THE LUMEN PATHWAY TO THE CLOUD

How our mid-market voice solutions can deliver for your growing business.
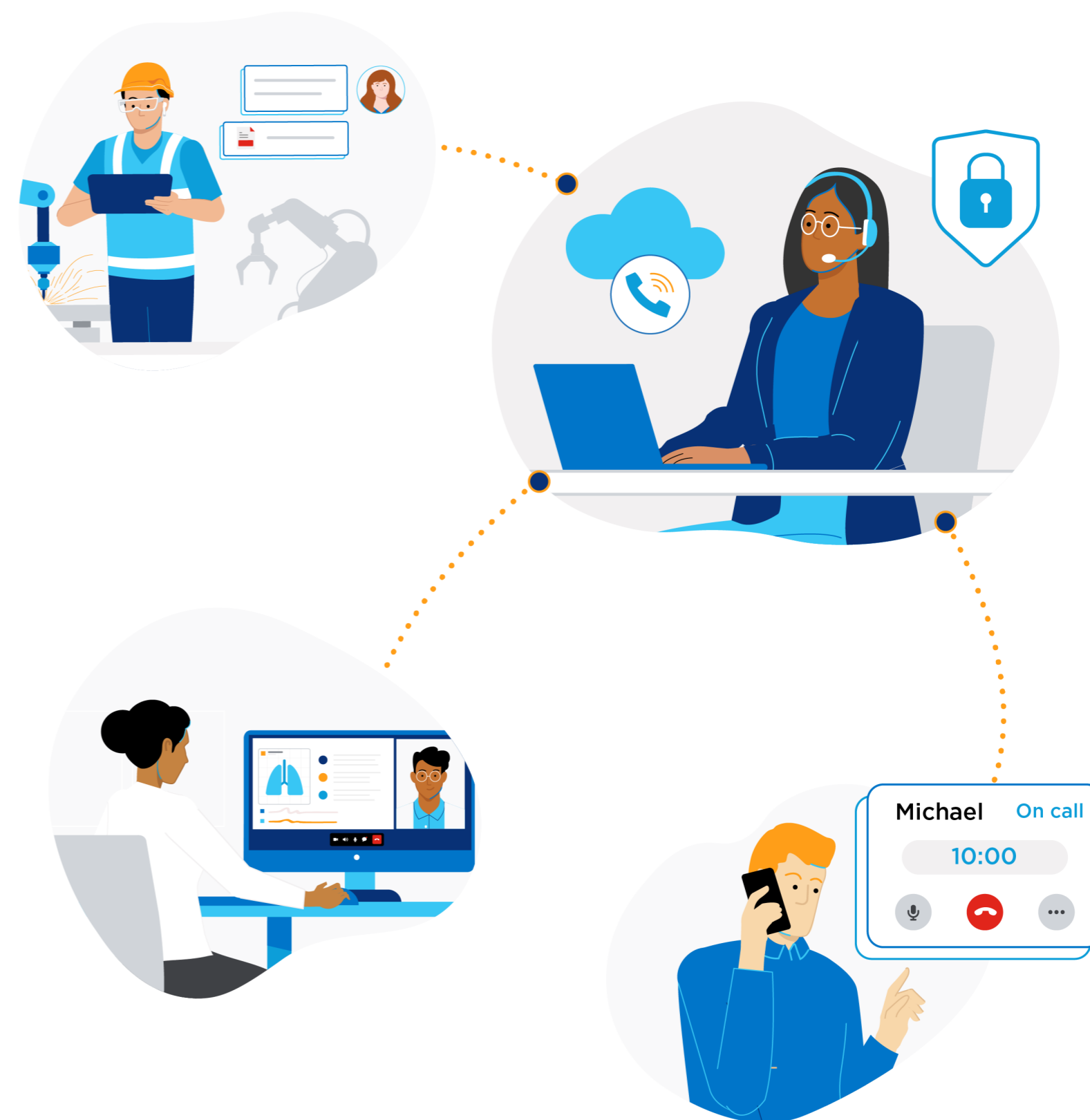
Savings

Call monitoring

Calling...

IVR

The **future of business communication** looks like this

As business evolves, the demand for flexible, scalable, and cost-effective communications have surged. It's clear why your business would consider migrating to a cloud-based voice solution. Lumen offers solutions for mid-market, enterprises with the agility, rapid scalability, and simple integration, unmatched by traditional on-premise systems.

Security you can depend on

With integrated network security you can depend on, Lumen offers end-to-end data protection with cloud voice solutions. Lumen leverages multi-layered security protocols, encrypted voice traffic, and compliance standards. Lumen deploys geographic redundancy, robust failover mechanisms, and 24/7 monitoring with the operational resilience to help keep your business secure.

