

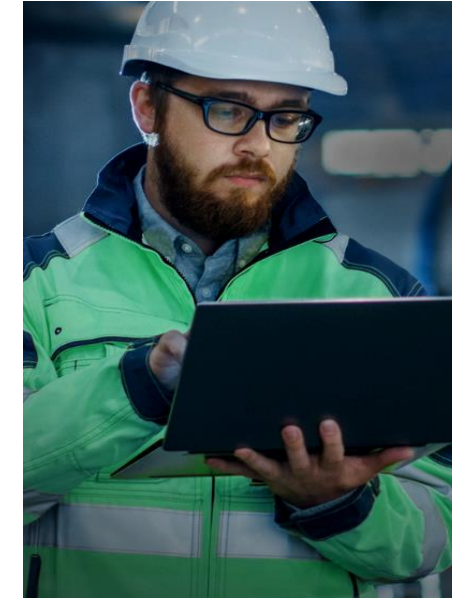
Lumen Solutions for Microsoft Teams

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What Does the Lumen Microsoft Partnership & Practice Look Like?

Lumen Microsoft Portfolio

LUMEN OFFERING	PRACTICE AREA
MS 365 Assessments and Migrations	<ul style="list-style-type: none"> • MS365 and O365 / SharePoint • Teams • AD Infrastructure • SSO Framework
MS Teams & Direct Routing	<ul style="list-style-type: none"> • Global Hosted Cloud SBCs • Tenant Management • Enhanced Reporting
Azure Cloud	<ul style="list-style-type: none"> • Multi-Cloud Management • Assessments, Planning, ASR / DR Implementations & Migration Services • Cloud Adoption & Modernization Consulting • Synapse DW Modernization & Migrations • SAP Implementations & Migrations
Rise with SAP	<ul style="list-style-type: none"> • Assessment and Migration Services • Quality Assurance and Testing • Analytics Consulting
Application Consulting Services	<ul style="list-style-type: none"> • Application Modernization, DevOps, UX • MS Power Applications • Quality Assurance and Testing Services
Connecting to Azure	<ul style="list-style-type: none"> • Express Routes / Dynamic Connections • Consulting Services for Azure Express Route
Hardware Procurement and Delivery	<ul style="list-style-type: none"> • Hardware as a Service • Global purchasing power • Global feet on the street
Azure Arc Enabled Services	<ul style="list-style-type: none"> • Azure on Lumen Edge Assessment • Azure Stack HCI on Lumen Bare Metal Edge



