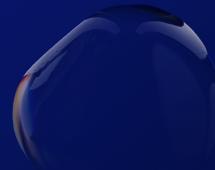


Lumen Is Moving Away from Voice Service

Use the time you have now to plan a move on your terms



Lumen business voice is now end of sale, but your service isn't shutting down today. Use the time you have to understand your contract, document your environment, and explore your options before timing becomes more pressing.

What Lumen Has Announced

Lumen's Public Position	What It Means for Customers
Lumen has announced end of sale of its non Mass Markets voice and communications portfolio. Scope: commercial, enterprise, wholesale, and public sector voice and VoIP; Lumen Cloud Communications; Unified Communications and Collaboration; NG 911; and Contact Center Intelligence. Lumen states Mass Markets services are not part of the change.	The current service may remain active, but Lumen's long term direction is away from voice.
Lumen has not published one decommissioning date for every product, state or customer.	Contract dates and required notice periods are now planning deadlines, even when they are not shutdown dates.
Requests to add, renew, move or change service are reviewed individually, and out of term rates may change.	Expansion, relocation and renewal may become harder or more expensive. Waiting can reduce flexibility.
Early termination provisions are reviewed case by case, together with related network services.	Customers should ask what is negotiable and confirm that voice can move without disrupting connectivity they still need.

Review the Lumen source information [Voice and communications FAQ](#)

What If You Want to Transition Early?

There's no blanket penalty-free release, and early termination charges may apply.

Review your agreement and contract dates, then confirm your account-specific terms with Lumen. Depending on your situation, there may be options around timing, charges, or moving voice while keeping other Lumen services in place.

Keep What Works and Move What Doesn't

Moving away from Lumen doesn't mean replacing everything at once. TPx can help you plan around your contract timing and current technology. Bring your Lumen renewal dates and number inventory to a TPx voice evaluation and we'll help you determine what needs to change and what can stay.

Current Environment	Potential Path with TPx
Supported PBX with Lumen SIP or Voice Complete	Move calling, numbers and trunk capacity to TPx UCx SmartVoice while retaining the PBX, phones and established call flows.
Aging PBX or hosted voice platform	Move to managed UCx Voice or Basic, or, where required, UCx with Webex or UCx with Microsoft Teams, based on the collaboration experience the business wants to keep.
Call center or CCaaS	Treat customer service as its own workstream. Rebuild IVR, queues, recording, reporting and integrations with UCx Contact Center. We have Voice only options as well as Omni Channel CCaaS options.
Voice plus Lumen connectivity	Replace voice while retaining the Lumen network, or phase network changes later when there is a clear performance, continuity or operating benefit. Like Lumen, and unlike pure-play UCaaS providers, TPx offers Connectivity and Network services too. What sets us apart, of course, is we are still committed to our Voice portfolio.

Five Steps to Plan Your Transition

- 1. Request written terms.** Ask for the termination liability, any waiver proposal, the earliest approved migration date and the bill stop process.
- 2. Map dependent services.** Confirm whether SIP access, internet, private networking or other services share a contract or technical dependency.
- 3. Protect the details callers depend on.** Inventory numbers, E911 locations, IVR and queues, recordings, integrations and analog devices.
- 4. Choose the right amount of change.** Keep a supported PBX when it still serves the business. Modernize where aging technology or experience justifies it.
- 5. Design and test before disconnecting.** Keep the current service active until critical numbers, emergency calling and call flows work on the replacement.