UC&C technologies provide collaborative tools that integrate voice, video, messaging, and other communication methods into one platform. Lumen incorporates advanced technology with trusted network infrastructure that provides low latency, reliability, and seamless global communication.
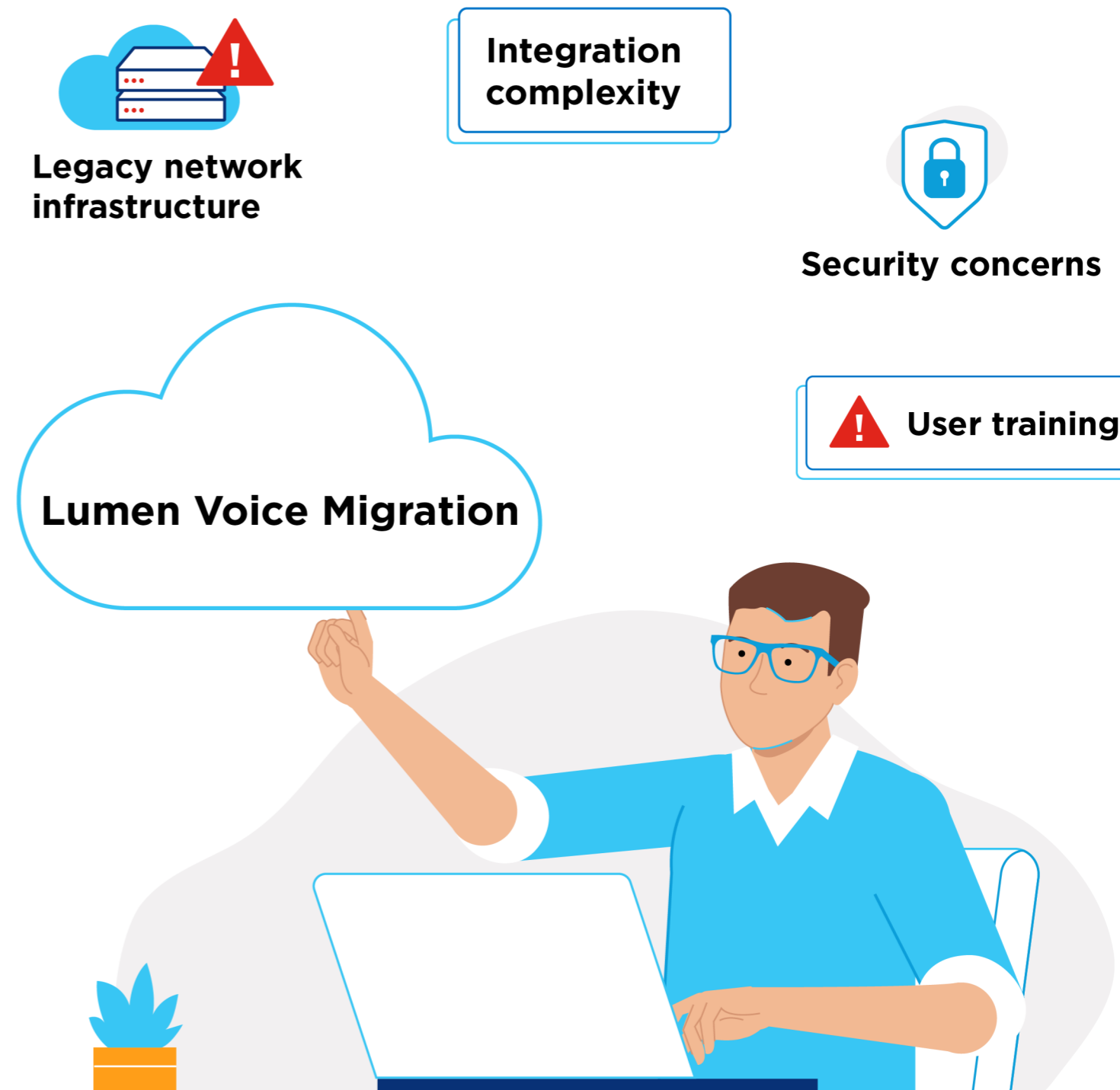
Michael   On call
10:00

Legacy systems **today**

Legacy systems often lack flexibility, interoperability, and scalability. They may also have limited feature sets, require significant upkeep, and might not support remote or hybrid work models seamlessly. All these limitations are increasingly important for evolving your business.

For example, an on-premises solution might necessitate frequent hardware upgrades, incurring heavy costs. Operational inefficiencies can then emerge when systems can't integrate with new software or when downtime occurs due to outdated components or lack of experienced personnel.

Lumen can transform challenges into opportunities

Lumen focuses on tailoring solutions to the unique needs of mid-market firms. We offer scalable, integrated, and cost-effective voice solutions for the cloud, backed by Lumen's vast network architecture.

Legacy network infrastructure

Integration complexity

Security concerns

User training

Lumen Voice Migration

Value of Cloud Calling Solutions

We've designed Lumen's global network with multiple redundancies, advanced routing capabilities, and fortified data centers defining the gold standard. Robust security protocols, coupled with 24/7 monitoring will provide data integrity and protection against cyber threats.