Simplification through a Single Solution and Services Provider

← Early Adopter Program

LUMEN®

Why Lumen + Microsoft for Teams Phone

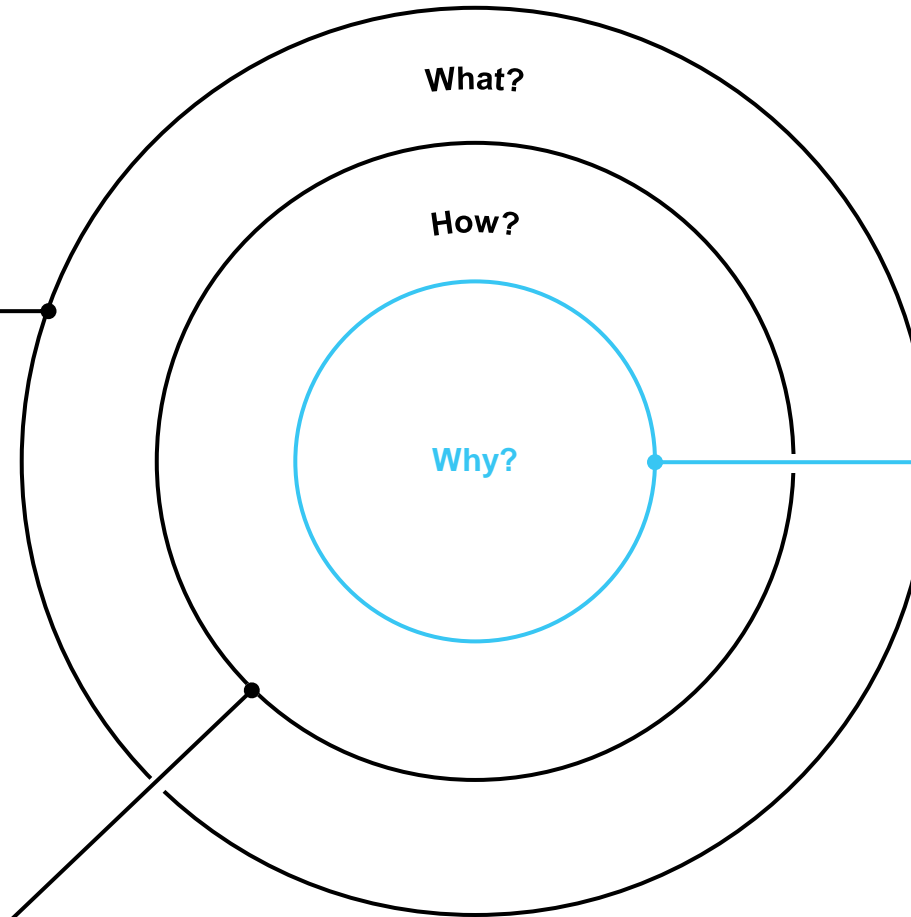
In summary: Our Proposition – Lumen

What?

Enable organizations to enhance team collaboration, by leveraging their current IT and Microsoft investment with Teams voice from Lumen

How?

With a strong focus on comms quality and excellence and a proven track record