

# Lumen® Managed Emergency Call Handling

## Next-generation emergency 9-1-1 solution

Today's public safety answering points (PSAPs) are being asked to keep up with the evolving ways citizens want to ask for help. Traditional wireline 9-1-1 calls are decreasing while calls from mobile devices, video and even text messages are increasing. To help dispatch centers adapt, we offer a configuration of E9-1-1 to hosted call handling applications designed to help PSAPs adopt new technology and predictably manage their operating expenses.

Our multitenant PSAP solution leverages call management applications within Lumen data centers to support call taker CPE located at the PSAP. Management of the call taking equipment is provided through the host over a dedicated virtual private network (VPN). By reducing capital expenses and the need for in-house telephony staff, the solution allows public safety leaders to focus on more critical tasks at hand.

### Business solutions

Offered as a per seat monthly subscription service, Lumen provides all CPE call taker hardware—CPU, Monitors, KVMs, Keypads and headset integration with radio.

Installation, administrative system training and end-user training are also included.

- Managed Emergency Call Handling enables a subscriber to upgrade existing call taking CPE with a minimum capital outlay.
- Remote Monitoring, Maintenance, Upgrades and Repairs for the life of the service arrangement.
- Delivers the VESTA, Intrado Viper® or Omni911 call handling experience.
- System can grow/contract as needed by the PSAP.
- Reduces the need to maintain an IT and telephony staff.

### Technical features / capabilities

Depending upon customer requirements, the solution includes PSAP CPE from Motorola Solutions. Lumen deploys Managed PSAP CPE solutions in a geologically diverse host/remote configuration. Each host location will be served by diverse MPLS circuits, and each remote site will be served by a pair of redundant MPLS circuits.

- Network for host data center and remote PSAP designed to meet or exceed 99.999% availability.
- Optional features include:
  - Mapping Solutions
  - Automatic Call Distribution (ACD)
  - Telephone Set Options
  - Administrative PC
- Offered on two, three and five-year contracts.

### Why choose Lumen for managed emergency call handling

- **Trusted**  
Lumen has a long-standing history of deploying and supporting emergency services systems and CPE.
- **Secure**  
Fully Monitored 24/7 data center helps mitigate the risk of disruption or downtime.
- **Cost-Effective**  
Replace capital expense with operating expense, eliminating the need to purchase and support expensive or confusing equipment.
- **Flexible**  
Our clear predictive pricing model easily grows with your emergency communications needs.
- **Next-Generation**  
Team up with a proven partner in achieving digital transformation.

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