Cloud technologies offer cost savings with reduced infrastructure, maintenance, scalability, and rapid deployment. For business planning for the long-term, cloud services can help bring future-proofed operations, foster innovation, and help ensure consistent communication capabilities.

Where planning is the way forward

Lumen can enable you with the best way to prepare your business for the future. With the expertise provided by Lumen, we can provide your business with solutions such as the ability to negotiate increased remote work trends, sudden spikes in communication usage, global expansions, plus the use and adoption of AI and advanced analytics in communication.

Put efficiency first with Cloud Calling Service Manager

With our Cloud Calling Service Manager platform, users can manage, monitor, and configure your cloud calling solution efficiently. Centralize operations, access insights, and simplify the management of communication services, all from one convenient online location.

Lumen Voice Direct: From Mid-market to Enterprise

Lumen Voice Direct is a cutting-edge, tailored cloud voice solution which integrates Lumen with Zoom™ Services. Designed for mid-market enterprises, it provides flexibility, scalability, and seamless integration capabilities to align with your dynamic voice needs utilizing Zoom's Provider Exchange.
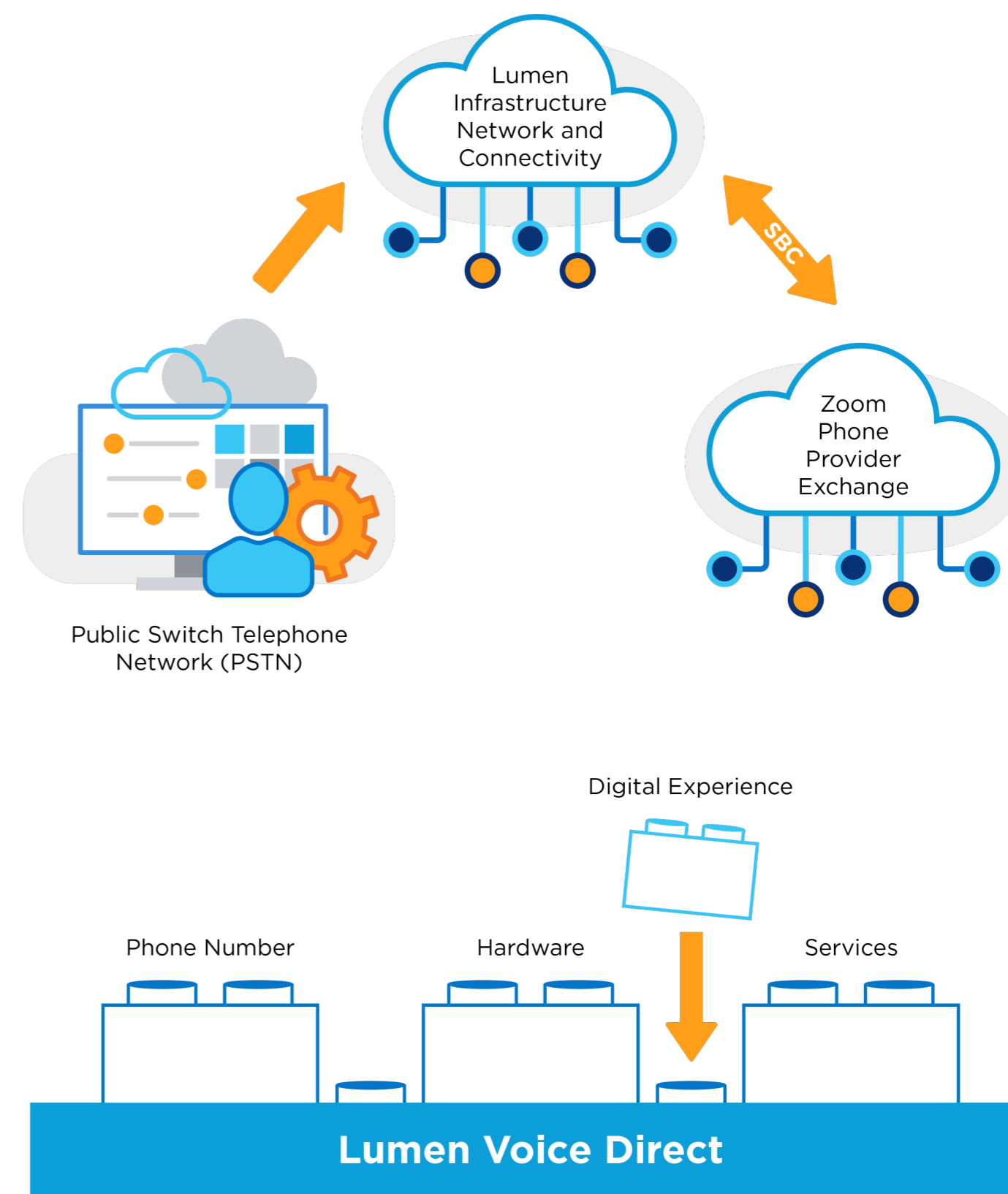
Lumen Voice Direct is pay-as-you-go, with scalable offerings to help ensure you only pay for what you use while eliminating hefty upfront costs associated with other legacy systems.