in voice, Lumen will deliver an optimised collaboration platform using Teams phone paired with their robust comms network. Delivering a quality unified comms experience for enterprises to boost collaboration and productivity.



Why?

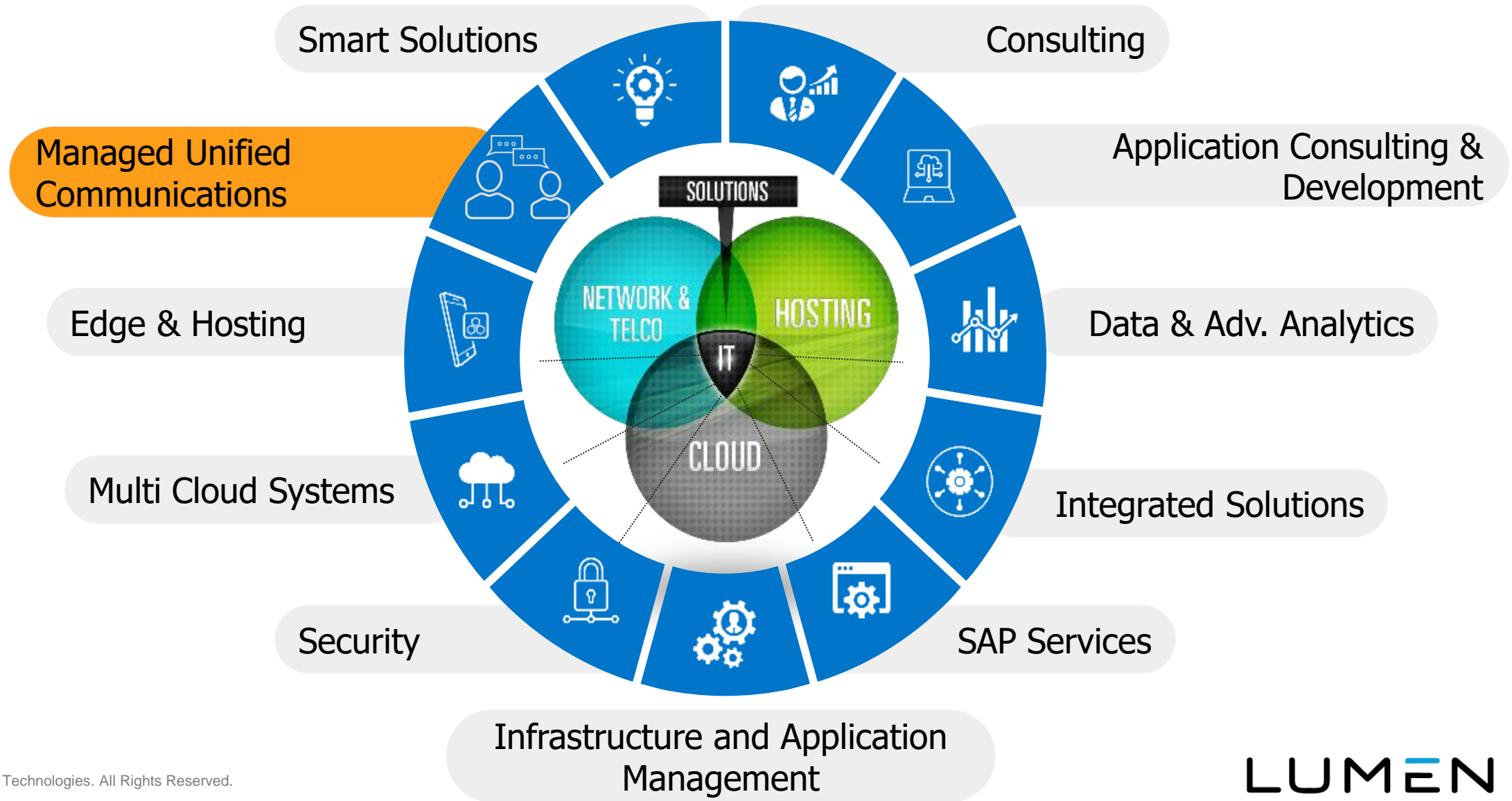
Modernize communications –
Enterprises can benefit from optimized and integrated technology through one supplier, helping to manage costs and consolidate supply.

