

Lumen® Cloud Communications

Effective business cloud voice and collaboration from a trusted provider

Your organization needs an easier, more effective way to communicate with customers, prospects, and each other to drive growth and innovation, while lowering costs and delivering more value. Lumen Cloud Communications delivers a voice, collaboration, and video experience your team can trust, delivering simplicity and flexibility to your business. The Lumen network has the reliability and flexibility to deliver your company UCaaS solutions to empower productivity and elevate customer experience.

Enhance productivity

Avoid or eliminate time and IT resources managing and maintaining end-of-life technology. Get a single, cloud-based interface that can manage your calls, messages, and video meetings in one application that includes dedicated support from our team.

Minimize operational cost

Lumen delivers a streamlined solution for PSTN access with next generation features included. Working with a single cloud provider avoids future capex spend as upgrades and maintenance are included with future releases.

Flexible packages

Choose the right level of service to meet your needs. All packages include unlimited local and domestic long-distance voice, as well as a cloud PBX with migration and installation support at the level you need.



“ 59% of mid market organizations experienced a noticeable or significant impact in OPEX savings from implementing a cloud based UC&C solution.”

– IDC 2023¹

Common use cases

- Establishing new business locations, including connecting mobile or remote workers, with SIP Trunking also available
- Legacy PBX and/or Key systems technology going end of life with no replacement options
- Leverage resources by freeing up IT resources for more strategic work by sourcing to a cloud infrastructure provider

1. Lumen Cloud-based UC&C Survey, IDC, July, 2023

Features and Specs

Essentials Package

- Unlimited Local and Domestic Long Distance
- User Based Cloud PBX
- No Soft Client
- Ext to Ext Dialing
- Find Me / Follow Me
- Visual Voice Mail
- Call Recording
- Secure Calling (Encryption)
- Call Park
- Paging
- Auto Attendants
 - Call Groups
 - Call Queues
- CPE Purchase (Desk Phone / ATA), No BYO
- DIY Phone Install
- Supported implementation
- Tier 1 Support

Plus Package

- Unlimited Local and Domestic Long Distance
- ALL Essentials Features plus
- Mobile and Desktop App (Soft Client)
- Messaging

- CPE Purchase (Desk Phone / ATA), No BYO
- DIY Phone Install
- Supported implementation
- Tier 1 Support

Premium Package

- Unlimited Local and Domestic Long Distance
- ALL Plus Features plus:
 - Video Conferencing
 - Screensharing
 - Chat
- CPE Purchase (Desk Phone), No BYO
- DIY Phone Install
- Supported Implementation
- Tier 1 Support

Specialty Lines Package

- Includes Essentials Features plus:
- Addresses alarms, faxes, elevators, security, etc
- Includes LTE network
- Includes CPE (UPS, ATA, LTE Router)
- CPE management and monitoring
- Installation included
- Site survey required, (additional charge)

Why Lumen?

Lumen is committed to be the trusted advisor who helps realize your communication imperatives so you can focus on growing your business and deliver an exceptional customer experience. Our heritage of voice services delivers a trusted experience that pairs the service level your business needs.

866-352-0291 | lumen.com | info@lumen.com

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