Seamless integration

Lumen Voice Direct can seamlessly integrate with your CRM system, so that every customer call is logged, tracked, and available for analytics. Easy integration with platforms like Zoom™ further amplifies its collaboration potential.

Lumen Voice Direct

Lumen Voice Direct for Zoom offers customers a unique way to manage and procure telephone numbers using a new digital experience leveraging the Cloud Calling Service Manager.

Lumen Infrastructure Network and Connectivity

SBC

Zoom Phone Provider Exchange

Public Switch Telephone Network (PSTN)

Digital Experience

Phone Number   Hardware   Services

Lumen Voice Direct

4

Lumen Voice Direct calling plan

Phone System	
Essentials - $4 Per User License	**Plus - $7 Per User License**
• TN/DID	• TN/DID
• SMS	• SMS
• E911	• E911
• Metered model on all usage	• Unlimited local and domestic calling (US/CAN, maybe MX)

Listed rates are per month and available to qualifying business customers purchasing service for an eligible, U.S. location. Monthly rates exclude network connectivity, applicable monthly usage, optional add-on products and services, taxes and fees, which are all additional charges. Early termination fees will apply as set forth in customer's service agreement. Customer must remain in good standing and monthly rate may terminate if customer changes account in any manner including, but not limited to, their service location. Services not available everywhere. Lumen may change, cancel, or substitute offers and services, or vary them by service area at its sole discretion without notice. Credit approval and deposit may be required. Offer may not be combined with other offers. Additional restrictions, terms and conditions apply.

Add-ons/Usage

Calling outside of bundles (Metered)

Analytics

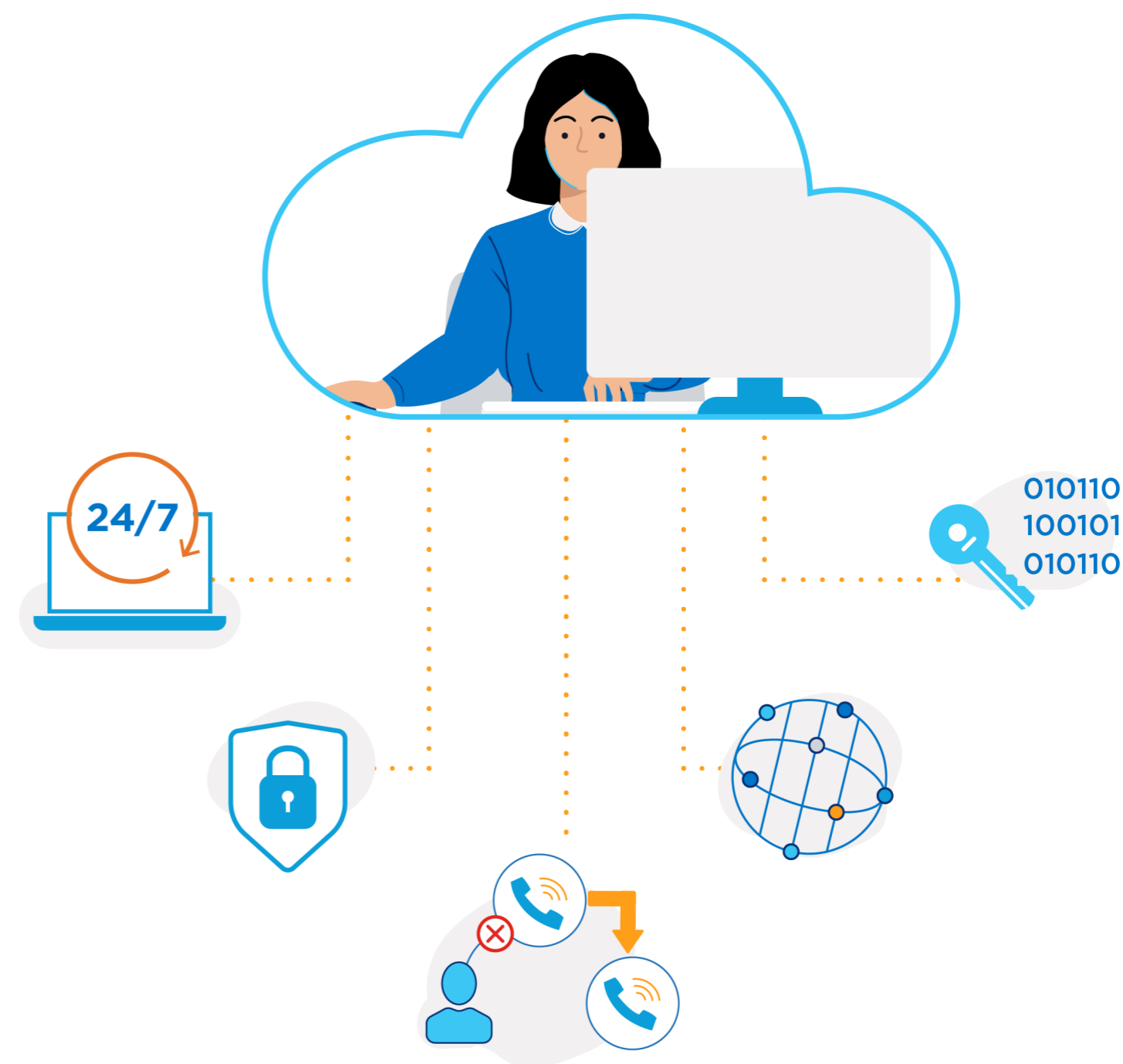International calling outside of bundles (Metered)