Cost savings with ease of implementation
Reduce cost and achieve more return on your investment, in doing so, free budget for other critical areas of tech investment. Understand and predict your cost per user now and before scaling up.

Boosting collaboration
Eliminate barriers to collaboration for hybrid workers. Foster inclusivity regardless of location while being confident in the security and quality of Lumen network

The Lumen Platform

Enabling 4th Industrial Revolution



Lumen[®] Unified Communications and Collaboration

We ease the complexity of transforming because we provide much more than software



Single global provider



Leading-technology platforms



Solutions coexist with existing technology



Simplified, streamlined



High-touch consultative engagements



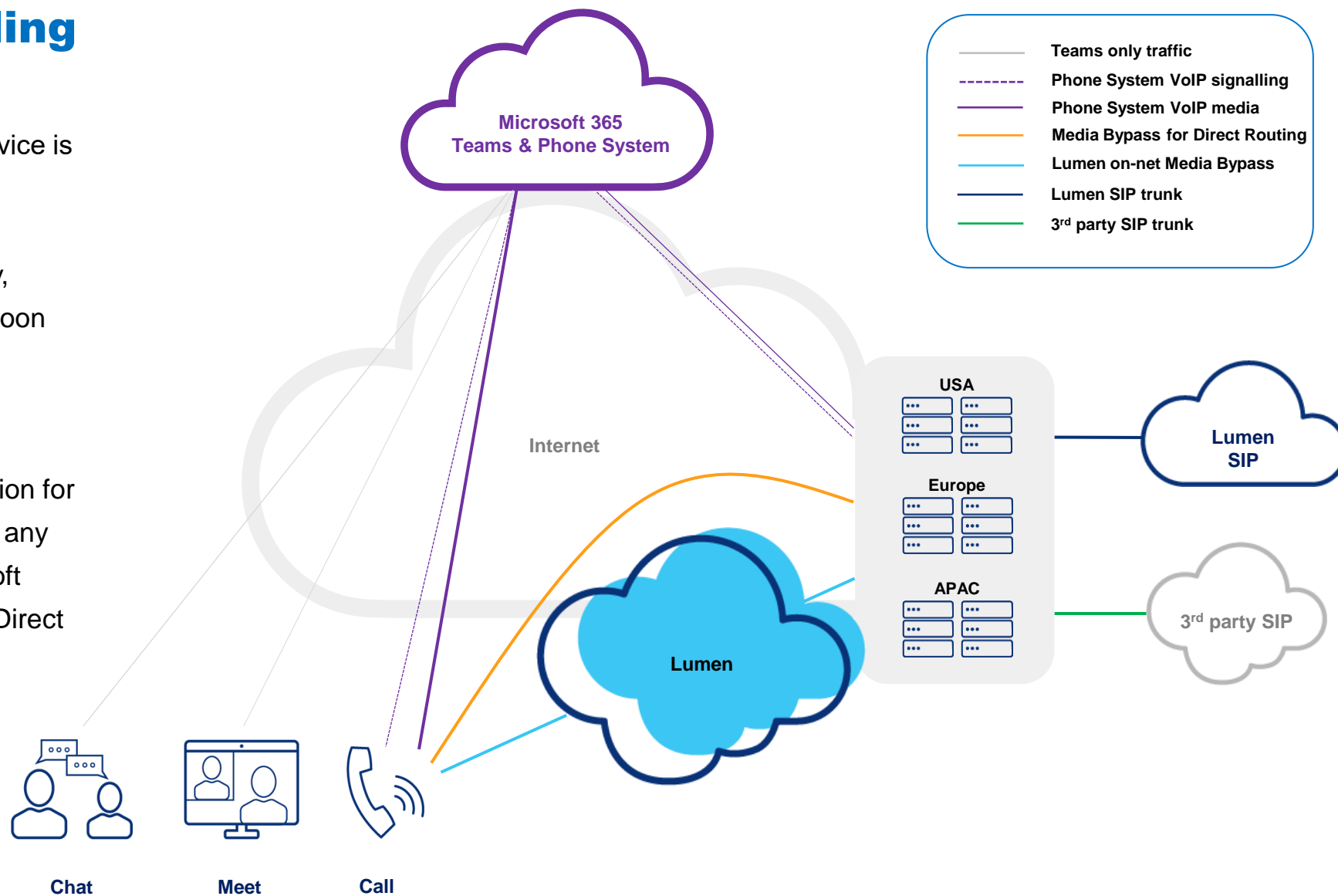
Enhanced customer experience

Lumen Solutions for Microsoft Teams Architecture

Media flows for calling

Lumen's Global Direct Routing service is provided by the Session Border Controllers (SBCs) in the global datacenters in Seattle, New Jersey, London x2, Paris, Singapore and soon Japan.

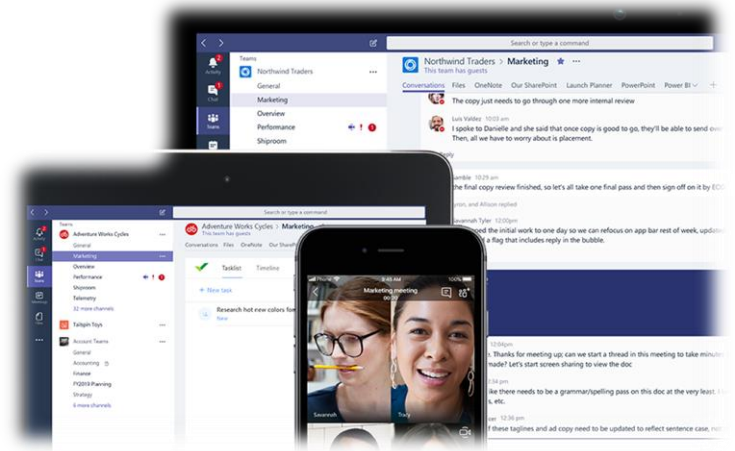
Customers pay a monthly subscription for the benefit of being able to connect any SIP trunking provider to the Microsoft Teams Phone System through our Direct Routing SBCs.



