Lumen® Cloud Communications Specialty Lines Service

Fully managed, single solution technology replacement

Lumen Cloud Communications Specialty Lines service provides an efficient, modern replacement for products which are either nearing end of life or cost prohibitive to manage and maintain. This fully managed and monitored service will support traditional phone lines which provide connectivity to alarms, elevators, point of sale devices and security gates. Lumen also provides all CPE equipment and installation, including LTE router, ATA and UPS, as well as backup cellular connectivity for “always on” visibility. The Lumen Specialty Lines service can replace POTS lines and provides a flexible alternative to current offers which could be nearing end of life or have maintenance and upgrade needs that will become cost prohibitive.

Fully managed solution

- Critical systems will always be monitored and managed, freeing up resources for you to concentrate on your business. Installation, maintenance, and future upgrades are included.

Reduced Costs

- Reduced capex, upgrade and maintenance spending is replaced with a flexible pricing model that translates to immediate savings that can be invested elsewhere. Greater savings can be achieved with sites that require a greater quantity of lines, as the service is priced on per site basis.

Efficiency

- The single system technology streamlines the infrastructure solution, while also providing unified, reliable alerts and alarm reporting. You also only manage one vendor for your network, applications, and support which saves you time and effort.

Common Use Cases

- Elevator and life safety uses helps ensure personnel are connected in case an emergency arises.
- Freezer and refrigeration units have full time monitoring to help protect inventory and investments.
- Security gates and doors monitored for intrusion helps keep premise and personnel secure.

877-453-8353 | lumen.com | **info@lumen.com**

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Remaining on Analog Lines – Large Retail Location Use Case

7:00 a.m. – Employees arrive for their morning shift and are unable to access the break room to drop off their belongings, as the door is secured by a FOB scanner. Work is held up while employees find alternate routes.

10:00 a.m. – Cashiers are experiencing difficulties completing transactions with in-store point-of-sales machines. Revenue is immediately impacted with the inability to complete transactions.

10:15 a.m. – A customer complains the elevators aren't working, making the other levels inaccessible by mobility challenged customers. Customer Support must now scramble to create signage to let customers know the elevator is out of service and spend time away from supporting customer to determine next steps.

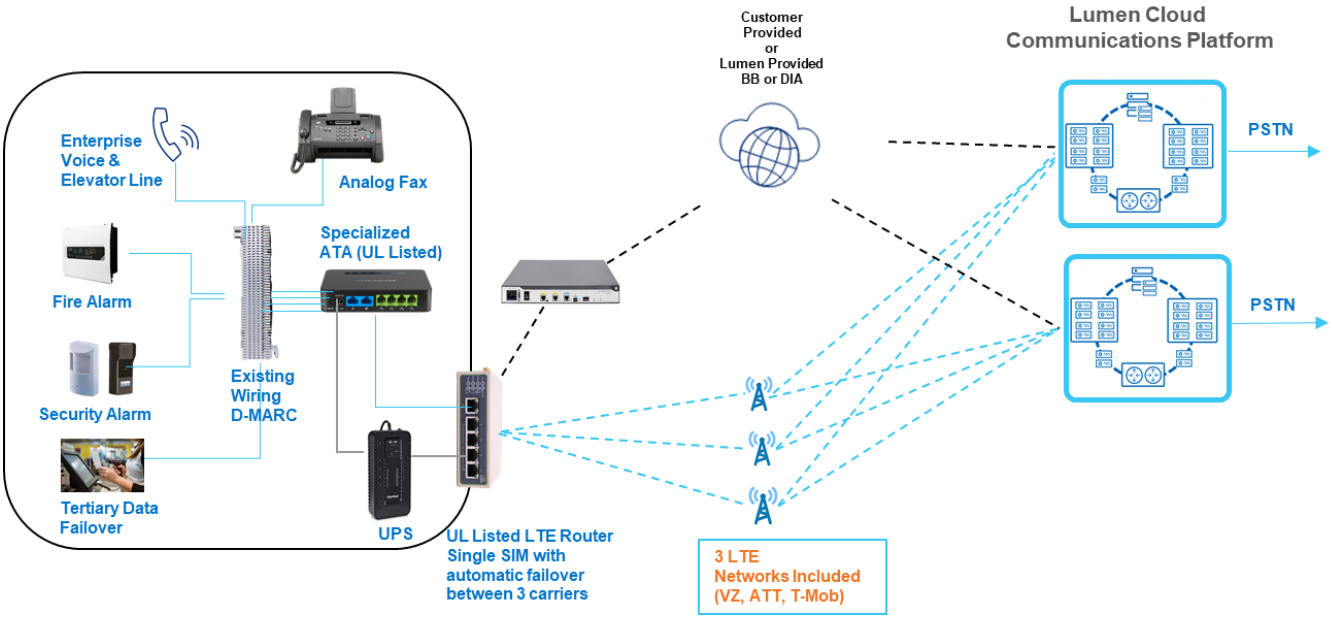
11:00 a.m. – The warehouse team is ready to receive an important shipment; however, they are unable to open the garage door. The warehouse is secured with a buzzer system and an automated door that is connected to a POTS line. Staff now need to pivot to bring the stock through the main customer entrance or determine an alternate fix.