Nomadic Calling E911

Lumen add-on services can deliver more value

Our mix and match options deliver midmarket scalability without the need for a massive investment. Services like additional numbers help you expand your customer reach, while reserved telephone numbers offer exclusivity and brand value. As your company grows, Lumen can offer hardware or device add-ons to help ensure that your infrastructure keeps pace.
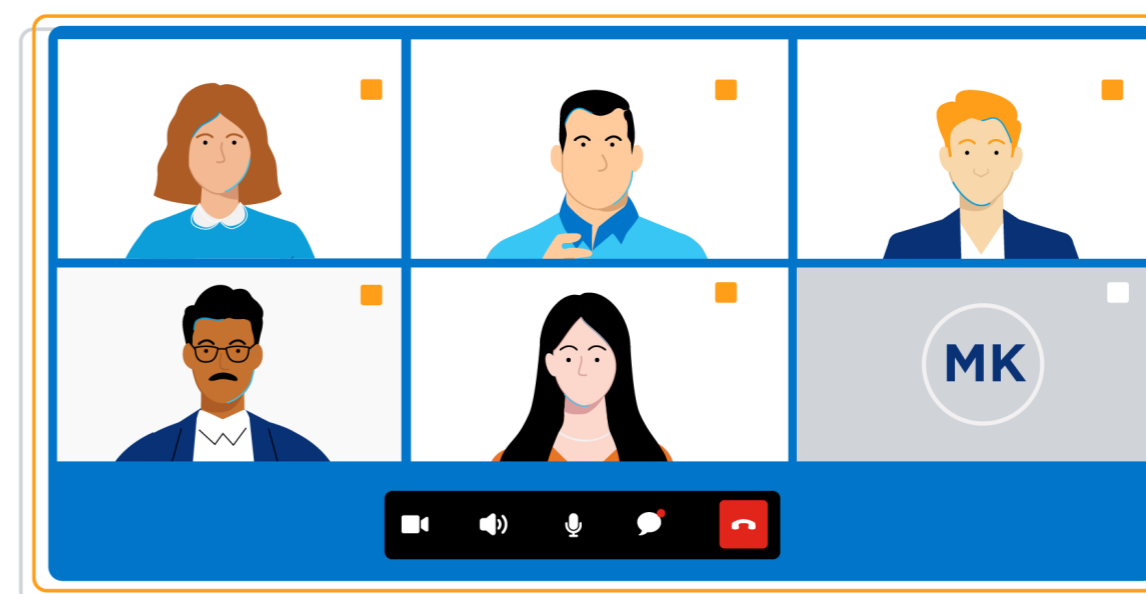
Secure and reliable

Lumen's network is underpinned by our global reach, multiple redundancies, and advanced routing capabilities. Data encryption, 24/7 monitoring, and quick failover mechanisms help ensure unsurpassed security and reliability even as your business expands.

Unleash the power of streamlined integration

Lumen's reliable network infrastructure enhances Zoom™ video conferencing capabilities, creating a powerful, unified, communication platform tailored for mid-market businesses that delivers a seamless experience, minimizing IT challenges and maximizing operational output.

Lumen Cloud Calling Solutions combined with Zoom™ services help make integration hassle-free, with ease and efficiency baked in from day one.

Lumen: more than just a service

- We have years of experience operating an expansive global network and we provide dedicated support to help customers seamlessly conduct business.

- We understand the transition from legacy services to more efficient cloud-ready Voice-UC&C is a journey, not an event.

- We have multiple voice and UC&C offers to meet customer desired outcomes with the application and service that best fits needs.

- As a managed services provider, we help ensure customers have a seamless experience and get the entire value out of their investment.

Our real-world impact is real

Trust, reliability, and the strength of Lumen's network help us make a measurable difference for customers. Take one mid-market enterprise previously constrained by legacy systems, for example.

Transitioning to Lumen solutions has brought it reduced costs, increased operational efficiency, and enhanced customer satisfaction due to our seamless communication solutions.
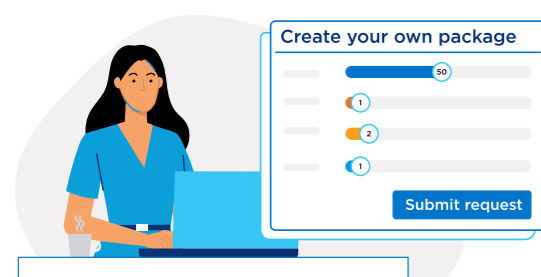
Lumen Enablement Services

Lumen Enablement Services offers consultative assessments and training for teams to optimize UC&C deployments specifically to meet mid-market challenges. We also provide full migration and onboarding support to avoid any operational discrepancies as companies transition from legacy systems to advanced cloud solutions.

