

CenturyLink Launches Cloud-based Managed Emergency Call Handling Solution

Public safety organizations can integrate next generation tools for greater efficiency

MONROE, La., July 16, 2019 – To enable greater efficiency and reduce operational costs, [CenturyLink, Inc.](#) (NYSE: CTL) has launched Managed Emergency Call Handling. With this subscription-based solution, public safety organizations can migrate on-premises call management services to the cloud.

Learn how CenturyLink enables the digital transformation of emergency response and communications services: <http://www.centurylinkbrightideas.com/tapping-into-next-generation-9-1-1/>

“Our Managed Emergency Call Handling solution can help public safety organizations agencies improve IT agility by migrating call management services to the cloud,” said Thuy Ha, vice president, voice and real-time communications, CenturyLink. “As more communities move to next-generation 9-1-1, they may need to maintain legacy environments while implementing new technologies. CenturyLink brings years of expertise to assist public safety organizations through the migration process.”

Key Facts

- CenturyLink Managed Emergency Call Handling solution can be included in a larger next-generation 9-1-1 deployment or as a standalone equipment upgrade.
- With this solution, public safety agencies can receive real-time delivery of new features and functionality, as well as critical updates, without purchasing new equipment.
- CenturyLink supports major call handling platforms, allowing customers to stay current with the core technology they are already using.

About CenturyLink

[CenturyLink](#) (NYSE: CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world’s best networking company by solving customers’ increased demand for reliable and secure connections. The company also serves as its customers’ trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.

Media Contact:

Courtney Morton

801-238-0228

courtney.morton@centurylink.com

<https://news.lumen.com/2019-07-16-CenturyLink-Launches-Cloud-based-Managed-Emergency-Call-Handling-Solution>