LUMEN®

Lumen® Hosted VoIP
Cloud-based IP voice and collaboration service

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Hosted VoIP

An affordable, hosted telephony and collaboration solution

Lumen® Hosted VoIP uses a resilient, high availability platform which provides an ideal solution for businesses that:

- Need up to 80,000 lines per enterprise

- Don't want to purchase or maintain a premises-based phone system

- Are looking for advanced call management and mobility features

- Want to optimize office efficiency and enhance customer service

- Want a single provider for telephony and collaboration services

Is your outdated communication system keeping up with the high productivity demands of today's mobile workforce? Don't settle for analog in a digital world. Lumen Hosted VoIP lets you collaborate efficiently, in many places and helps your workforce become more productive.

Hosted VoIP offers advanced calling features and is optimized when Lumen network transport is used to offer additional call quality control but is also available to customers with Over The Top (OTT) network access. Hosted VoIP offers feature control to set multiple devices to ring simultaneously or sequentially, and can get voicemail by phone, email, or online.

Add, move, or change features easily online using our Administrative or End User portals. And take advantage of the Lumen Hosted VoIP with Webex add-on feature allowing you to share your desktop or files, web conference and instant message with colleagues.

All of this allows you to be more accessible to more people in more places and enables your business to benefit from enhanced collaboration and strong communication between employees and your customers.

Lumen Hosted VoIP scales easily, offers rental devices, feature programming and a technician install for a per user, per month service rate.

Hosted VoIP service allows you to:

- Share a single dial plan for the entire company, even if you're geographically distributed or have no primary office.

- Leverage a Receptionist PC Client to easily monitor users within a business group and perform click-to transfer and click-to-dial right from the computer.

- Make calls remotely as though you're at work using your home phone and receive the same features as any office user, including caller ID.

- Be reachable wherever you are by setting your phone to ring multiple devices either at the same time or in a selected order.

- Retrieve your voicemail messages through your phone, by email, or via the user portal (unified messaging). Voicemail Transcription is also available to convert your voice messages to text.

- Use our portals to manage administrative settings, end user preferences, mobile addresses, and phone features, etc.

- Record conversations as needed to support your business processes.

- Use Hosted VoIP with Webex on a desktop computer, smart phone, or tablet to support remote or mobile workers.

Break down office walls with these easy to use features

Mobility

Enjoy the freedom to access your services from virtually any device, anywhere using Hosted VoIP with Webex

Unified messaging

Receive voice messages to your inbox providing instant access whether in the office or on the road

Simultaneous/ sequential ring

Route calls to multiple phones all at once or in a select order

Management portals

Access and manage phone features from your computer

Hosted VoIP offers a range of seat types

Basic	Standard	Premium
Cost-effective seat with limited features used in public spaces. Does not include voicemail and would not be assigned to a specific user.	Feature set that supports the individual contributor with calling features and unified communication messaging.	Advanced feature set includes capabilities that support remote and mobile users.

Virtual	Custom SIP	
Premium feature set used with Hosted VoIP with Webex without an IP phone.	Premium seat features used with non-IP Phone SIP devices (overhead paging, doorbell, ringer)	

Call Recording

Call recording seamlessly integrated with Hosted VoIP delivers a flexible call recording option to support any business situation that requires recording phone conversations. Multiple call recording packages available as an add-on feature offer customers a choice of storage duration and the ability to manage call recordings via the Hosted VoIP portal.

Contact Center

Hosted VoIP Contact Center enables call queuing and routing to agents, supervisor capabilities to define and monitor call queues and access contact center reporting in the Hosted VoIP Administration portal. Contact Center features include custom entry and comfort messages, estimated wait time, distinctive ring for contact center calls, agent status, unavailable codes and the ability for an agent to escalate to a supervisor plus many more.

Voicemail Transcription

Voicemail transcription, also known as voicemail to text, is a per seat add-on feature that allows users to receive a transcribed email of their voicemail messages. The user can also view the transcription in the end user portal.

Hosted VoIP equipment

Hosted VoIP uses IP phones from the Poly VVX Series, Grandstream and Cisco. If you are connecting analog phones, point-of-sale devices, or analog fax machines, Hosted VoIP utilizes analog adapters from Poly, Grandstream and the Adtran 900 series of Analog Telephone Adapters (ATAs). Hosted VoIP devices are available as a monthly rental eliminating the need for a capital expense. Customers can also bring their own Lumen certified "BYO" devices.

Poly VVX 301/311	Poly VVX 401/411	Poly VVX 150	Poly VVX 250
Poly VVX 350	Poly VVX 450	Poly CCX 400	Poly CCX 600
Poly VVX D230	Grandstream DP730	Grandstream WP820	Poly OBI 302/312 ATA
Poly Soundstation IP 5000	Poly Trio 8500	Poly Trio 8800	Poly Trio 8300

Hosted VoIP Support is easy, simply dial 611 from any office phone

Leading with Lumen IQ℠ Networking

Lead with Lumen network access to optimize your Hosted VoIP service with network:

- IQ Data Bundle
- Fiber+
- Existing public or private Lumen network connection
- Over the Top network access from another provider
- Prioritize your voice traffic over data traffic by enabling quality of service (QoS)

Online Management (customer portals)

Our online portals allow you to manage your service as your business needs change. All three portals are available whether you're in the office or on the go.

- **Control Center:** Manage invoices and network configuration, view network statistics, and report/track issues.
- **Hosted VoIP Administrator Portal:** Place orders for seats, add-on features, and telephone numbers, as well as administer voice services, such as configuring phones, managing users (passwords, phone numbers, features), and managing hunt groups, group calls, auto attendants, etc. View inventory and run reports.
- **Hosted VoIP User Portal:** Manage your own phone, listen to, and configure voicemail, access call records and update your 911 address when you're mobile.

Call your Lumen representative for more details on Hosted VoIP or visit our website at lumen.com/help/en-us/voip.html.