Lumen® Solutions for Zoom - PSTN and Peering Options

Leverage existing connectivity or utilize native calling for PSTN access across the Lumen® Solutions for Zoom Portfolio

Disparate communication systems are costly, complex, and ultimately unsustainable in today's complex business landscape. To remain competitive, businesses need agile and flexible solutions that enable employees to work efficiently from anywhere. The cloud-based Lumen® Solutions for Zoom portfolio offers greater flexibility, reliability, and scalability. You can spend less time managing different systems and contracts, and more time improving productivity, enhancing collaboration, and getting work done. Lumen offers customers the benefits of leveraging existing voice investments, Lumen® SIP Trunking products, or virtual cloud SBCs directly with Zoom's Unified Communications platform.

Premise peering
Customer can leverage an on-premises SBC that will connect SIP trunks to either Zoom Phone or Zoom Contact Center. Customers on-premises infrastructure will route those calls between the SBC and Zoom over a dedicated SIP Trunk.

Direct peering
Customer can leverage existing connectivity from Lumen® Voice Complete® through dedicated interconnects between Lumen and Zoom. Customers can rest easy knowing that Lumen will handle the heavy lifting between Zoom and Lumen to get the infrastructure and routing setup for either Zoom Phone or Zoom Contact Center.

Cloud peering
Cloud Peering through virtual Session Border Controllers (vSBCs). With this option, customers can leverage their existing PSTN architecture and connect to Lumen virtual cloud SBCs. These Cloud SBCs have dedicated peering connections that route that traffic directly to Zoom.

Common use cases

- Customer wants to be able to leverage their existing carrier agreements instead of purchasing new connectivity.
- A customer wants to avoid lengthy and time-consuming porting processes.
- Businesses want to transition to a cloud based private branch exchange but maintain their existing telephone numbers and direct inward dials (DIDs).
- Leverage Lumen expertise to help set up and deploy the customer's Zoom solution. Lumen is an accredited Zoom Phone Certified Integrator.
- Fully redundant cloud infrastructure with multiple peering points and diverse SIP Trunking connections between Lumen and Zoom[1].

"At Lumen, we aspire to provide great customer experiences. We strive to meet customers wherever they are on their journey to the cloud. By offering multiple connection and peering options with Zoom, we can help customers leverage their existing investments while still receiving all the great features and benefits of the Zoom platform."
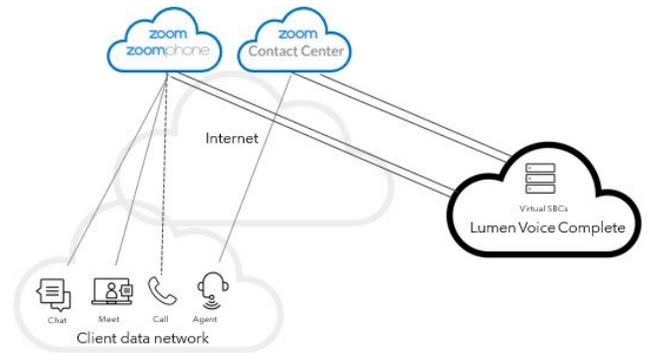
– **Dalton Curry**
   Sr Manager, Lumen Technologies

1. This only applies to customers purchase and deployment of Direct Peering or Cloud Peering with Lumen

Features and Specs

Direct peering with Lumen® Voice Complete®

- Lumen and Zoom establish dedicated SIP Trunks in a mesh deployment between each company's cloud SBCs. This peering allows for incoming and outgoing calls to traverse a simplified network architecture and delivers the call directly to a Zoom Phone or Zoom Contact Center user.

