

Modernizing Campus Communication:

Higher education's guide to cloud-based communication solutions

In the evolving landscape of higher education, effective communication is crucial. Cloud-based solutions from Lumen and Zoom can help enhance digital presence, improve student engagement, and enable secure access to resources. This guide highlights the benefits of transitioning to Lumen® Solutions for Zoom, including cost savings, scalability, and enhanced cybersecurity.

Campus communication challenges

Legacy infrastructure and cloud migration

Many colleges and universities still rely on outdated systems with unsupported network hardware that is costly to maintain, vulnerable to attack, and difficult to integrate. Cloud computing offers scalability and cost savings, but the migration is complex.

Cybersecurity threats

In 2025, the average cost of a data breach in the sector was \$3.8 million.¹ Legacy systems and unpatched vulnerabilities make universities particularly susceptible.

Hybrid/remote learning

With the demand for robust and responsive virtual learning environments, students expect seamless, secure access across devices.

Training and change management

Even the best tech fails without user adoption, and many faculty members lack the training or support to effectively use new tools.



Modernizing your technology

Lumen Solutions for Zoom is a cutting-edge, tailored, cloud portfolio solution designed for higher education. It offers flexibility, scalability, and seamless integration to meet dynamic communication needs.

Whether you are looking at Zoom Phone or Zoom Contact Center, Lumen can help integrate existing SIP Trunking products into the Zoom Workplace product suite and provide a seamless transition by eliminating the complex and convoluted porting process.

That means no changing of numbers or having to deal with different carriers; instead, you can leverage what you have and plug it directly into Zoom's ecosystem for a seamless experience.

The future of campus communications

As colleges and universities evolve, the demand for flexible, scalable, and cost-effective communication systems has surged. As a result, many institutions are considering migrating to cloud-based voice solutions.

Unified Communications and Collaboration (UC&C) technologies **integrate** voice, video, messaging, and more **into a single platform**. Cloud technologies offer **cost savings** through reduced infrastructure, less maintenance and rapid deployment. For **long-term planning**, cloud services help future-proof operations, foster innovation, and enable consistent communication capabilities.

"At Zoom, we recognize the transformative power of UC&C and CCaaS solutions in higher education—especially for campus communication and student services. Our partnership with Lumen represents a shared commitment to delivering first-class communication services that empower educational institutions to connect, collaborate, and innovate."

Johann Zimmern, Zoom Sr. Industry Marketing Lead | Education

Common use cases



Use Case #1: A department needs a dedicated phone number for student inquiries. Zoom Workplace for Education combines Lumen infrastructure with Zoom's cloud-first PBX to deliver a seamless experience with modern features.



Use Case #2: A university financial aid office requires contact center features to support the incoming student requests. With Zoom Contact Center and Lumen® Voice Complete®, the institution is equipped to meet the demands of their student base and have everything tracked, monitored and reported.



Use Case #3: Today's students are used to pivoting between in-person and online learning, so access to modern classroom tools are critical to overall success. Lumen Solutions for Zoom includes features that support interactive teaching and synchronous learning including video conferencing, whiteboarding, breakout rooms, and lecture recording and transcription capabilities.

Why Lumen?

The business outcomes you expect

With years of experience operating a global network, Lumen provides dedicated support to help institutions transition from legacy services to efficient, cloud-ready UC&C for the following results:

- **Cost Savings:** Customers report a 31% lower annual cost compared to previous environments.²
- **IT Efficiency:** 82% of surveyed businesses saw significant time savings among IT staff.³
- **Agility and Innovation:** 70% of cloud voice users say they can more cost-effectively support new IT initiatives.³
- **Deployment Options:** Choose between self-installation or fully managed services.
- **Voice Integration:** Use Lumen Voice Complete or bring your own calling provider.



How we do it

Lumen infrastructure enhances Zoom™ Workplace, creating a powerful, unified communication platform tailored for higher education. Integration is easy with efficiency built in from day one.

Reliability you can count on

The Lumen network is underpinned by global reach, multiple redundancies, and advanced routing. Data encryption, 24/7 monitoring, and quick failover mechanisms enable exceptional security and reliability—even as your campus expands.

Security you can trust

Lumen integrated network security enables end-to-end data protection coupled with robust voice connectivity paired with cloud software solutions. With multi-layered security protocols, encrypted voice traffic, and robust compliance standards, Lumen deploys geographic redundancy, vigorous failover mechanisms, and 24/7 monitoring to help keep your academic operations secure.

