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 resiliency, improved call quality and the freedom to select the UC&C solution of your choice, we aim to enhance your customers' experience and help increase workforce productivity.

Save time and money

Centralize voice traffic and share idle call capacity across your global organization with built-in failover protection for unplanned disruptions. Leverage our team of experts to design a customized plan for your communications in order to streamline enterprise communications and drive efficiencies to help stretch your budget further.

Establish a foundation that enables growth

With Lumen Voice Complete you can leverage 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. Our network's flexible design supports the scalability needed to meet changing business demands and adopt new technologies.

Simplify vendor and technology management

Streamline your communications environment with a comprehensive solution that allow 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)**
  Share idle capacity across the enterprise to reduce under-utilized site-specific trunks.

- **Direct PRI handoff to your PBX**
  Our network 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**
  Our real-time interface enables you to control end-user telephone numbers and features, with access to billing, reporting and service management. Assist your organization's traffic, cost, and sales and marketing activity management.

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Technical features and capabilities

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

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

- **Multi-continent commercial model**
  Access global service under a single contract with flexible invoicing.

- **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.

- **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**
  In order 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 choose 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 disruptions and downtime while increasing network reliability and uptime.

- **Expertise**
  Customized planning and expert voice support help you move to SIP at your own pace, and get up and running faster.

- **Lower total cost of ownership**
  Leverage pooled capacity and a single solution for both SIP and TDM equipment.

- **Support future growth**
  Easily scale your network as your business grows and builds a foundation for UC&C.

- **Ease administrative burden**
  A less complex and more agile network means less network administration.

- **Increase reliability and uptime**
  We have access to a secure, end-to-end SIP network, which helps minimize your risk of migration disruption and downtime.

- **Streamline network management**
  Instead of using multiple PRIs through multiple vendors to achieve global coverage, you can consolidate your vendors and streamline your network.

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