

# Lumen<sup>®</sup> Hosted VoIP

Helping to transform how you communicate

Lumen Hosted VoIP offers a flexible, foundational communications service that delivers advanced voice and collaboration features to help drive greater productivity, lower costs, and enable your employees with tools that enhance engagement to remain competitive. Lumen Hosted VoIP provides the ability to be connected virtually anywhere, anytime in any way and delivers an experience your team will love, with the trust and simplicity that other services promise but may fail to deliver.

## Improved flexibility

Easily adapt to and support changing business needs as they occur using a self-service administration portal to modify services and features

## Reduce total cost of ownership

Avoid large capital investments, ongoing maintenance and high IT expenses for staffing and training without having to purchase new technology

## A single provider you can trust

Lumen can be your single provider by utilizing our global network, 24/7 global operations and customer support teams. With Lumen, you are working with a company with over 90 years of experience serving businesses



“ According to IDC research, 55% organizations have begun to use some connectivity tools that make data sharing and communications easier for hybrid work.”

— IDC<sup>1</sup>

## Common use cases

- Legacy PBX and/or Key systems technology is going to end of sale and/or support
- Seamlessly connect with mobile or remote workers from virtually anywhere at any time
- Migrate to cloud-based services to take advantage of new features as they become available

1. IDC Lumen Voice/UC&C Study March 2022

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## Features and Specs

### Mobility

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

### Unified messaging

- Receive voice messages to your inbox providing instant access whether in the office or on the road
- Transcribe voice messages into text to read easily in email

### Easy fast path to empowering work from anywhere

- We assist you in achieving digital transformation by minimizing the risk of disruption and downtime and enable you to make data driven business decisions from virtually anywhere your job takes you

### Enhanced support before and after you buy

- You are getting more than a feature license. We align our service delivery model to your business objectives to help ensure you are realizing the value of your investment
- Management portals that allow you to access and manage users, features and phones from your computer

### Flexibility

- We offer many feature packages to deliver only the features each user needs and many communication endpoints to meet the needs of the business. Our portals make it easy to modify your capabilities as needs evolve
- Lumen Hosted VoIP is delivered using your existing Internet provider or Lumen owned and operated global network for reliable performance backed by SLAs

## Why Lumen?

Lumen is committed to be the network that will enable your business. A leader who helps you realize your communication imperatives so you can focus on growing your business and delivering an exceptional experience to your customers. Lumen Hosted VoIP is the means for businesses to provide differentiated experiences and to further human progress through technology.