

Sumter County, Fla., Selects CenturyLink to Deliver Next Gen 911 System

New 911 platform will improve delivery of emergency calls

WILDWOOD, Fla., March 4, 2020 - Sumter County, Fla., recently selected [CenturyLink, Inc.](#) (NYSE: CTL) to deliver a faster, more resilient 911 system that will modernize the county's emergency call management system to a Next Generation 911 platform.

The new NG911 system will support enhanced communication capabilities, such as the ability to send texts and images to 911 call centers, that will provide first responders with additional information so they can better assist during an emergency.

"The 911 call center is the primary method for the public to contact our first responders during an emergency. The addition of a NG911 system in Sumter County will enhance our existing infrastructure and our commitment to public safety and our community," said Stephen Kennedy, Assistant County Administrator for Sumter County.

"Sumter County chose CenturyLink to deliver a more robust, reliable and resilient NG911 system to local residents and visitors to central Florida, including The Villages® development," said Sonia Ramsey, CenturyLink's vice president for the state and local government and education market. "When installed, this new NG911 system will create the ability for people to send texts, images, videos and data directly to 911 operators and call centers."

CenturyLink will be providing Sumter County with an emergency service IP-based network that sits on the company's network backbone, software-defined wide area network services, IP-based software and applications, and core call routing services as part of the county's digital transformation to a NG911 system.

Additionally, CenturyLink's network architecture will position the county to take advantage of additional benefits from the NG911 system that are expected to evolve over time. The contract term is five years and the transition is expected to be completed by late 2020.

The NG911 solution CenturyLink designed for Sumter County meets the national standards established by the [National Emergency Number Association](#) and serves as a model for the future NG911 systems throughout the state and the country.

Key Facts

- CenturyLink Public Safety Solutions are powered by the company's Tier 1 network. This public safety grade network links together NG911 routing intelligence, public safety applications, management and related services.
- [CenturyLink](#) was previously selected by the State of California Governor's Office of Emergency Service to help enable emergency call management solutions that will modernize Southern California's 911 system to a NG911 platform.

Additional Resources

- Learn more about CenturyLink being chosen by the State of California to deliver a faster, more reliable 911 system: <http://news.centurylink.com/2019-10-15-CenturyLink-Chosen-by-State-of-California-to-Deliver-Faster-More-Reliable-911-System>
- For more information on CenturyLink's public safety solutions, visit: <https://www.lumen.com/public-sector/state-local/public-safety.html>

About CenturyLink

CenturyLink (NYSE: CTL) is a technology leader delivering hybrid networking, cloud connectivity, and security solutions to customers around the world. Through its extensive global fiber network, CenturyLink provides secure and reliable services to meet the growing digital demands of businesses and consumers. CenturyLink strives to be the trusted connection to the networked world and is focused on delivering technology that enhances the customer experience. Learn more at <http://news.centurylink.com/>.

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