Lumen Solutions for Microsoft Teams

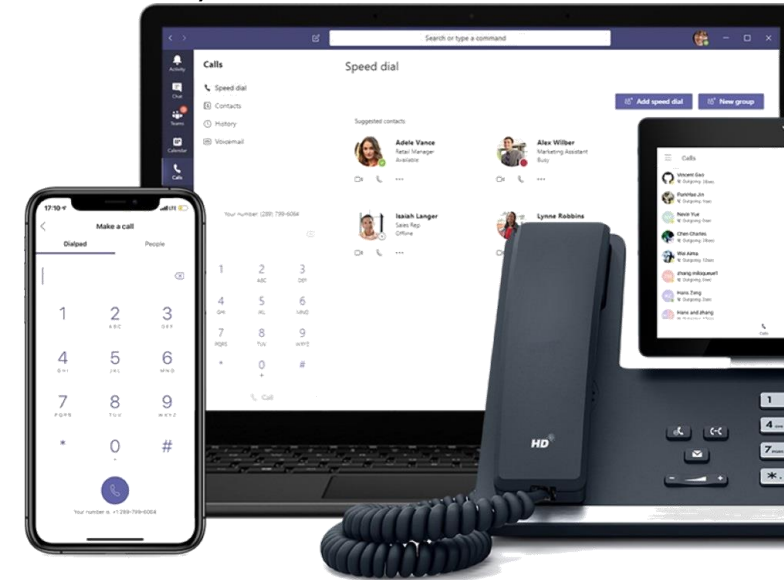
With Microsoft 365 E3 plus Phone System or E5 licensing, organizations are entitled to use Microsoft Teams as a PBX replacement. Lumen enables our customers to take advantage of this entitlement by providing a fully managed service wrapper to ensure the best possible Teams experience when replacing other PBX environments.

- High Availability Direct Routing Session Border Controllers deployed in 6x global datacenters to connect MS Teams to the PSTN
 - Virtual SBC routing of your SIP traffic
- On-going PSTN Tenant Management in Microsoft Phone System
 - Optional Add On
- Enhanced reporting & analytics with Unisys PowerSuite
 - Optional Add On



Global Direct Routing for Teams Phone System

- High-Availability Direct Routing Session Border Controllers deployed in 6x global datacenters
- Local Media Optimization & Media Bypass
- Remote management of SBCs in your cloud compute environment (e.g. Azure, AWS etc.)
- Lumen Voice Complete SIP for:
 - USA
 - UK
 - Belgium
 - France
 - Germany
 - Netherlands
 - International outbound (where legal)
- Bring your own PSTN (3rd party) – SIP, PRI or analogue



Day 2 Tenant Management – Optional Add On

Lumen will manage Microsoft Teams Phone System for you

Once delivered, we continue to actively manage your Teams Phone System environment by providing:

- Support for your Microsoft Teams Phone System Administrators
- Auto-attendant, hunt group configuration & changes
- Dial plan & group policy management
- Change requests
- Telephone number management
 - Portal for number management of entire inventory across all vendors
 - Allocate numbers by site/user/circuit
 - Number reservation / tombstoning
 - Report on number utilisation, availability etc.
- Platform monitoring & fraud alert monitoring

