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**Hosain et al.**

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(54) **SYSTEM AND METHOD FOR EVENT COMMUNICATION CORRELATION**

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(\* ) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 67 days.

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(57) **ABSTRACT**

**Related U.S. Application Data**

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A system, method, and apparatus method for receiving one or more communications from a remote terminal, transmitted via a telephone exchange, the communications comprising telemetry data and voice data; selecting a call center from a plurality of call centers to receive a communication from the remote terminal, wherein selecting the call center is based at least in part on the telemetry data; sending a message from the service provider to the call center over a side-channel, the message comprising at least a portion of the telemetry data, and further comprising a request for a communication path to one of a plurality of operator stations connected with the call center; and sending the voice data to the one operator station over a public switched telephone network (PSTN) connection via the communication path requested.

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**H04M 11/00** (2006.01)

(52) **U.S. Cl.** ..... **379/106.01**; 379/45; 379/39; 379/40

(58) **Field of Classification Search** ..... 379/45, 379/37, 39; 455/404.1, 404.2; 370/352  
See application file for complete search history.

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**34 Claims, 4 Drawing Sheets**

