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Do you ever wonder who's the person behind our emergency calls to 911? All we know about them is their voice, which is why National Public Safety Telecommunicators Week (NPSTW), observed every second week in April, has been set aside to recognize and celebrate the work of telecommunicators helping to save millions of lives every day. If it weren't for the telecommunicators flawlessly doing their jobs, billions of lives would have been lost due to untimely assistance. So, throughout this week, we honor and thank those invisible telecommunicators who have continued to serve in this demanding profession.

