boycotts

III. LEGISLATION (5%)

A. EMPLOYMENT LAWS AND REGULATIONS
   1. Title VII of the Civil Rights Act (1964) as amended (1972, 1991)
   2. Age Discrimination in Employment Act (1967) as amended
   3. Pregnancy Discrimination in Employment Act (1978)
   4. Uniform Guidelines on Employee Selection Procedures
   5. Occupational Safety and Health Act (1971)
   6. Americans with Disabilities Act
   7. Family Medical Leave Act
   8. Canadian Charter of Rights and Freedoms (Canada)
   9. Canadian Human Rights Act (Canada)
   10. Canadian Centre for Occupational Health and Safety Act (Canada)
   11. Constitution Act (Canada)

B. COMPENSATION LAWS AND REGULATIONS
   1. Fair Labor Standards Act (1938) as amended (Wage and Hour)
   2. Equal Pay Act (1963)
   3. COBRA (Consolidated Omnibus Reconciliation Act) (1990)
   4. Social Security Act (as amended)
   5. Patient Protection Affordable Care Act

APPENDIX B

Sample Test Questions

1. A consolidated Public Safety Answering Point (PSAP) provides communications services for
   1. more than one area code.
   2. a local government entity.
   3. more than one agency or department.
   4. one Emergency Service (EMS) provider.

2. Automatic Number Identification (ANI) is designed to provide
   1. an address.
   2. a telephone number.
   3. a caller's home number.
   4. the number of calls that have been received by a phone number.

3. The primary advantage of a TRUNKED radio system is
   1. all equipment is compatible with all other systems.
   2. many users can independently share the same radio systems.
   3. channel allocation is independent of computer control.
   4. only one radio channel is used for the entire system.

4. Under the Americans with Disabilities Act (ADA), a Public Safety Answering Point (PSAP) is required to have equipment capable of handling
   1. ISDN
   2. ASCII
   3. Baudot
   4. Single Side Band

5. When an Employee Safety Complaint is filed under Occupational Safety and Health Administrative (OSHA) regulations against an employer, the following is most likely to occur
   1. employer site must be inspected.
   2. name of the complainant is revealed.
   3. complaint is posted for employee review.
   4. employer must contact OSHA within 48 hours.

6. Which of the following best describes airtime for Public Service Announcements?
   1. is regulated by the FCC.
   2. is promoted only on state level.
   3. is paid for by initiating agency.
   4. can be specified by the PSAP manager.

7. The federal regulation which governs the number of hours a full-time non-exempt employees may work is the
   1. ADA
   2. Overtime Act (Labor Dept.)
   3. FLSA
   4. OSHA

8. Rewards designed to encourage and reimburse employees for efforts beyond normal performance expectations are called
   1. status.
   2. benefits.
   3. incentives.
   4. positive reinforcements.

9. A common pay practice of giving employees percentage increases for economic inflation is best described as
   1. seniority or time increase.
   2. time and merit adjustment.
   3. merit or performance increase.
   4. standard or cost of living adjustment.

10. A systematic investigation of the tasks, duties, and responsibilities of a job is a job
    1. analysis
    2. evaluation
    3. description
    4. specification

Answers: 1-3; 2-2; 3-2; 4-3; 5-3; 6-1; 7-3; 8-3; 9-4; 10-1.

Eligibility Application for ENP Certification

ENP 9-1-1

Please fill in the following information as indicated.

○ NENA Member $450 ○ Non-Member $625 ○ Recertification $300 ○ Re-Examination $175

Type of payment included:

○ Check enclosed (made payable to: National Emergency Number Association (U.S. funds only))
○ Cashiers Check/Money Order ○ Organizational Check ○ Personal Check

○ Credit Card Payment: ○ Visa ○ MasterCard ○ American Express ○ Discover

Acct # Exp. Date CVV

Signature

BACKGROUND INFORMATION (List the address where the certificate is to be mailed to.)

Name Agency/Company

Address *(including city, state and zip code)*

Phone Fax

Email

Which edition of the exam do you wish to take? ○ U.S. ○ Canadian

ELIGIBILITY REQUIREMENTS

In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:

A. Three years experience in Emergency Communications.

OR

B. Three years experience with a commercial provider of Emergency Communications products and services.

SECTION 1.

Experience

Having satisfied the three-year minimum experience criterion, each additional year of experience (full-time equivalent) in Emergency Communications will count for two points, with a maximum of 10 points being granted.

Total Experience Pts ____

SECTION 2.

Education Attainment

Please indicate your level of education (choose highest degree):

High School Degree	0 Pts
Associate Degree	2 Pts
Bachelor Degree	4 Pts
Graduate Degree	6 Pts

Total Education Attainment Pts ____

SECTION 3.

Professional Development/Service

Please indicate the title of NENA in-person and ILO courses completed. Each full-day course will earn 1 point. NENA's 3-day courses will earn 3 points. A maximum of 5 points will be granted.

