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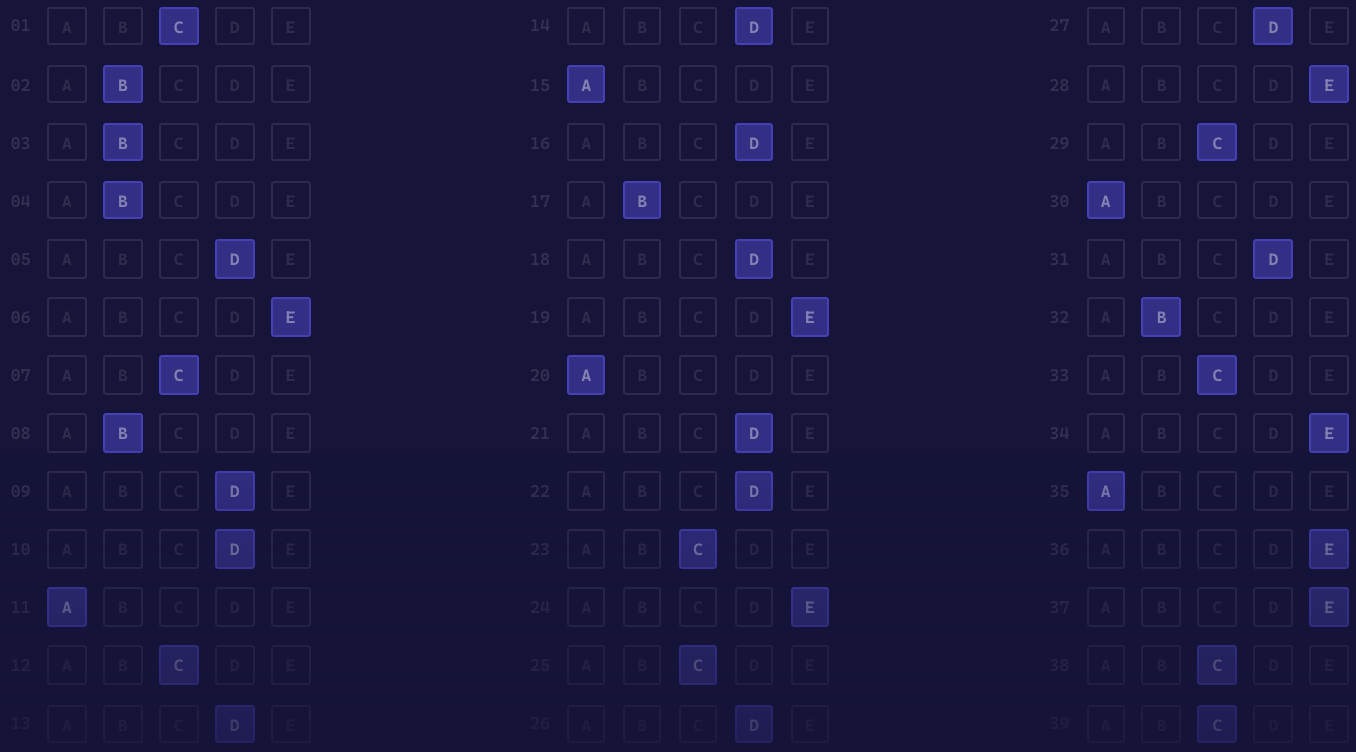

PRACTICE QUESTIONS

National Emergency Number Association (NENA)

ENP

Emergency Number Professional Certification Examination

EDITION	QUESTIONS	FORMAT
Demo	9	Limited Edition PDF

WEB www.mometrix.net

SUPPORT support@mometrix.net

Before you begin

What this is

9 practice questions for National Emergency Number Association (NENA) `ENP`, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, `ENP`
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

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QUESTION 1 SINGLE CHOICE

Which component in the 9-1-1 call flow is responsible for delivering the calling party's Automatic Location Information (ALI) to the PSAP call taker?

A Selective Router

B ALI Database

C Emergency Services IP Network (ESInet)

D Customer Premises Equipment (CPE) recorder

ANSWER B

WHY The ALI Database stores the location and subscriber records associated with a calling number and delivers that Automatic Location Information to the PSAP call taker during 9-1-1 call processing. The Selective Router routes the voice path, the ESInet carries IP-based calls and data, and CPE handles the call taker's workstation functions.

QUESTION 2 SINGLE CHOICE

Which NENA standard document defines the architecture, functional elements, and interfaces used to deliver 9-1-1 calls and related data over an IP-based network?

A NENA 06-001, Minimum Standards for Emergency Telephone Notification Systems

B NENA 08-003, Detailed Functional and Interface Specification for the NENA i3 Solution

C NENA 04-001, E9-1-1 Systems Operations Standard

D NENA 75-001, Wireless E9-1-1 Routing

ANSWER B

WHY NENA 08-003 defines the detailed functional and interface specification for the NENA i3 Solution, which describes the IP-based ESInet architecture, functional elements (such as the ESRP, ECRF, and LVF), and standard interfaces used for next-generation 9-1-1. The other documents cover different or legacy topics.