- Customers can then make route groups changes to allow the existing telephone numbers to traverse the peering connection.
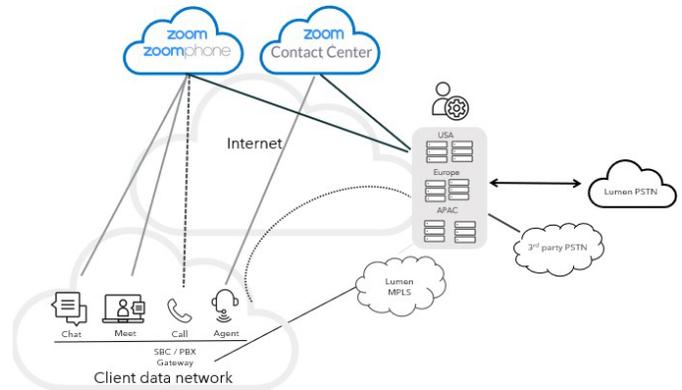
- Both Toll and Toll-Free numbers are supported.

Cloud peering with virtual SBCs

- Lumen and Zoom have established shared SIP Trunks between each company's cloud SBCs. This peering allows for incoming and outgoing calls to traverse a simplified network architecture and delivers the call directly to a Zoom Phone or Zoom Contact Center user.

- Customers can connect both Lumen PSTN and 3rd party providers to the virtual cloud SBCs.

- Customers can also establish connectivity from a local SBC or PBX gateway to the virtual SBCs.

Explanation of Zoom Cloud Peering
Cloud Peering for Provider Exchange Partners establish a technology integration to allow access to their PSTN services. Cloud Peering enables a hardware-less deployment of Bring-Your-Own-Carrier (BYOC) licensing.

Zoom Service Provider/Carrier
Service providers are carriers, providers, and aggregators of telecommunications services who integrate their PSTN Solutions with Zoom via API and dedicated infrastructure.

Figure 1 – Direct peering
Lumen® Voice Complete® will peer directly to Zoom Phone or Zoom Contact Center.

Figure 2 – Cloud peering with virtual SBCs
Virtual managed SBCs peer directly with Zoom Phone and Zoom Contact Center.

Why Lumen?

Companies today need a secure, simple and effective way to engage with customers, partners and employees virtually anywhere, from any device.

Lumen® Solutions for Zoom merges the video-first communication platform of Zoom with Lumen extensive network services and years of expertise to provide unparalleled excellence in Unified Communications.

Lumen is a Carrier, Cloud Peering and Platinum Partner in the ZoomUp Partner Program.

Connectivity and peering comparison

	Requires porting	Customer hardware	Lumen supported	Global
Zoom native	Yes	No	Yes[2]	Yes[4]
Premise peering (BYOC)	No	Yes	Yes[3]	Yes
Direct peering (BYOC)	No	No	Yes	No[5]
Cloud peering (BYOC)	No	No	Yes	Yes

2. Lumen is an authorized reseller of Zoom Native Calling plans as well as an underlying carrier.
3. Additional management services available for purchase.
4. Available in 49 countries. https://explore.zoom.us/en/products/zoom-phone/global-coverage/
5. Support for US/CA Voice Complete footprint.

Enhanced Collaboration with Lumen® Managed and Professional Services

Lumen® Professional Services is dedicated to enhancing your Zoom experience by providing expert assistance in setting up, deploying, and testing cloud peering trunks between Lumen and Zoom. Our approach includes:

- Assigning an **Implementation Project Manager (IPM)** and **Solution Design Engineer (SDE)** to ensure seamless cloud peering for your Zoom Phone solution.

Including the following services as part of the Cloud Peering cost:

- **Configuration** of Cloud Peering trunks using Voice Complete SBCs.
- **Comprehensive testing** of the SIP Trunks to confirm proper call flows from VC to Zoom Phone.

- **Directing Telephone Numbers/DIDs** to the new SIP Trunks designated for Zoom Phone.
- **Transferring VC TNs** into your Zoom Account as BYOC numbers for integrated management.

Lumen® Managed Services for UC&C allows customers to utilize service delivery engineers for a white glove management of their Zoom Phone or Zoom Contact Center service. Lumen engineers can assist with any configuration or changes to the customers end users, sites or devices.

At Lumen, our commitment to excellence ensures that your transition to cloud-based communications is smooth and efficient.

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