2:00 p.m. – An employee notices that the system securing high-value electronics isn't working. This requires notifying security personnel the need for their involvement and physical monitoring.

3:00 p.m. – The head office has been alerted to the numerous issues and now must direct precious time and resources to determining the source of the issues.

Many businesses and locations rely on legacy telephony for various specialty lines that can be critical for life safety, premise security and business continuity systems.

Features and Specs:



24 X 7 X 365 Management and Monitoring -Lumen manages and monitors deployed ATA's and Routers

- An elite team manages top-tier customers 24 X 7 X 365
- Proactive monitoring for trending and device status of edge devices
- Escalate and alert notifications for deployed devices
- Maintains and manages router configurations
- Incident and ticket management via portal or direct toll-free number to NOC

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What to expect, Managed Services included:

Basic Telephony and Networking	Advanced Project Management	Site Evaluations and RF Deployment Expertise
Telephony Systems and premise LAN / WAN / SDWAN cabling **SIP Edge Device Management** **Translations and Traffic Management** **SIP call flow and trunk management** **Telephone Number Management (TNI)** **Local Number Portability Operations (LNP)** **Local Routing Number Management (LRN)** **E911 voice operations and fallout management**	**Experienced senior program managers** **Large scale program coordination and task management** **Facility management coordination (on premise IT, engineering, facilities, security** **Preinstall data harvesting** **Program documentation and implementation planning** **Complex installation coordination for voice, data and special use line service activation** **Special use line coordination for regulation / code compliance with specialty vendors services and AHJ authorities**	**Site construction evaluation for site preparedness and readiness** **Site access and permitting evaluations** **Site demarcation and power review** **Enhanced internal and external RF coverage evaluation** **RSSI for all bands and carriers** **RSRQ data reporting** **RSRP data reporting** **RF report and installation design for antenna**

Additional details and specifications:

The ATA Gateway is a specially designed device that runs a customized Linux core.	Programmed to support obscure protocols such as Contact ID, SIA, 4+2, ModemIII, V.21, V.27, RPS, Compass, etc. that are needed to support fire panels and the majority of other specialty lines including legacy modems.	The ATA Gateway connects to the Router (which is another specific device) and creates inbound and outbound sessions directly between the specialty line and our private internet cloud without requiring special VLANs
The solution can use DIA/BB for primary internet and auto-switchover to cellular when DIA/BB is down.	Redundant design, multiple link backups, ensure uninterrupted equipment network communication	Dynamic best network selection algorithms to ensure connectivity no matter where the POTS lines are placed
Multi-processor, high memory	Most industry protocols	Docker, Python, Azure IoT
5G LTE router includes 5 Ethernet Ports	High-speed LAN networking	Gigabit Wi-Fi 1200M, 2.4G and 5G
Multi-carrier - single module/SIM	Multiple dynamic routing protocols	High security through onboard VPN support

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