Our services are differentiated by their focus on individual business needs, extensive industry expertise, and a commitment to guiding your business to not only adopt, but also maximize, the potential of your new tools. They're also underpinned by a global network, comprehensive security protocols, and a suite of UC&C solutions that can be customized to the unique needs and challenges you face as a midmarket business.
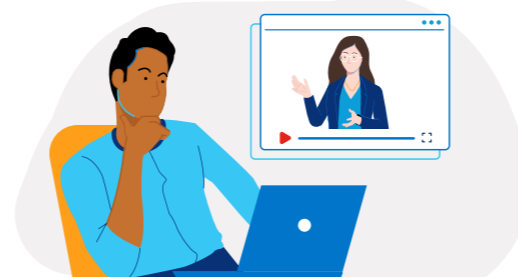
Customized package   **End-user guides**   **Training sessions**

A trusted partner to help meet your voice and UC&C business challenges

Advisory Services
Partnering with customers to assess unified communication systems to connect, collaborate, modernize work, enhance productivity, and enable innovation to stay competitive with a hybrid workforce.

Project Based Support
Architecture and engineering services with custom project management to meet customer needs for collaboration solutions that scale.
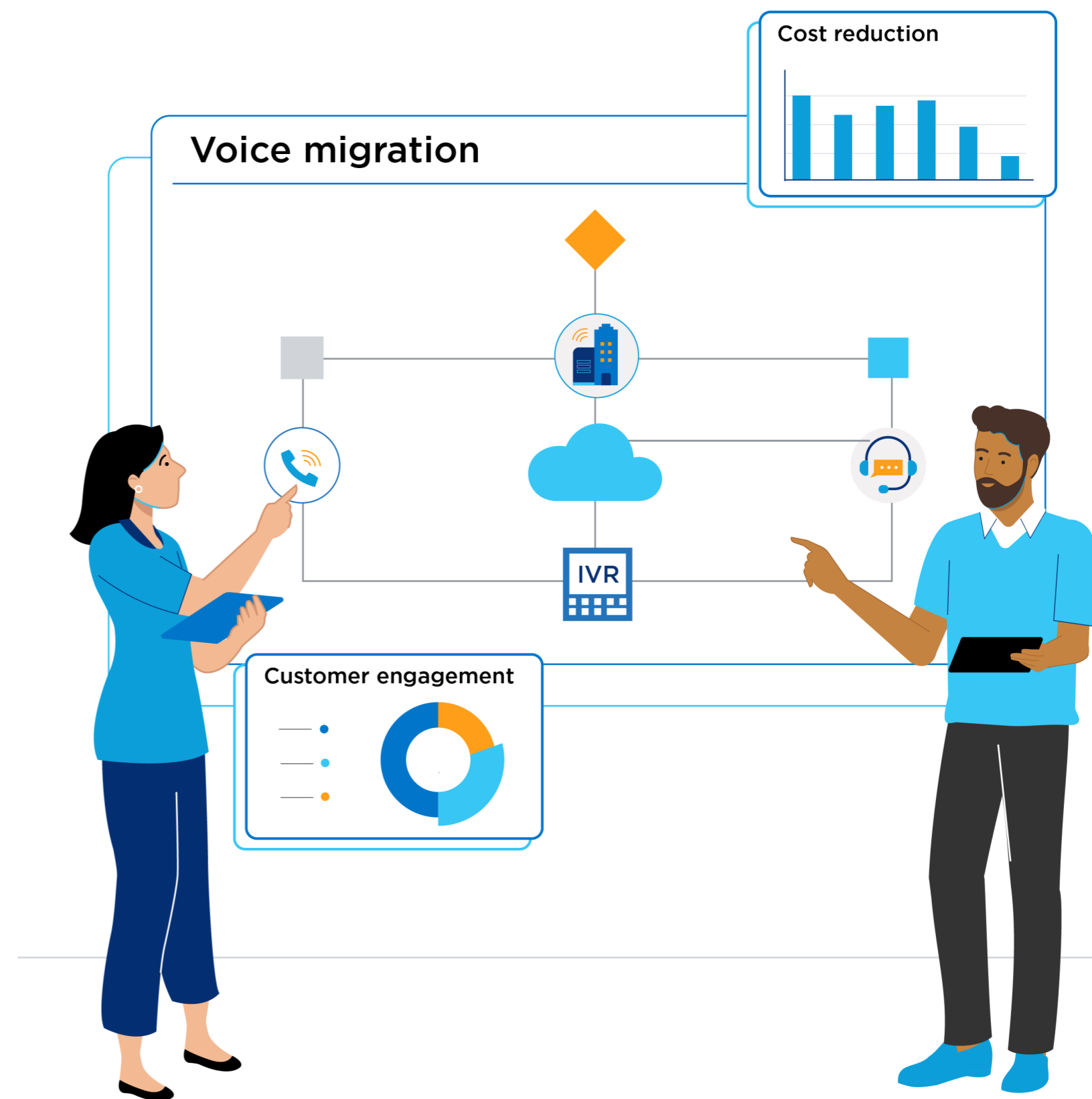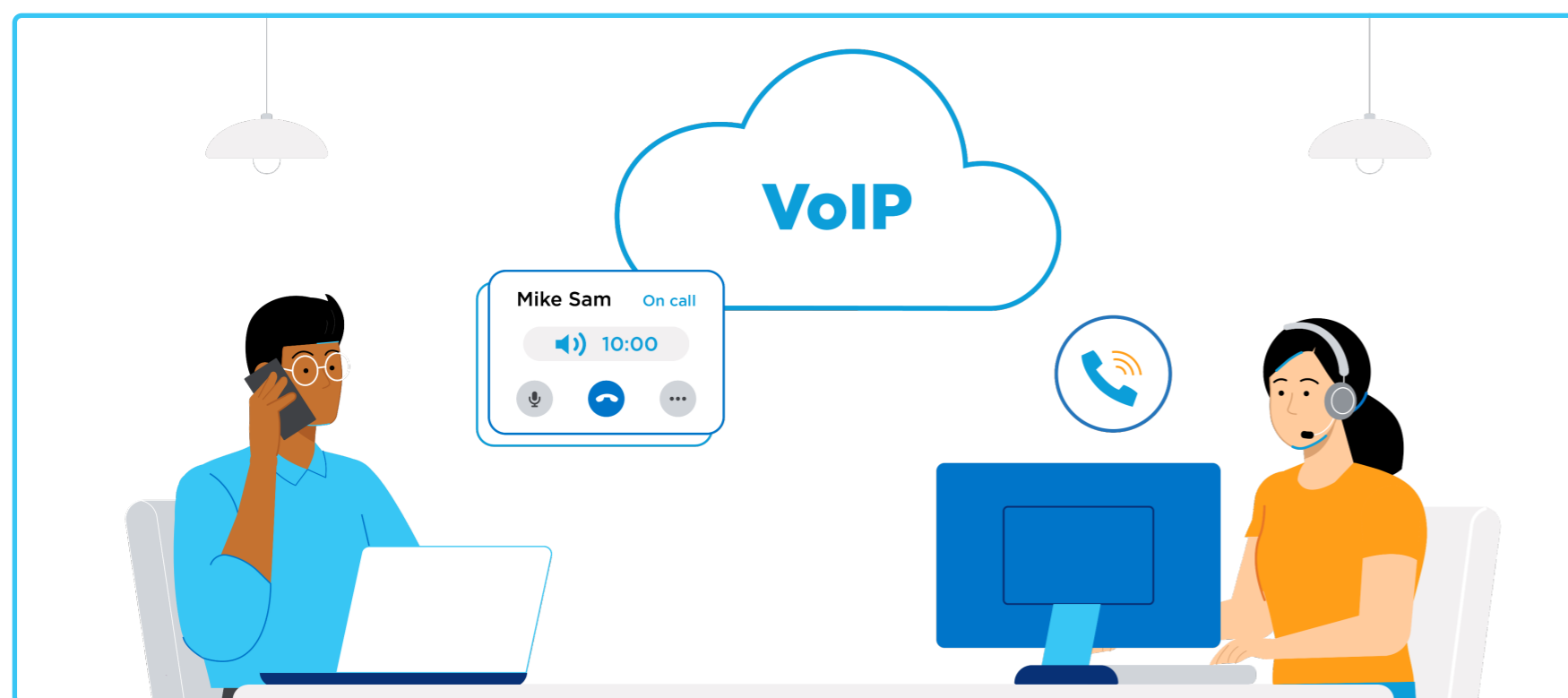
Ongoing Management
Monitor, manage, and optimize customers' unified collaboration environments with leading flexible technologies, expertise, and end-to-end support optimizing communication and connectivity on Lumen's high-performance network.

