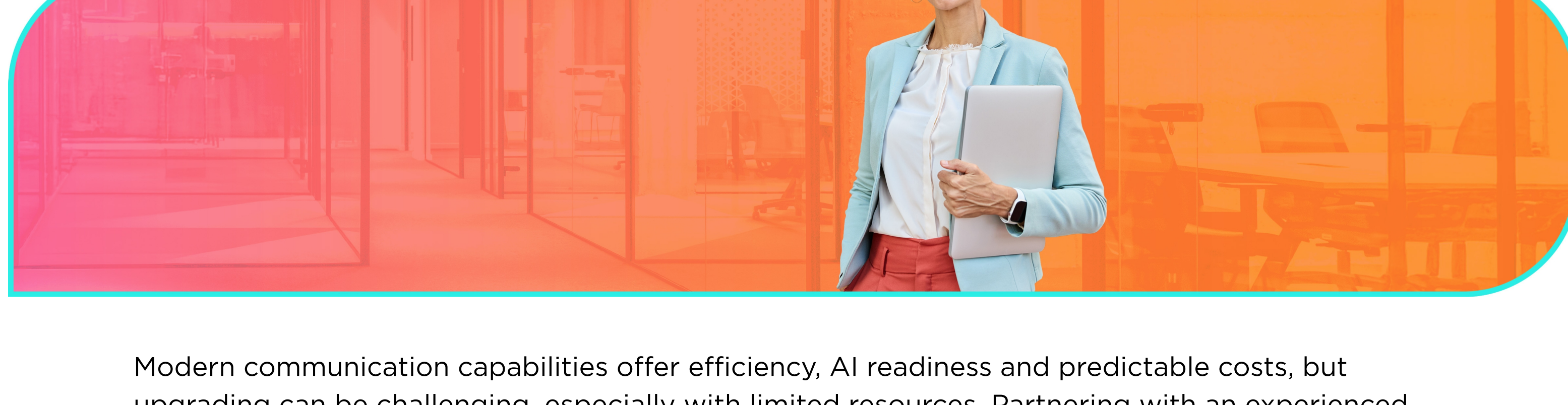


Future-ready voice and UC&C for the AI economy

Real-time, cloud-based unified communication is essential for today's dynamic and dispersed workforces. However, many enterprises struggle with communication infrastructure that includes a complex mix of software tools, networks and legacy equipment, making it difficult to support new AI tools needed to stay competitive.



Modern communication capabilities offer efficiency, AI readiness and predictable costs, but upgrading can be challenging, especially with limited resources. Partnering with an experienced provider like Lumen can simplify the process and help you make cost-effective choices at your own pace—wherever you are in your communications journey.

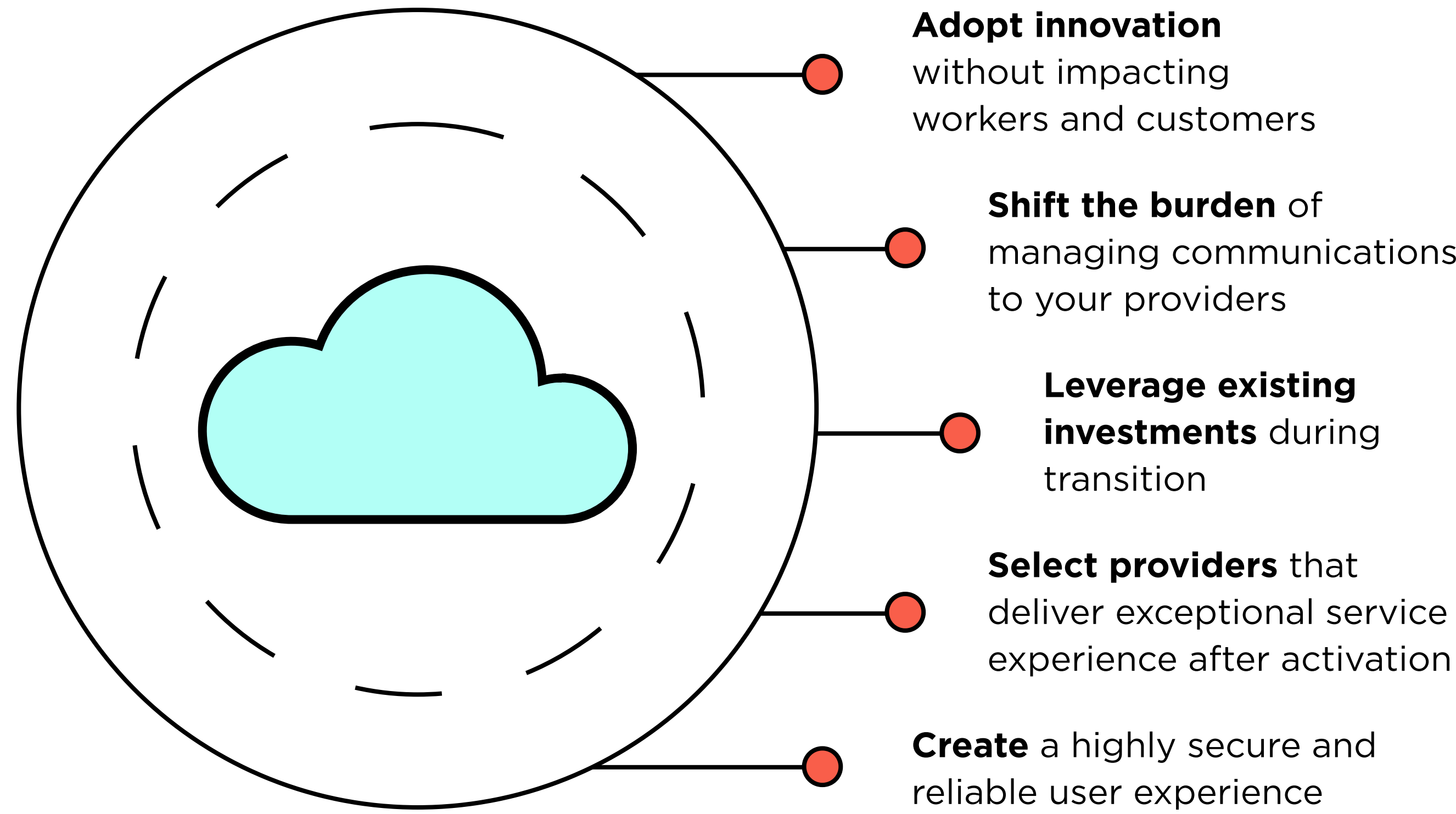
Gartner forecasts worldwide end-user spending on public cloud services to reach **\$824.8 billion** in 2025, up from **\$561 billion** in 2023.

