

# Lumen® Solutions for Microsoft Teams

Empower your workforce with secure, scalable, and simplified communication solutions designed for today's hybrid world.

Lumen Solutions for Microsoft Teams delivers a comprehensive, fully managed platform for unified communications and collaboration. By integrating Microsoft Teams Phone with Lumen's secure, high-performance network and managed services, organizations benefit from a single provider for voice, video, and messaging across hybrid and remote work environments.

The solution is designed to streamline enterprise communication, accelerates cloud migration with flexible deployment options, and helps eliminate multi-vendor complexity. Lumen offers end-to-end support, ongoing monitoring, and optimization to provide reliability, scalability, and compliance support for enterprises.

## Simplified Cloud Migration

Lumen provides end-to-end support for transitioning from legacy PBX systems to Microsoft Teams, reducing complexity and minimizing downtime.

## Global Reach and Reliability

With geo-redundant SBCs deployed across six global data centers and backed by Lumen's expansive network, enterprises gain secure, high-performance connectivity for voice and collaboration worldwide.

## Cost Optimization

Lumen's predictable, user-based pricing and managed services help organizations lower total cost of ownership by eliminating on-prem hardware and reducing multi-vendor management overhead.

## Enhanced Productivity

Integrated voice, video, and collaboration tools combined with advanced analytics empower teams to work more efficiently, help improve hybrid and remote workforce performance.

## Flexible Deployment & Add-On Services

Choose from self-managed, co-managed, or fully managed models, with optional add-ons like Device-as-a-Service, tenant management, and advanced reporting to tailor the solution to your business needs.



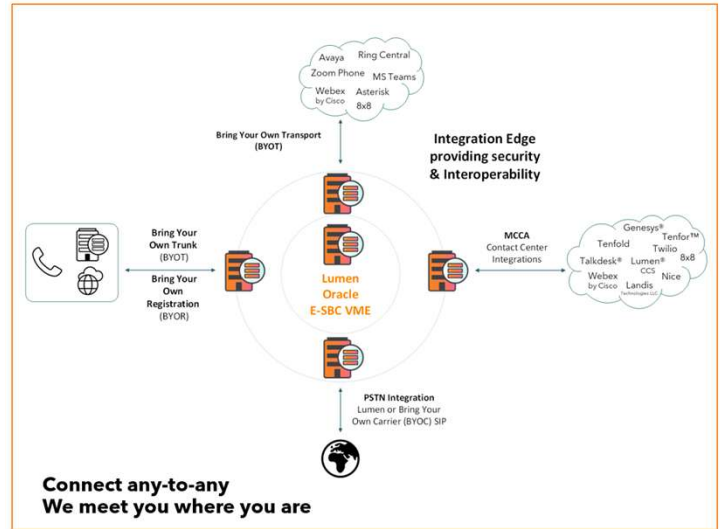
"84% of organizations that have adopted cloud-based UC&C and voice solutions saw improved quality and reliability of communications and 83% noted increased productivity among remote/hybrid workers."

- IDC Research<sup>1</sup>

- **Lumen® Solutions for Microsoft Teams** is a managed global UC&C solution that brings your collaboration needs together with a single provider Lumen. It provides customers the option to migrate their communication and collaboration services to the cloud and assign the management of those services to Lumen's expert dedicated UC&C team.
- **Lumen® Direct Routing & Operator Connect** are services that connect Microsoft Teams to the Public Switch Telephone Network (PSTN) via a cloud SBC allowing businesses to leverage Microsoft Teams to make and receive external calls without requiring Microsoft Calling Plan licenses or on-premises equipment.

## Lumen Solutions for Microsoft Teams includes:

- High Availability Session Border Controllers deployed in 6x global data centers to connect MS Teams to your Public Switched Telephone Network (PSTN) & Virtual SBC routing of your SIP traffic.
- Optional add-on solutions including connecting customer premise equipment to the platform, advanced reporting and number management tools, interconnect third-party premise or cloud call control platforms to the service, and ongoing tenant management.
- Flexible purchase models give clients ease of migration using Lumen® Voice Complete®, current SIP, consumption modeling, and/or minimize monthly costs compared to user-based calling plans.