Migration made easy

Migration typically begins with an assessment of your existing infrastructure, followed by planning and designing your new setup. Our step-by-step approach provides smooth transition and integration for your mid-market business. Lumen's experts' partner with you to support the actual migration, for data integrity and minimal downtime. Lumen provides postmigration support to help ensure businesses leverage and adopt their new tools efficiently.
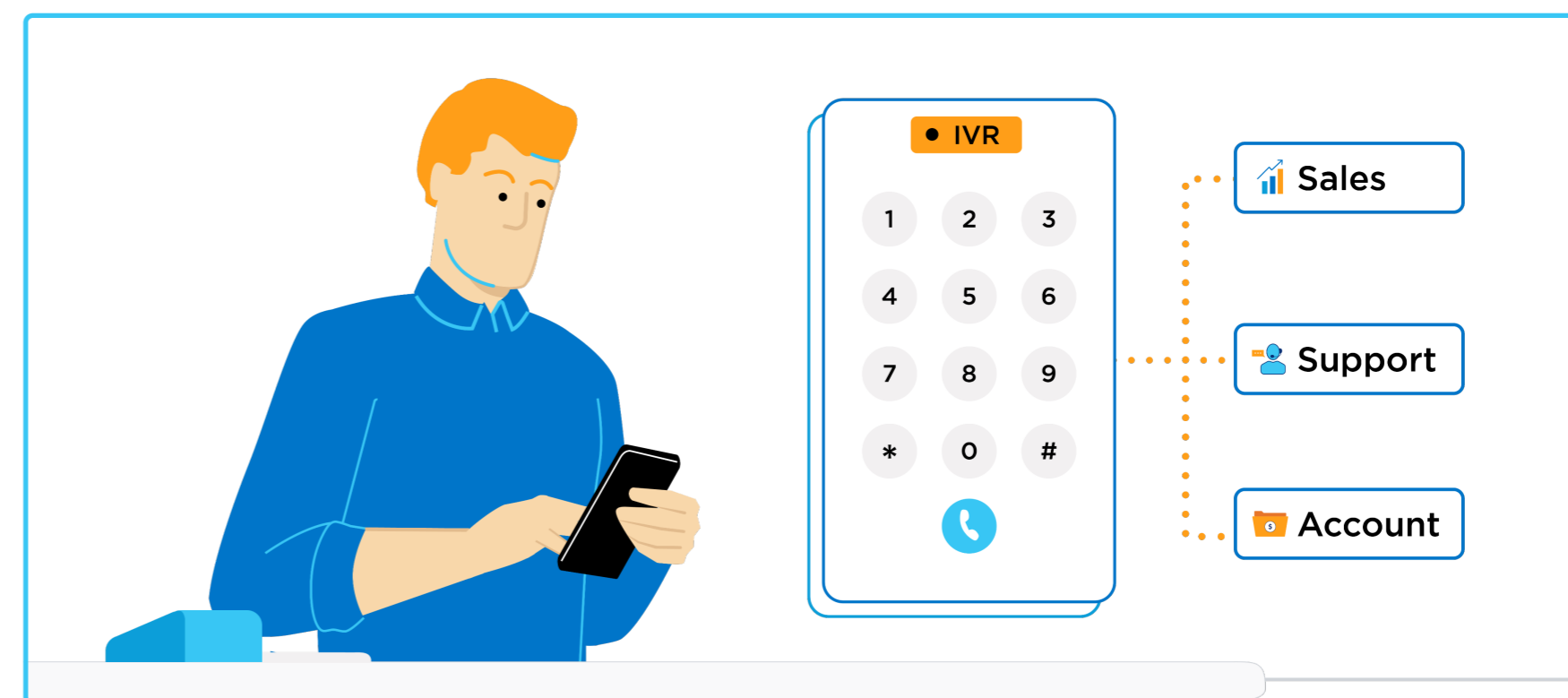
Cost reduction

Voice migration

IVR

Customer engagement

Some success use cases

Use Case #1

Customer needs a telephone number to make and receive calls for their business. Without a voice service, the customer can't make outbound calls or allow customers to contact them. Lumen Voice Direct combines the vast IP infrastructure and highly redundant voice service of Lumen with a Zoom cloud-first PBX. This gives the customer the best of both worlds by delivering a seamless customer experience with the latest features and functionality.

Use Case #2

Customer needs a dedicated main line number for their customers to contact them regarding support of their product. The customer relies on this published Toll Free number and has built an interactive voice response system (IVR) that has menu options for customers to select to route their call to the appropriate lines of business. By leveraging Lumen Voice Direct for the Toll Free number, the customer can rest assured that the Lumen voice network has high availability to help ensure that the customer's business critical number is available when customers need it most.

Our **commitment** to you

No one approaches any kind of IT migration without questions. With Lumen we're here to address any concerns you may have such as around potential downtime, data loss, the steep learning curve for new systems, and costs associated with the transition.

Our take on partnership is that it's collaborative and we are committed to the security, reliability and service quality needed to help build a future together.

At Lumen, we don't just sell solutions, we work alongside your business to help ensure continuous growth incorporating regular check-ins, ongoing training and remaining fully adaptable to your changing needs.

- Transition cost
- Reliability
- Ongoing training
- Service quality
- Security
- Data loss
- Potential downtime

Plotting your roadmap

We're fully committed to continuous innovation, and providing solutions that are aligned with your evolving mid-market needs. No matter the size of your business, Lumen can help you identify the next steps in planning and the solution to fit your business needs.

Take your first step forward with Lumen

We look forward to beginning the conversation with you. Lumen is always available to assess your voice business needs. We'll strategize together to develop a phased migration plan to fully support your business. Contact us now to arrange an initial consultation.

Learn more

LUMEN® | zoom

Unleashing the world's digital potential