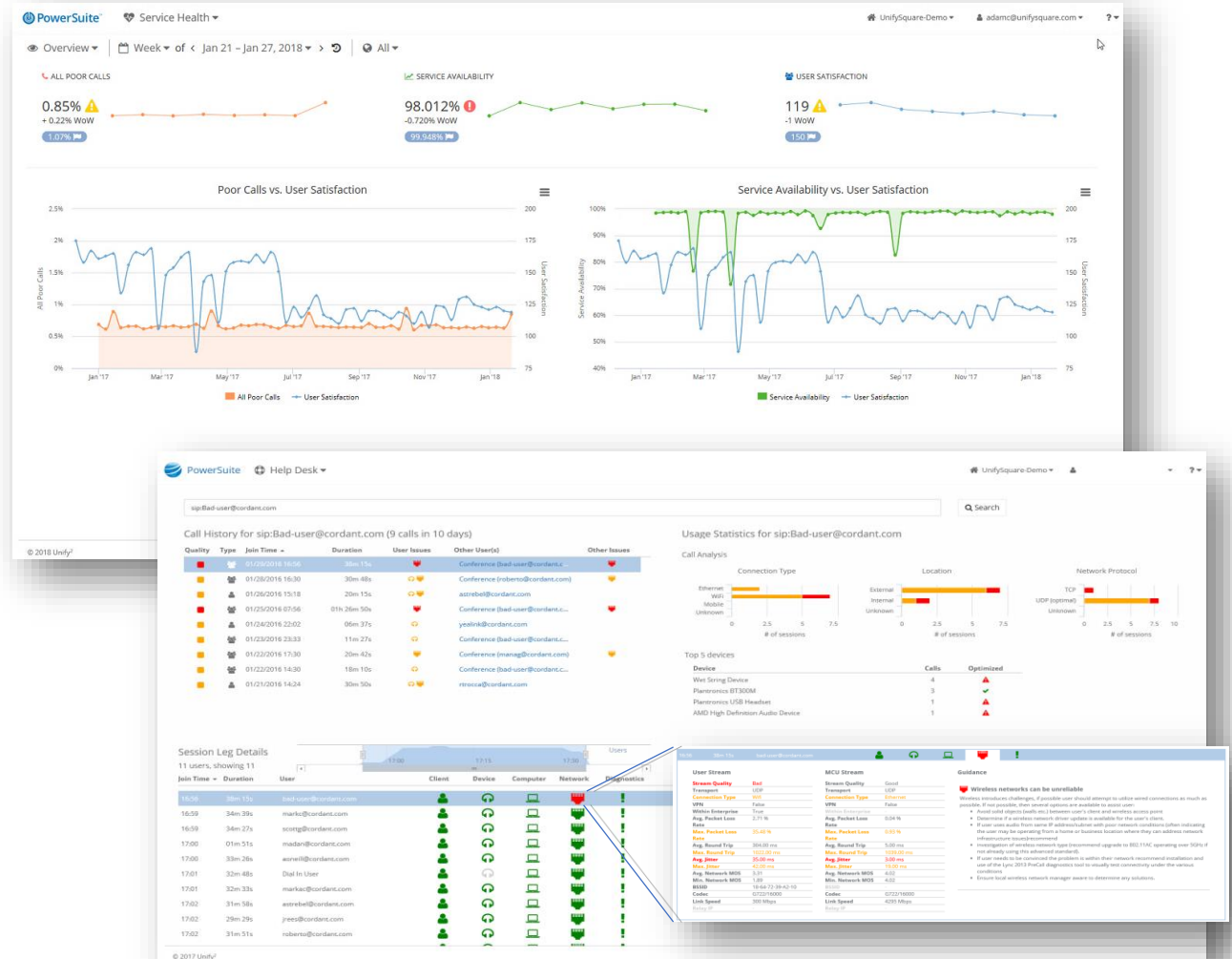


Enhanced Reporting & Analytics – Optional Add On

With Unify² PowerSuite

Go beyond Call Quality Dashboard:

- AI predictive analytics
- Data segmentation
- Actionable insights
- Benchmarking
- Advanced path visualization & troubleshooting
- Machine learning & AI for 1st line support



Offer Overview

Core Offer

- Teams Direct Routing
- Support Services
 - Assess / Design Services
 - Workshopping
 - Configuration and Enabling of Direct Routing
 - Service Desk / Service Management
 - Technical Overview
- Number Management
- Deployment Services
 - Ten Days Engineering
 - Five Days Project Management

