



NUSOflex™

AI-Driven Voice Resilience

When the PSTN fails, your business shouldn't. NUSOflex keeps inbound PSTN calls flowing during carrier outages, routing failures, or infrastructure disruptions. Using real-time monitoring and AI-driven routing, NUSOflex automatically detects voice impairments and reroutes calls within minutes ensuring customers can always reach your business.



Today's Challenge

Inbound voice traffic still relies on the PSTN an infrastructure prone to regional outages, routing failures, and carrier disruptions. When these impairments occur, resolution can take 8-12 hours, leaving businesses unreachable and customer interactions disrupted. Organizations relying on inbound communications, from contact centers to critical service providers, cannot afford hours of downtime.

The NUSOflex Solution

NUSOflex continuously monitors voice traffic and network health across the PSTN, detecting impairments in real time. When disruptions occur, the platform automatically reroutes inbound calls across alternate routes restoring connectivity within minutes instead of waiting for carrier repairs. Rather than reacting to outages, NUSOflex proactively maintains voice continuity.

Real-Time Network Monitoring

Continuously analyzes call flows, voice quality, and regional network health to detect anomalies before they become outages.

Intelligent Call Rerouting

Redirects inbound PSTN traffic to healthy routes, restoring connectivity within minutes.

AI-Driven Anomaly Detection

Machine learning identifies network impairments at local, regional, and national levels, triggering automated remediation.

Built for Critical Voice Infrastructure

Seamlessly integrates with UCaaS, SIP Trunking, Microsoft Teams, Zoom, and carrier services to ensure inbound calls always reach your organization.

Built for Always-On Communications. NUSOflex provides voice continuity across modern communication environments:

- Unified Communications (UCaaS)
- SIP Trunking
- Contact Centers
- Carrier Services
- Microsoft Teams Operator Connect
- Zoom Phone
- Cloud Communications Platforms

96%
CSAT on Service Tickets

180+ LATAs Enabled for NUSOflex Routing

5.3 billion Calls processed monthly across the NUSO network

8+ million Telephone numbers managed globally

Proven During Real-World Network Disruptions

During **Hurricane Beryl**, NUSOflex automatically rerouted **3.1 million calls**, preserving **3.8 million minutes of business communications** while other providers experienced extended outages.