



Assure Reliable 911 and First Responder Communications

The Opportunity

During a pandemic-level public health emergency, a carrier service provider's 911 and priority communications infrastructure faced unprecedented operational demands.

As call volumes surged, the provider began experiencing congestion within emergency call flows.

Issues such as "ghost" calls and "looping" increased wait times and risked delaying critical communications between the public, first responders, and emergency agencies.

Engineering teams needed a way to proactively address congestion and ensure prioritization of first responder/government communications with the following requirements.

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

The Details

Using NETSCOUT's nGeniusONE®, ISNG, and TrueCall® RAN Analytics, the service provider leveraged e911 dashboards and alarms to protect emergency services performance and achieved the following.

- Monitoring of all system components for end-to-end health including feeds and Public Safety Answering Points (PSAPs).
- Auditing of configuration and validation steps.
- Creation of baseline reports and alarm thresholds for faults and performance degradation.

Armed with meaningful first responder analytics, the operator was able to accurately and continuously assess emergency communications health by tracking the performance of calls to GETS systems and validating the prioritization of WPS IMSIs by region.

The Results

With NETSCOUT, the service provider successfully protected public access to life-saving communications during peak demand events.

- Ensured reliable first responder and government communications.
- Reduced emergency call setup delays caused by congestion.
- Improved response times by maintaining consistent 911 performance.
- Confidently supported GETS and WPS prioritization during critical events.

By shifting from reactive troubleshooting to proactive assurance, the provider strengthened public safety outcomes while maintaining regulatory confidence and operational readiness.

PROACTIVELY ADDRESS CONGESTION



PRIORITIZE FIRST RESPONDER COMMUNICATIONS

Accurate and proactive prioritization of emergency communications ensures the network delivers when it's needed the most.



Corporate Headquarters

NETSCOUT Systems, Inc.
Westford, MA 01886-4105
Phone: +1 978-614-4000
www.netscout.com

Sales Information

Toll Free US: 800-309-4804
(International numbers below)

Product Support

Toll Free US: 888-357-7667
(International numbers below)

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