\$824.8B

This growth is driven by generative AI and application modernization.¹

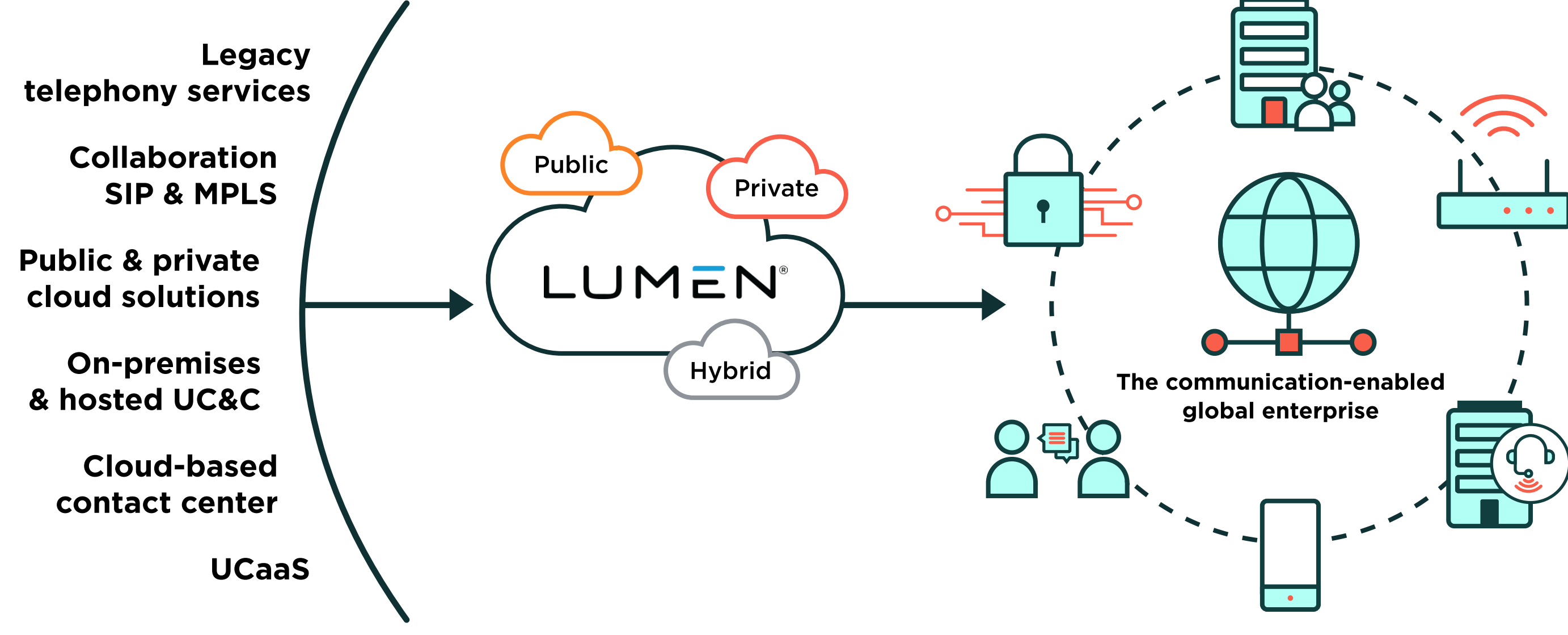
Overcoming communication challenges in the AI era

The software applications that enable point-to-point or multi-party communications can be increasingly complex for your enterprise network and IT resources to manage and integrate. When replacing or incorporating your siloed legacy voice and UC&C services into efficient, streamlined and AI-enabled solutions, consider how you will:



Guiding your journey from legacy to cloud

Achieving business-critical cloud communication is an ongoing process. Our comprehensive approach to voice and UC&C delivers value at every step of the customer journey.