X2 Optional Offers

- Teams Tenant Management
 - Add / Modify Dial Plans
 - Online Voice Policies Management
 - Online Voice Routes Management
 - Direct Routing Management
 - Advanced Troubleshooting tools to view user profile pages and troubleshoot user call quality problems
 - Management of call quality dashboard to access, monitor and troubleshoot tenant's call quality
 - Management of call analytics to access user profile pages for troubleshooting calls
- Enhanced Reporting & Analytics - Unify2 PowerSuite
 - Usage and adoption overview
 - Executive dashboard overview
 - Call statistics
 - Call Explorer Overview
 - User Experience Solutions
 - Analytics Solutions
 - Monitoring Solutions

Microsoft Azure Peering Service Partner

Microsoft Azure Peering Service aims to improve connectivity to Microsoft Public Services such as Office365, Teams, or other SaaS products running on Azure. Customer traffic takes the shortest path into the Microsoft network from the nearest edge Point of Presence (PoP).



Lumen & Microsoft have partnered to provide optimized and reliable Internet Connectivity to Microsoft Services with our Dedicated Internet Access

- Best public routing over the internet to Microsoft Azure Cloud Services
- Traffic insights such as latency reporting and prefix monitoring
- One network hop from the Microsoft Cloud
- Route analytics and statistics for Border Gateway Protocol (BGP) route anomalies and suboptimal routing

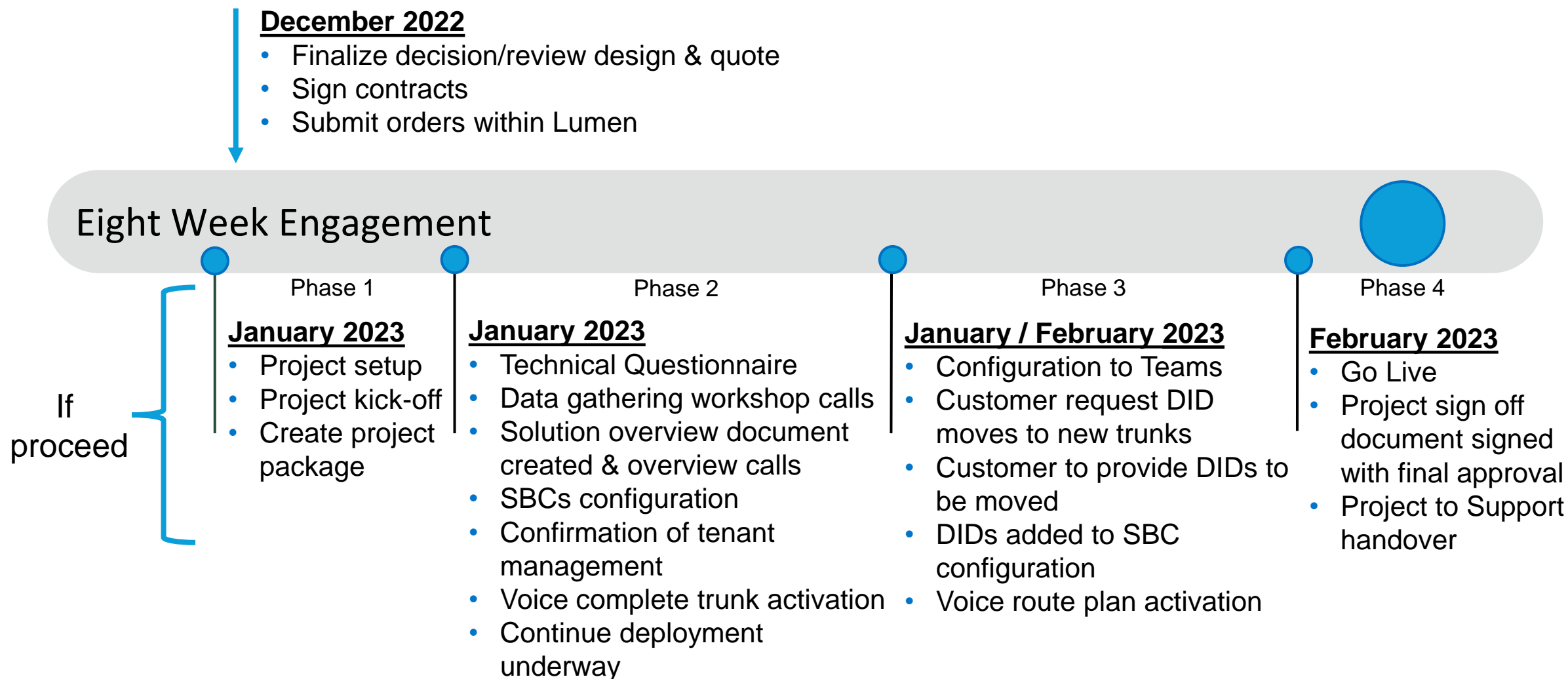
<https://docs.microsoft.com/en-us/azure/peering-service/location-partners>

