Hosted VoIP and SIP Trunking
Adminstrator portal MACD capabilities

LUMEN®

Thank you for choosing Lumen.

As part of your Lumen service, you have access to the VoIP administrator portal (VoIP Portal (voip.lumen.com)). This self-service portal gives you the capability to submit simple move/add/change/delete (MACD) orders. Listed below are orders you can place from within the portal, and orders for which you must engage your Lumen Account team. The service level agreement (SLA) provides the expected turn-around for each feature.

What you can do

Features	Automated	SLA
Enable/disable features inherent to specific seat types	X	Real time
Add/delete/modify user profiles	X	Real time
Add/delete add-on features Auto attendants, voicemail boxes, Webex soft phone	X	60 minutes*
Add/delete sessions Sessions are synonymous with call paths	X	60 minutes*
Add/delete seat inventory	X	60 minutes*
Add new telephone numbers Contingent upon available telephone number inventory	X	60 minutes*
Port in telephone numbers Will require completion of Web-based LOA		10-45 days
Order additional phones/analog terminal adapters		10-21 days

* These orders typically complete within 60 minutes; however, in rare instances can take up to 3 days to complete.

Customers are responsible for programming changes associated to portal orders. For assistance with questions about navigating the portal or to request additional training, contact the Help Desk at 844.88LUMEN (844.885.8636) or by email at MACDesk@lumen.com.

Help Desk hours are Monday – Friday from 8 a.m. to 7 p.m. ET

Orders for which you must engage your Lumen Account team

Move-add-change-delete/disconnect events	SLA
Change the caller ID name appearing on outbound calls Directory listings or off-net callers ID updates	30 days
Add new groups/service locations	21–90 days
Premise/physical moves	30–90 days
Bandwidth upgrade/downgrade	30–90 days
Port-type changes (e.g., Internet to Private)	30–90 days
Delete telephone numbers	30–60 days