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QUESTION 3 SINGLE CHOICE

Which of the following is a primary responsibility of a PSAP center director or manager during a major incident?

A Directly answer all incoming 9-1-1 calls

B Perform field maintenance on network transport equipment

C Coordinate resources, staffing, and mutual aid between agencies

D Issue warrants for emergency response

ANSWER C

WHY PSAP managers and directors are responsible for administrative and operational leadership, including coordinating resources, staffing, and mutual aid during major incidents. Direct call answering is the call taker's role, network transport equipment is maintained by network operators, and warrants are issued by judicial officers.

QUESTION 4 SINGLE CHOICE

In an i3 NG9-1-1 system, which functional element uses a Location-to-Service Translation (LoST) protocol query to determine which PSAP should receive an emergency call?

A Border Control Function (BCF)

B Emergency Services Routing Proxy (ESRP)

C Emergency Call Routing Function (ECRF)

D Logging Service

ANSWER C

WHY The Emergency Call Routing Function (ECRF) uses the LoST protocol to map a location to the appropriate PSAP URI and routing information. The ESRP performs the policy-based routing based on the ECRF's results, the BCF provides security at the ESInet boundary, and the Logging Service records events.

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QUESTION 5 SINGLE CHOICE

When a PSAP transfers a 9-1-1 call to another PSAP or to a secondary answering point, which piece of information must accompany the call to ensure proper dispatch?

A The caller's social media handle

B **ANI and ALI (or the equivalent location data)**

C The original 9-1-1 trunk circuit number only

D A copy of the caller's billing statement

ANSWER **B**

WHY When transferring a 9-1-1 call, the transferring PSAP must pass along ANI and ALI (or, in NG9-1-1, the equivalent location and call identifier data) so the receiving agency has the caller's number, location, and call context needed for dispatch. Social media handles, trunk circuit numbers alone, and billing records are not appropriate transfer data.

QUESTION 6 SINGLE CHOICE

What is the most appropriate first action for a 9-1-1 call taker when a caller reports an active life-threatening emergency such as a structure fire with people inside?

A Obtain complete demographic information before dispatch

B **Provide pre-arrival instructions if qualified, and dispatch emergency services immediately**

C Place the caller on hold to consult a supervisor

D Transfer the call to a non-emergency line

ANSWER **B**

WHY For a known or imminent life-threatening emergency, the call taker should dispatch emergency services immediately and, when trained, provide pre-arrival instructions (such as CPR or fire safety guidance) while the caller is still on the line. Demographic details, supervisor consultation, or transferring to a non-emergency line would dangerously delay response.

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QUESTION 7 SINGLE CHOICE

What is the principal location-determination challenge associated with nomadic Voice over Internet Protocol (VoIP) 9-1-1 calls?

A VoIP calls cannot be routed to a Selective Router

B The service address registered with the provider may not match the caller's actual physical location

C VoIP networks do not support ANI delivery

D VoIP calls are always routed internationally

ANSWER B

WHY Nomadic VoIP services can be used from any broadband-equipped location, so the address the subscriber registered with the provider may not match where the caller is physically located when placing the 9-1-1 call. VoIP 9-1-1 calls can be routed to Selective Routers and ESInets and do carry ANI or equivalent identifiers.

QUESTION 8 SINGLE CHOICE

Which public education message is most consistent with NENA's guidance on proper use of 9-1-1?

A Call 9-1-1 for any inconvenience, including weather inquiries and general directions

B Call 9-1-1 only for true emergencies and use non-emergency lines for routine matters

C Use 9-1-1 text messaging for all voice calls

D Use 9-1-1 to report resolved incidents so the agency can close the file

ANSWER B

WHY NENA's public education efforts emphasize that 9-1-1 should be reserved for true emergencies (police, fire, or medical situations requiring immediate response) and that non-emergency lines or administrative numbers should be used for routine inquiries. The other options describe misuse that contributes to call overload.

QUESTION 9 MULTIPLE CHOICE

Which of the following are federal or widely recognized policy drivers that influence 9-1-1 operations in the United States? (Choose two.)

A **FCC rules on 9-1-1 location accuracy and reliability**

B **CVAA (21st Century Communications and Video Accessibility Act) provisions on access to 9-1-1**

C NFPA 72 fire alarm code

D FCC Part 90 private land mobile radio rules

ANSWER **A** · **B**

WHY FCC rules on 9-1-1 location accuracy and reliability (including wireless and VoIP rules) directly govern PSAP-facing obligations, and the CVAA includes provisions ensuring access to 9-1-1 for individuals with disabilities. NFPA 72 governs building fire alarm systems, and FCC Part 90 covers private land mobile radio services, not 9-1-1 specifically.

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