Wherever you are in the transition from legacy communication services to efficient cloud capabilities, Lumen can help you navigate the increasingly complex environment of technology choices, workforce adoption and applications.

We help you upgrade at your own pace with proven strategies that minimize the risk of disruptions and downtime.

Experience. Knowledge. Demonstrated advantages.

Tailored solutions for all points along the customer journey

An exceptional user experience through **global scale and optimized control, reliability and security**



Infrastructure that is required for builders and consumers to **power their AI applications**

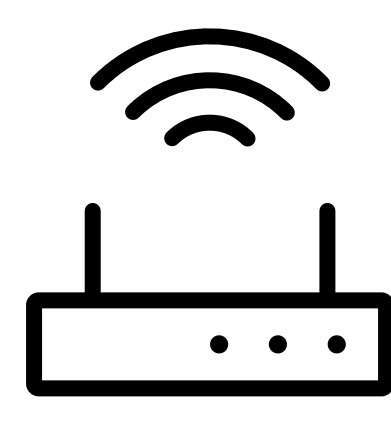
Security built into everything we do

Experience in addressing **mixed technology customer environments**

Meet the demands of modern business

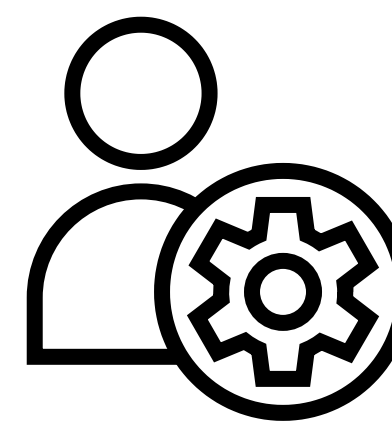
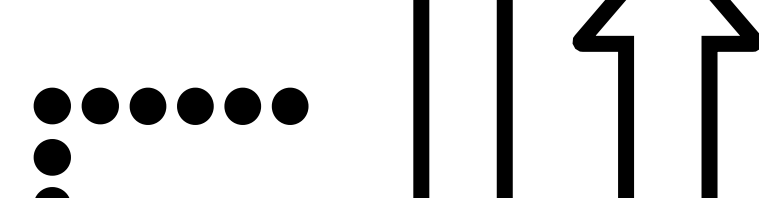
As your enterprise evolves, so do your communication needs. Streamline operations and enhance collaboration with Lumen.

Challenges



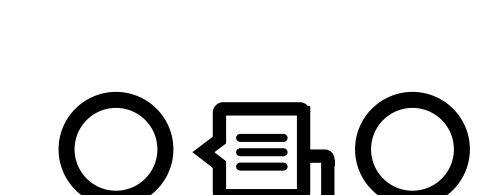
Running out of private bandwidth

Having an end-of-life private branch exchange (PBX)

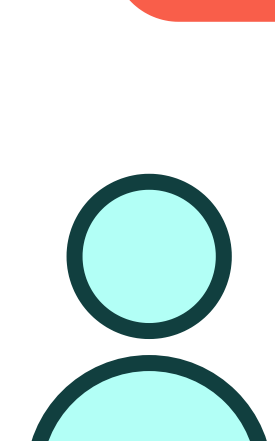


Managing multiple service providers

Needing a better end-user collaboration experience



Requirements



Simplify by working with a single vendor

Find a managed solution with end-to-end support



Refresh and right-size the network to address user bandwidth and redundancy

Move to a cloud-based global solution



Benefits of Lumen as your communications partner

Certifications and deep relationships with leading technology providers, as well as deep experience delivering **quality of service (QoS) on a global scale**

Single vendor accountability and end-to-end customer support, including a **proactive post-sales support experience**

Managed UC&C for **low total cost of ownership** (reduced support resources; no on-premises data center technology or footprint to manage)

47%

47% of North American enterprises reported that Gen AI had a significantly larger impact on connectivity strategy and roadmaps in 2024, up from 25% in mid-2023.²

Succeed in the AI economy

Lumen provides flexible and secure communications network architecture designed to help you transform in today's AI economy. Our cloud-based voice and collaboration infrastructure fuels groundbreaking AI innovation and leadership.

Whether you're aiming to drive new revenue, protect your bottom line, avoid risk or advance your organization's mission, our cloudified voice and UC&C network is here to support your objectives. Together, we can drive your organization forward and help you achieve your AI ambitions.

[EXPLORE OUR CLOUD COMMUNICATIONS SOLUTIONS](#)

¹CXO Today, Gartner Forecasts Worldwide Public Cloud End-User Spending to Surpass \$675 Billion in 2024, May 28, 2024.
²IDC, Future Enterprise Resiliency & Spending Survey Wave 6, June 2024.

Services not available everywhere. Lumen may change or cancel products and services or substitute similar products and services at its sole discretion without notice.

© 2025 Lumen Technologies. All rights reserved.