



Assure Emergency Services

The Opportunity

As COVID-19 cases ramp up, carrier service providers experience 911 system congestion issues.

- “Ghost” calls and “looping” can increase wait times and exacerbate line congestion.

Proactively addressing congestion ensures prioritization of first responder/government communications.

- Support for GETS (710) phone numbers and pin codes
- Prioritization of WPS IMSIs for wireless *272 dialing

The Details

With NETSCOUT® nGeniusONE®, ISNG, and TrueCall® RAN Analytics, carrier service providers leverage e911 dashboards and alarms to protect emergency services performance.

- Monitor all system components for end-to-end health including feeds and Public-Safety Answering Points (PSAPs).
- Audit configuration and validation steps.
- Run baseline reports and ongoing alarms for fault and performance monitoring.

Deliver meaningful first responder analytics for ongoing assessment of emergency communications health.

- Track performance of calls to GETS systems.
- Validate prioritization of WPS IMSIs by region.

The Results

With NETSCOUT, carrier service providers support the delivery life-saving services to the public.

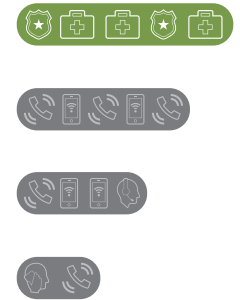
- Ensure first responder communications.
- Decrease response times for emergencies.

Our Promise

At NETSCOUT we view our customer relationships as long-term partnerships. We are here to help in this rapidly changing environment. Learn more at:

www.netscout.com/business-continuity-csp

PROACTIVELY ADDRESS CONGESTION



PRIORITIZE FIRST RESPONDER COMMUNICATIONS

Carrier service providers promote public safety with accurate and proactive prioritization of emergency communications.



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NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us