Thank You

LUMEN[®]

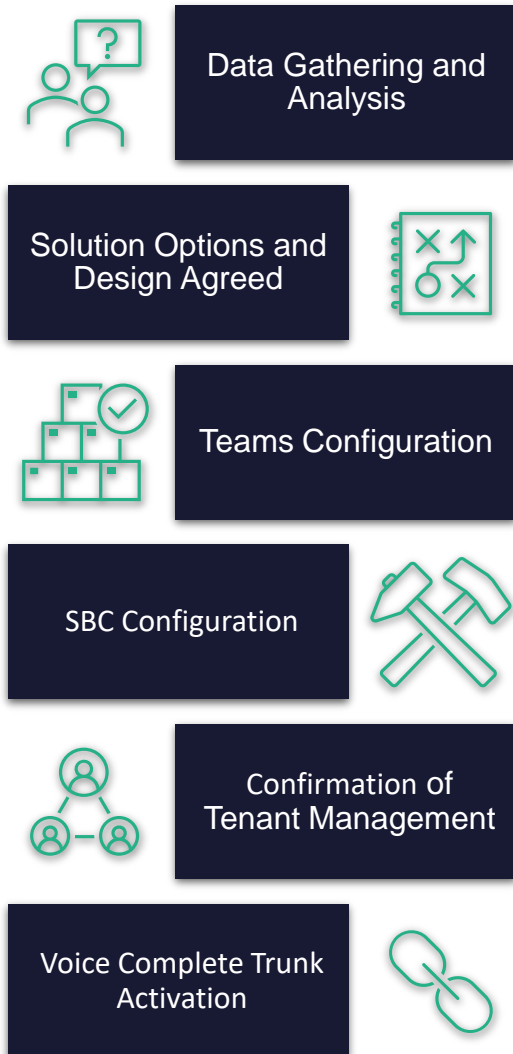
THE PLATFORM FOR AMAZING THINGS

MS Teams Direct Routing by Lumen Estimated Timeline



Project Approach

Core Teams Configuration and Voice Complete



Analogue Estate Management



Project Approach

Number Porting



Project Closure



Microsoft Teams Phone System Links

- MS Dynamic Emergency Calling

<https://docs.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling>

- What you get w/MS Phone System

<https://docs.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>

- Supported IP Endpoints

<https://docs.microsoft.com/en-us/microsoftteams/devices/teams-ip-phones>

- Lumen utilizes MS Teams w/Phone System

<https://customers.microsoft.com/en-us/story/851938-lumen-technology-leadership-teams>

- MS Teams Marketplace for Third Party Apps – i.e., Nice/InContact

<https://appsource.microsoft.com/en-us/marketplace/apps?product=teams> –

- MS Cloud Voice Mail

<https://docs.microsoft.com/en-us/microsoftteams/set-up-phone-system-voicemail> -