Seamless integration

Lumen Solutions for Zoom integrates with numerous IT systems to help ensure every call is logged, tracked, and available for analytics, while easy integration with platforms like Salesforce™ and ServiceNow enhances collaboration.

Easy migration

Migration is a step-by-step approach that helps ensure a smooth transition. It begins with an assessment of existing infrastructure, followed by planning and design. Lumen experts support the entire process to maintain data integrity and minimize downtime, and we provide post-migration support to enable adoption.

Add-on services for growing campuses

Lumen's mix-and-match options deliver scalability without massive investment. Services like additional numbers expand reach, while reserved numbers offer exclusivity and brand value. As your institution grows, Lumen provides hardware and add-ons to keep infrastructure aligned.

Enablement services for higher ed

Lumen Enablement Services offer consultative assessments, training, and full migration and onboarding support to optimize UC&C deployments and avoid disruptions. Our services are differentiated by our focus on institutional needs, extensive industry expertise, and commitment to helping you maximize your new tools.

Advisory and project support

- **Advisory Services:** Assess and modernize communication systems to enhance collaboration and innovation.
- **Project-Based Support:** Architecture and engineering services with academic IT project management.
- **Ongoing Management:** Monitor, manage, and optimize your unified collaboration environment with flexible technologies and end-to-end support.

Flexible plans for universities

School and Campus Plan – 20+ seats

\$10.00 (per month, per seat with 12-month term)

- 300 participants per meeting
- Up to 30 hours per meeting
- AI Companion
- Whiteboard (unlimited)
- Team Chat
- Mail and calendar (client and service)
- Custom avatars for Clips
- 5GB cloud storage
- Scheduler
- Translated captions
- Extras (manage company domains and more)
- Docs
- Tasks (AI-first task management)

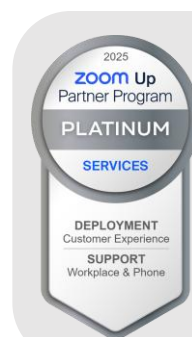
School and Campus Plus Plan – 20+ seats

\$15.00 (per month, per seat with 12-month term)

Everything above, and:

- Phone (U.S. and Canada unlimited)
- 10GB cloud storage
- Workspace reservations (Advanced or on-site workspace reservation and more)

Listed rates available to qualifying customers purchasing service for an eligible, continental U.S. location. Monthly rate excludes network connectivity, applicable monthly usage, optional add-on products and services, taxes and fees, which are all additional charges. Early termination fees will apply as set forth in customer's service agreement. Customer must remain in good standing and monthly rate may terminate if customer changes account in any manner including, but not limited to, their service location. Services not available everywhere. Lumen may change, cancel or substitute offers and services, or vary them by service area at its sole discretion without notice. Credit approval and deposit may be required. Offer may not be combined with other offers. Additional restrictions, terms and conditions apply.



Lumen is a **Platinum Service Delivery and Support partner** for Zoom's cloud offering. This allows you to have **confidence** in the configuration and deployment of cloud UC&C and Contact Center solutions.

Having **centralized operations** and **dedicated support** from certified Lumen specialists means customers can quickly get support to resolve issues.

Real world impact

Our commitment to you

We understand that IT migration raises questions—about downtime, data loss, learning curves, and costs. At Lumen, we're committed to collaboration, security, and service quality to help build a future together.

We don't just offer solutions—we partner with your institution to ensure continuous growth, regular check-ins, ongoing training, and adaptability to your evolving needs

Preparing for your future

Lumen enables institutions to prepare for the future of education. With our expertise, we support transitions to accommodate remote learning trends, spikes in communication usage, global expansion, and the adoption of AI and advanced analytics in campus communications.

Planning your roadmap

We're committed to continuous innovation and providing solutions aligned with your evolving needs. No matter your institution's size, Lumen can help you identify next steps and develop a phased migration plan.

[View our interactive infographic for more](#)

Footnotes

- ¹ IBM | [Cost of a Data Breach Report](#) | 2025
- ² IDC, [The Business Value of Lumen Cloud-Based UC&C and Voice Solutions](#), March 2024.
- ³ IDC, [InfoBrief: Migrating Voice to the Cloud, Document #US53413825](#), May 2025.

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Why Lumen?

With the rapidly changing marketplace, you need a partner to help you transform your university. Lumen is committed to being a trusted partner to help you realize your communication needs and priorities so you can focus on growing your university and improving student experiences. Reach out today for a free consultation with the Lumen team.



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