# Lumen® Voice Complete®

## The intelligent path to a simple conversation

The transition from legacy services to more efficient, unified communications and collaboration (UC&C) is a journey, not an event. Your goal is to build a comprehensive, global communications solution that enables your business to improve performance, enhance reliability and simplify enterprise communications management. But designing and executing a simple, scalable solution that utilizes your existing voice assets while you migrate to new technology can be challenging. Lumen Voice Complete enables you to easily connect locations using either SIP or TDM. By providing you with resilience, improved call quality, enhanced security, and the freedom to select the UC&C solution of your choice, we aim to enhance your customers' experience and help increase workforce productivity.

### Drive savings

Centralize voice traffic and share idle call capacity across your global organization with built-in failover protection for unplanned disruptions. Stretch your budget further with a customized plan.

### Establish a foundation

Enable growth by leveraging existing equipment to easily expand your network, adopt integrated UC&C applications for your global workforce and take a hybrid approach to managing your enterprise communications infrastructure.

### Simplify vendor and technology management

streamline your communications environment with a cloud ready comprehensive solution that allows you to consume voice services with a single vendor and pricing under a single contract with unified SLAs and invoicing.

## Routing and management

- Pooled concurrent call paths (CCPs) shares idle capacity across the enterprise to reduce under-utilized site-specific trunks.
- Flexible network equipment options performs signaling conversion with support for all brands of PBX and key system equipment, so you don't need to deploy and manage additional devices or forklift legacy equipment.
- Self-service customer portal with real-time interface enables you to control enduser telephone numbers and features, with access to billing, reporting and service management. This visibility provides assistance for your organization's traffic, cost, and sales and marketing activity management.



"Lumen is a great partner because they help us help our customers. Our relationship is built upon trust, reliability, and mutual respect"[1]

**– Todd Thielbar**
IT Director, Rew Materials

1.  Lumen Customer Stories Rew Materials

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## Features and Specs

### Enhanced voice solution
- Includes local, national and global calling services with toll free/freephone and optional mobility callforwarding features.

### Telephone number features
- Telephone numbers have built-in virtual local presence and support optional mobility calling.

### Voice encryption
- Encryption uses Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP) together to establish high-grade security for every call. This provides a layered approach to safeguard your sensitive data and information.

### Business continuity and redundancy features
- Built-in business resiliency leverages network, telephone numbers and gateway options, and legacy PRI fallback solutions for comprehensive disaster recovery.

### Flexible access
- Option to use the Lumen® MPLS/ IP VPN services for additional security, reliability and redundancy; Lumen® Dedicated Internet Access; or bring your own bandwidth.

### Emergency services options included
- For end-user service locations offered within Lumen's expansive voice footprint with self-service portal capabilities. Protect your mobile workforce with optional UC&C-ready advanced E-911 solutions. •

### Support multiple UC&C options
- Our service is certified on multiple platforms, including Cisco® and Microsoft®.

### Signaling
- Our IP-centric network supports SIP and TDM equipment without sacrificing features and benefits.

### Protocols
- To maintain your call quality, we use uncompressed G.711 protocol to transport your voice traffic across our network. We also support a wide array of CODECs including G.729 for voice and T-38 for faxing.

### Cost predictability
- Voice resource sharing and optional bundled minute pricing plans help you predict and manage fixed and variable usage-based costs.

## Why Lumen?

Lumen Voice Complete delivers an easy to integrate, flexible and secure end-to-end SIP network that can connect to your existing infrastructure and help minimize the risk of sidruptions and downtime while increasing network reliability and uptime.

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