Prepare for Your TPx Voice Evaluation

A few simple details can help us make the most of your free 20-minute conversation about your Lumen voice service.

Bring These If You Can

A recent Lumen voice invoice. Include all pages if possible. It helps us identify the services, numbers, and charges to review together.

Your phone numbers, if you have them. Include main, direct, toll-free, and other business numbers. If your list is incomplete, ask Lumen for a Customer Service Record (CSR) or number inventory. Some numbers may not appear on a CSR, so bring any others you know.

Someone familiar with your phone setup. Invite the person who knows how calls work today, such as your IT lead, office manager, telecom contact, or phone vendor. They can help identify your phone system and how calls are routed.

A few basics about your needs. Be ready to share how many locations use the service, what must keep working during a change, and any contract renewal date or timing concern you know.

What We Will Cover

We will confirm what you have today, talk through how your team uses phones, and identify a practical next step. The conversation is meant to help you understand your options; you do not need to have every answer or prepare a full phone inventory.

If you do not have every detail, that is okay. Bring what is available and we will note what needs follow-up.

Helpful Lumen Resources

- View or download a Lumen invoice: Lumen Connect instructions
- Request a CSR for eligible phone numbers: Lumen CSR request steps for eligible numbers
- Need help with Lumen Connect access? Lumen sign-in and account support

Lumen's online CSR steps apply to certain phone numbers and accounts. If you are unsure whether they apply, ask your Lumen account contact for the right process or a number inventory.