

# Lumen VoIP Access and SIP Trunking Services stronger than ever



**February 20, 2023**

Lumen UC&C honored with the Frost & Sullivan Radar Competitive Strategy Leadership Award, and recognized as a Leader and Trailblazer in Frost's North America Radar for UCaaS

You may have heard the terms SIP and VoIP as tools for communicating. But what do they mean? VoIP (Voice over Internet Protocol) is a technology that allows businesses to make and receive phone calls over the internet. SIP (Session Initiation Protocol) helps enterprises make those calls. These are not new concepts in the communication landscape, but they continue to be crucial considerations for many Lumen enterprise customers.

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Lumen is proud of the communications capabilities its SIP and VoIP solutions enable for business customers. **This is why we are honored to be the recipient of the Frost & Sullivan Radar Competitive Strategy Leadership Award for VoIP Access and SIP Trunking.**

With SIP technology, businesses can grow at the pace that suits them. For most businesses, SIP will continue to be one of the most valuable and cost-effective ways to connect with colleagues, partners, and clients. SIP provides a comprehensive UC experience, including instant chat and video options. It is the foundation to digitally connect people, data, and applications quickly, securely and effortlessly, which is a key priority for Lumen. This award exemplifies Lumen's mission to transform lives through digital connections.

In its award report, Frost & Sullivan writes, "Frost & Sullivan appreciates how Lumen's trusted telephony services, combined with a wrapper of managed services designed to accelerate customer migration to the cloud, are both synergistic offerings for Lumen and a differentiated capability in the VoIP Access and SIP Trunking Services market."

In a separate accolade for its UC&C business, Frost & Sullivan recently named Lumen a Leader and Trailblazer in the North American UCaaS market. Lumen was noted for innovation and stood out from other providers for its broad array of hosted IP telephony offerings positioned for different types of customers. The company was also recognized for providing compelling, end-to-end, digital customer experiences for businesses.

#### **About the award**

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions – strategy innovation and customer impact:

For more information about the Frost & Sullivan Radar Competitive Strategy Leadership Award, read the [full report](#).

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