Course Pts

Course Pts

Course Pts

Course Pts

Course Pts

Please indicate if you have completed the NENA Center Manager Certification Program (CMCP). Worth 5 points.

Date/Location Pts

Indicate the state or national NENA office(s) you have held. One (1) point will be granted for holding a chapter or national NENA office, with a maximum of 1 point being granted.

Title of Office State Pts

The names of other professional certifications (e.g. GISP, CISSP, PMP, EMD, ED-Q, APCO CTO) that you hold. A certification will earn 1 point with a maximum of 1 point.

Name of Professional Certification Pts

Total Professional Development/Service Pts 0

TOTAL ELIGIBILITY POINTS (10 Points Required)

Section 1. (Maximum of 10) ____
Section 2. (Maximum of 6) ____
Section 3. (Maximum of 6) 0

GRAND TOTAL 0

Select Desired Test Period

○ Winter 2027 (Jan. 23–Feb. 6)
○ Spring 2027 (April 3–17)
○ Summer 2027 (July 10–24)
○ Fall 2027 (October 2-16)

Application Deadline

December 18, 2026
March 5, 2027
May 28, 2027
September 3, 2027

Complete this application. Once payment is made, and the application is approved, a link for the Testing Center Application for Emergency Number Professional Certification Examination will be emailed to you. Send this Eligibility Application and payment to:

NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314

@ Email completed application to enpcert@nena.org.

REQUEST FOR TEST ACCOMMODATIONS FORM

This Request for Test Accommodations Form must be completed if you are an individual with a disability covered under the Americans with Disabilities Act (ADA) and would like to request test accommodations. Under the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as the neurological, endocrine or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be held in strict confidence. ***This Form MUST be submitted with your application and received at least 8 weeks prior to the start of your testing period. Forms received after your application has been submitted and less than 8 weeks prior to the start of your testing period may result in a delay in processing or may not be able to be processed for the testing window you applied for.*** The content and validity of the examination shall not be compromised by these accommodations.

Part I – to be completed by the candidate

PLEASE TYPE OR PRINT CLEARLY

_____
Name of Examination

_____
Testing Period

_____
Name (Last, First, Middle Initial)

_____
Address

_____
City *State* *Zip Code*

_____
Daytime Telephone Number

_____
E-mail Address

Have you received the same or similar test accommodations while in an academic setting?

NO _____ YES_____

If yes, provide the year(s) that you received these accommodations. If no, please explain below.

_____

_____

Test Accommodations

I have discussed my Test Accommodations with my qualified healthcare professional and request Test Accommodations as follows: (Check all that apply)

_____ Reader

_____ Scribe

Extended testing time

- ☐One (1) hour
- ☐Time and a half
- ☐Two (2) hours
- ☐Double time
- ☐Other (please specify number of hours) _____

_____ Tested separately

_____ Other test accommodations (Please be specific)

_____

_____

_____

Signed: _____ Date: _____
Candidate Signature

For Office Use Only

Approved by:

_____

Date:

_____

Continue to next page for Part II

PROFESSIONAL TESTING CORPORATION
1350 BROADWAY ● SUITE 800, NEW YORK, NY 10018

REQUEST FOR TEST ACCOMMODATIONS FORM

Part II – Qualified Healthcare Professional Section

This section must be completed by a qualified healthcare professional who is licensed and has expertise in the disability for which these accommodations are sought. The qualified professional must have evaluated the candidate and is familiar with the candidate's condition.

PLEASE TYPE OR PRINT CLEARLY

Professional Documentation

I have evaluated _____ on _____/_____/_____ in my capacity as a
Candidate Name *Month Day Year*

_____ .
Professional Title

The candidate discussed with me the nature of the examination to be administrated. It is my opinion that, because of this candidate's disability described below, he/she should receive the test accommodations requested. **Please type or print clearly.**

Description of Disability: _____

_____

_____

Diagnosis code(s): _____

Are you licensed to diagnose the disability described in this Form? No _____ Yes _____

Date of disability onset: _____

Major life activity impaired by disability condition: _____

For a diagnosis of generalized anxiety disorder, please provide the additional information

1. Has this person had anxiety for more than 6 months? No___ Yes____
2. Is the anxiety excessive and interferes significantly with psychosocial functioning? No___ Yes___
3. Does this person have anxiety about a variety of life events or activities? No _____ Yes _____ indicate the number of activities impacted: _____
4. Is the anxiety associated with 3 or more of the following: restless, easily fatigued, sleep disturbance, difficulty concentrating, irritability, muscle tension? No__ Yes___

Signed: _____ Title: _____

Qualified Professional's Name (Print Name): _____

Address: _____

_____

Telephone Number: _____ E-mail:_____

Date: _____ License #:_____

Type of license: _____

State in which licensed: _____



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Alexandria, VA 22314

202-466-4911 • 202-618-6370 (fax) • nena.org