## Direct Routing Plans

Self Managed User	Co-Managed User	Pro-Managed User	Sessions-Consumption
Service available for 1+ users and Free Trial	Service available for 100+ users- LEAD OFFERING	Service available for 250+ users	Service available for 250+ sessions- NEEDS APPROVAL
A customer portal-led, automated provisioning of the Microsoft Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) where applicable.	A customer portal-led, automated provisioning (PM-Light) of the Microsoft Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) plus the add-on of configuration of the customer tenant.	A managed, project-led provisioning of the Microsoft Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier).	A managed, project-led provisioning of the Microsoft Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier).
Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).	Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).	Coordination of go-live and activation, including a fully managed onboarding & project manager-led deployment with expert-led UAT test scenarios.	Coordination of go-live and activation, including a fully managed onboarding & project manager-led deployment with expert-led UAT test scenarios.
Your organization owns delivery of service and coordination of go-live and site migrations.	Coordination of go-live and activation, including only managed onboarding of base configuration, policies and users.	Option for large enterprises to purchase based on consumption model.	Coordination of go-live and activation, including a fully managed onboarding & project manager-led deployment with expert-led UAT test scenarios.
No Add-Ons Available	Add-on available as described	Add-on available as described	Add-on available as described
<b>Add-On Services</b> <ul style="list-style-type: none"> <li>• CPE Registration (BYOR) - 1 device two flavors: Standard and Managed</li> <li>• PSTN Tenant Management - 100 users minimum</li> <li>• TN Management - 250 minimum users (this requires we have access to their tenant)</li> <li>• Analytics and Reporting (Unisys)- 500 minimum users</li> <li>• SBaaS Sessions - 250 users per region (Quote Only with Product Approval)</li> </ul>			

## Operator Connect Plans

Self Managed User	Co-Managed User	Pro-Managed Sessions
Service available for 100+ users <b>The enablement of SIP connectivity via Voice Complete TNs in the clients Microsoft Teams tenant, sold per user</b>	Service available for 100+ users LEAD OFFERING <b>The enablement of SIP connectivity via Voice Complete TNs in the clients Microsoft Teams tenant, sold per user plus the add-on configuration of the customer tenant</b>	Service available for 250+ Sessions <b>The enablement of SIP connectivity via Voice Complete TNs in the clients Microsoft Teams tenant, sold per CCP</b>
Customer provisioning of TNs to their tenant.	Everything included in the Self Managed.	Everything included in the Self-Managed.
Customer can self-manage users (Voice Routing, DID assignment) via MSFT TAC.	Managed Onboarding of base configuration, policies and users.	Managed Onboarding of base configuration, policies and users.
Customer owns delivery of service and coordinates their own go-live and site migrations.	Coordination with the activation of the customer site/sites.	Coordination with the activation of the customer site/sites.
No project management, training, user adoption or communications.	Customer to agree time for activation at which point users will be enabled for Operator Connect.	Customer to agree time for activation at which point users will be enabled for Operator Connect.
<b>Add-On Services</b> <ul style="list-style-type: none"> <li>• PSTN Tenant Management - 100 users minimum</li> <li>• Analytics and Reporting (Unisys)- 500 minimum users</li> </ul>		

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## Common use cases

- Migrating from legacy PBX systems to cloud telephony
- Supporting global expansion with scalable, secure communications
- Consolidating multiple vendors into one managed solution
- Enabling hybrid work with integrated voice and video
- Simplifying IT operations during digital transformation

## Key Features and Specs

- Direct Routing & Operator Connect: Connect Teams to PSTN without Microsoft Calling Plans or on-prem hardware.
- Standard term: 36-month
- High-Availability SBCs: Deployed in six global data centers for resilient connectivity.
- Flexible Purchase Models: Self-managed, co-managed, or fully managed deployments.
- Add-On Services: Advanced analytics (PowerSuite), tenant management, Lumen Solutions for SBCaaS, and device integration.

## Lumen Experience

- Flexible deployment options
- 24/7 expert support
- Integrated voice, video, and analytics
- Geo-redundant SBCs and a secure global network
- Deliver Seamless User Experience across hybrid and remote

## Why Lumen?

Lumen combines global network strength with deep UC&C expertise to deliver a fully managed Microsoft Teams solution that simplifies complexity and accelerates digital transformation. By integrating voice, video, and collaboration under one provider, Lumen helps enterprises minimize costs, maximize productivity, and enable secure, reliable connectivity worldwide.