

# > Triple Zero process (000)

Always call Triple Zero (000) in an emergency.

You will be asked by Telstra which service you require "Police, Fire or Ambulance?"



Your call will then be connected to an ESTA communications centre.

*You will be asked:*

***"Where is your emergency?"***

The calltaker verifies the address by asking where the nearest cross street is, or asks for a prominent landmark.

*You will then be asked:*

***"What is your emergency?"***

The calltaker will ask more questions to gather as much information as possible.



**Once the calltaker knows where and what the emergency is, a dispatcher will send the emergency services required.**

This happens while the calltaker continues to ask you questions.



The emergency services arrive on scene.

