

# Lumen® Next Generation 9-1-1 Solution

Ease the transition to a highly effective, digital-ready NG9-1-1.

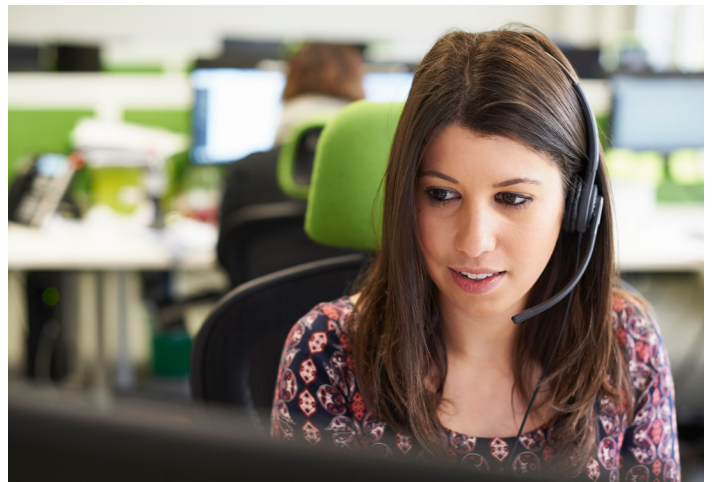
Move 9-1-1 and emergency communications to the cloud seamlessly and cost-effectively, add services and capabilities without investing in new hardware and keep legacy systems intact during the switch.

When the first 9-1-1 system in the United States made its debut in February 1968, people were tied to relatively simple landline systems and rotary-dialing phones. But today, the communications landscape has completely changed. State public safety agencies must account for growth along with constantly evolving communications technologies and systems—such as cellular networks, widespread Wi-Fi and voice-over IP (VOIP).

Lumen works closely with state and local government agencies to rapidly design and implement needed emergency communications capabilities. We deploy solutions that help to maximize current technology use and free up IT resources to focus on department-critical activities. Our Next Generation 9-1-1 Solution (NG9-1-1) helps agencies of all sizes achieve their NG9-1-1 goals with operational efficiency and enhanced IT agility while delivering exceptional customer experiences and safety across the state.

## Key features of the Lumen Next Generation 9-1-1 Solution

- **Lumen Emergency Call Handling**  
A multitenant cloud-based PSAP solution consisting of specialized customer premises equipment (CPE) and NG9-1-1 call management applications. Compatible with all major call handling platforms.
- **Lumen Integrated Solution**  
Supports critical 9-1-1 features and functions to meet current and emerging public safety needs. Routes calls to the appropriate emergency entity based on caller location and uses data and business policies to augment PSAP routing. Delivers geodetic and/or civic location information with the callback number and supports transfer of calls to other NG9-1-1-capable PSAPs.
- **Lumen Network Monitoring and Management**  
A dedicated and experienced operations team works within our public safety network operations center to help ensure network security and provide services such as e-bonding with vendors. Allows self-service capabilities through a customer portal.



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## Solution benefits



### Flexible bandwidth

The Lumen global WAN infrastructure overcomes many PSAP bandwidth limitations. Our hybrid software-defined WAN services are customized for urban and rural locations and supported by diverse and redundant MPLS circuits, which allows services and products to be added or removed quickly.



### More capabilities

Increase first responder situational awareness — such as the location of an emergency, other responding teams, surrounding buildings, closest hospitals and others affected by the emergency. Receive, integrate and analyze information from multiple sources (including social media) for the most effective response.



### Precise locations

The Lumen solution addresses a key element of emergency response: location. Call information from smartphones and other wireless devices doesn't always get completely passed on to a PSAP, and callers may not know their location or may be unable to speak. Our Emergency Services IP Network (ESInet) receives geolocation information from wireless providers for public safety use, providing teams with a more precise location.

## Why Lumen NG9-1-1?

Lumen helps customers around the world manage increased network and information technology complexity while providing managed network and cybersecurity solutions.

The Next Generation 9-1-1 Solution is delivered on Lumen's ESInet, an MPLS/IP core network with 365x24 monitoring and security. Our 50+ years of experience and nationwide network designed for redundancy and resiliency have helped Lumen reach industry leadership in public safety communications systems.

**Get started on bringing your 9-1-1 system into the 21st century.**

Contact your Lumen representative today.

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