

Lumen receives NG911 award for the third year in a row



October 20, 2023

An influx of potentially lifesaving data is pushing public safety infrastructure to modernize to [next generation 9-1-1 \(NG911\)](#), as the ability to send texts and more information via smart devices becomes a reality.

To make the move to NG911 and better protect citizens, a lot of technology must come together: network, call-handling, software elements and apps.

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Lumen serves as the foundation for the pieces that make NG911 work. Add to that a long history as a leader in delivering NG911, and the result is being recognized for the third consecutive year by Frost & Sullivan with the [2023 Enabling Platform Leadership Award in the U.S. NG911 Market](#).

"The future of public safety is centered on Next Gen 9-1-1," said Sonia Ramsey, Lumen national vice president for the state and local government and education market. "We're committed to innovation and progress—that means working to launch new technologies and systems that can

help save lives. We're proud of our storied history of serving public safety customers with an award-winning platform and systems that sit on our incredible global network."

The evolution from legacy technology to [NG911](#) is a move that can help better protect citizens by improving the speed and accuracy of first responders.

"By partnering with a provider such as Lumen that manages the platform as well as the underlying adaptive network, customers are uniquely equipped to enable critical services required today, while retaining the flexibility to support emerging applications and innovative uses cases that will inevitably emerge tomorrow as technologies advance," said Brent Iadarola, Vice President, Frost & Sullivan.

[Read the full report here.](#)

Additional resources:

- Lumen selected transform 911 services for New Jersey's 8.9 million residents: <https://news.lumen.com/2022-04-28-Lumen-wins-Next-Gen-911-contract-in-New-Jersey>
- State of Nebraska selecting Lumen to provide Next Gen 911 to the state: <https://news.lumen.com/2021-01-25-Lumen-chosen-to-provide-Next-Gen-911-to-State-of-Nebraska>
- Sumter County's move to Next Gen 911: <https://news.lumen.com/2022-02-03-Sumter-County-Fla-moves-to-Next-Gen-911-provided-by-Lumen>
- Navigating the evolution of NG911: <https://assets.lumen.com/is/content/Lumen/navigating-evolution-ng911-brief?Creativeid=7d7519ce-5cd2-4b82-acbc-91cad77e6c9>
- Call-Handling Software Certification Brings California NG9-1-1 Closer: <https://blog.lumen.com/call-handling-software-certification-brings-california-ng9-1-1-closer/>

<https://news.lumen.com/Lumen-receives-NG911-award-for-the-third-year-in-a-row>