

1. CCC was formed in January 2008 upon completion of the C3i programme. This saw public telephone contact and control of the deployment of MPS uniform policing assets move from a central Information Room (IR) located at New Scotland Yard; 32 local control rooms (known within the MPS as CAD (Computer Aided Despatch) Rooms); and three independent Telephone Operator Centres (TOC), to three purpose-built contact and deployment centres located at Lambeth, Hendon and Bow.

2. CCC now operates within the Public Contact Portfolio of Territorial Policing (TP) as a single Operational Command Unit (OCU). CCC handles all emergency and non-emergency telephony for the MPS, co-ordinates the despatch of initial response to incidents for Borough Operational Command Units (BOCUs), provides command and control infrastructure for major incident and event policing through the Special Operations Room (SOR) and command and control for critical incidents.

On 6 October 1998, BT introduced a new system whereby all the information about the location of the calling telephone was transmitted electronically to the relevant service rather than having to read it out (with the possibility of errors). This system is called EISEC (Enhanced Information Service for Emergency Calls).

"The Communications Provider shall, to the extent technically feasible, make accurate and reliable Caller Location Information available for all calls to the emergency call numbers '112' and '999', at no charge to the Emergency Organisations handling those calls, until the time the call is answered by those organisations."

When a person(s), provide Open reach with a customer's name and address they pass it to BT's 999 Call Handling Service. BT in turn uses that information to route 999 calls and passes the location on to the Emergency Authority (EA). Then the emergency services allocate the order of importance, the information they need is:

- Postcode - this route the call to the EA serving that geography and is used by the EA to locate the caller.
- End User Name for: Consumer -the person most likely to make the call (not always the bill payer).

The End User Name recorded and listed on the Emergency Services Database may be different to the Directory Listing and the two details are separate entries on the input xml provided by a CP when placing an order with Openreach.

The separate End User Name provided is only used to populate the details held on the Emergency Services Database and assist the emergency services with handling 112 and 999 calls effectively.

- For WLR3, Openreach takes responsibility only for passing the address information to the Emergency Services Database.
- For MPF, it is the CP's responsibility to pass the address information to the Emergency Services Database.

In a short summary the first CFS caller for services, person that calls any emergency 999 handler will speak to is a Bcom operator, Bcom accept responsibility for passing the callers location and telephone number on to British Telecom who, then route the incident with the same intelligence all ready gained to the emergency services desired.

Another issue of concern that I raise within this letter, is in regards to a vast majority of incidents, otherwise known as Cads that have been inter Linked with unrelated incidents and information, that is to say from what I am being accused of at court and that information being supported as hearsay evidence, which has a true outcome of containing incorrect geological address information relating to the Antisocial Behaviour Order (ASBO) application, where on the dates that I do take reference towards, was on the 08<sup>th</sup> June 2014 at Progress Way Enfield London, where in any sense it would have been impossible for the incident the applicant has been accused of to have played a role that had a negative effect on any other persons way of life. Due to them locations distance being so far apart from one another, as can be seen by the Distance as the Crow Flies and Distance by Land Transport, which does in fact show that the distance between progress way and the initial location of the CFS emergency 999 callers, are to far apart for the respondent accusations for truth to be found upon, so because of this reason they have now been calculated into miles of distance as detailed below and them places are as follows, with geological markers supplied from:-  
<https://www.freemaptools.com/how-far-is-it-between.htm>