internet2.edu

NET+ Webinar Series

NET+ Lumen Collaboration and UC Services
NET+ Clearspan Unified Communications
NET+ Zoom

This session will be recorded

Thanks for joining!
We will begin at
2:03PM ET

I2 Cloud NET+

Webinar Logistics

- Note that participant microphones and video are turned off by default

- Please share your questions using the Zoom Chat or Q&A sections at the bottom of your screen
  - You can also email netplus@internet2.edu for institution-specific questions

- Today's session will be recorded and made available on the Internet2 Youtube channel and the *Discover the Power of NET+ Services* blog post
  - Recording will also be sent out to Program mailing lists!

Meet the Speaker

Brian Ladrido

NET+ Program Manager - UCaaS
Internet2

Started with Internet2 in Q2 2024

Based in State College, PA

24 years working in Higher Education

6 years of private sector / industry experience

Experience implementing and integrating Cisco UC/WebEx, MS Teams, and Zoom

Masters in Enterprise Architecture

Special interest in Service Management and Project Management

Meet the Co-Presenters

Douglas Bragg
Enterprise Network Manager
Rosalind Franklin University of Medicine and Science

Clearspan®

In the audience

LUMEN

Jonathan Jakubcin
Account Director – SLED

Scott Pohlman
Director of Business Development – Higher Ed Practice

Dalton Curry
Senior Manager, Product Management
Unified Collaboration and Collaboration

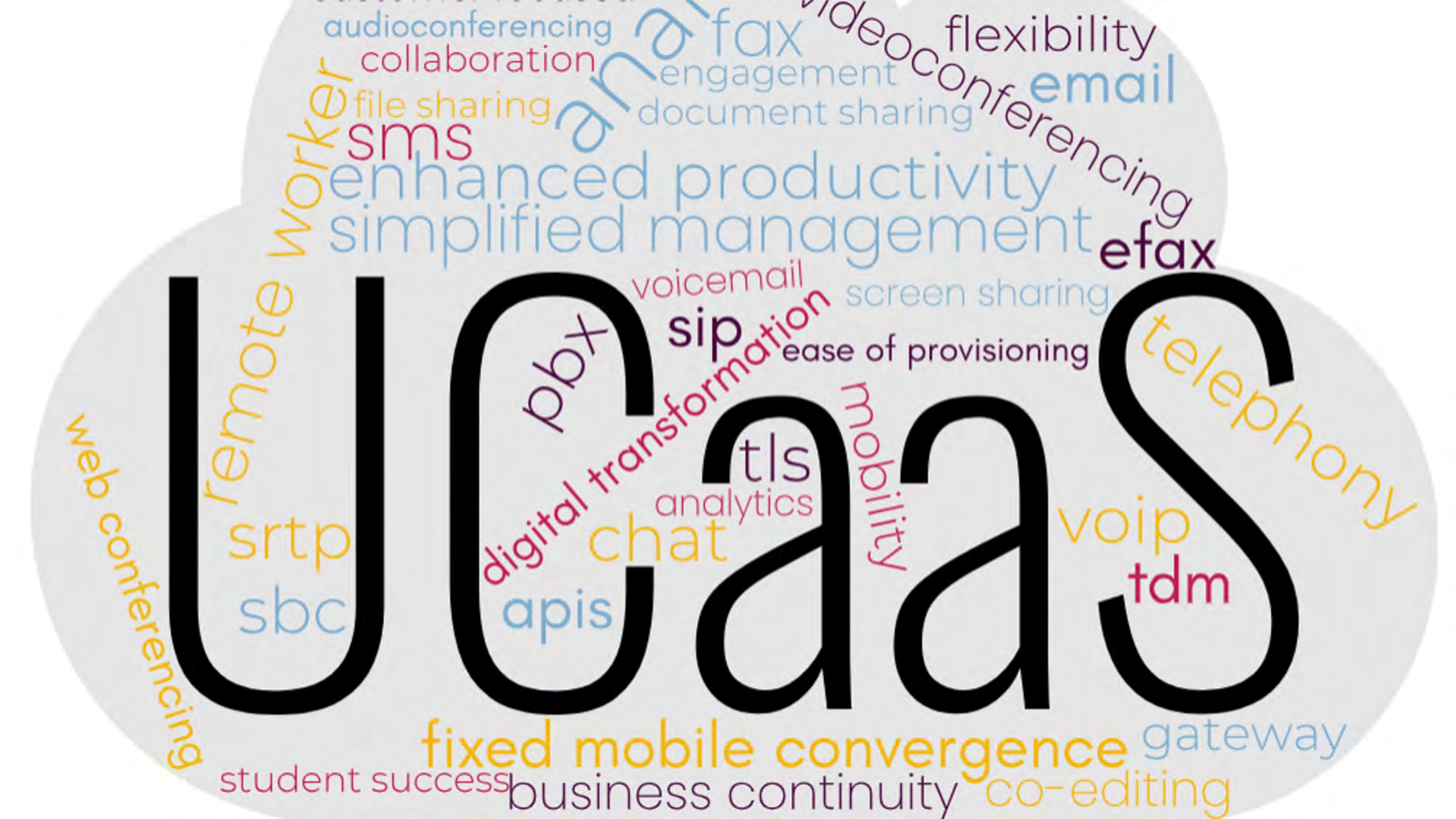
Matt Kenslea
Senior Account Director – Education

Clearspan

Steve Anderson
Vice President of Sales

zoom

Scott Cruikshank
Vertical Channel Leader


UCaaS
audioconferencing
collaboration
fax
flexibility
engagement
email
file sharing
document sharing
sms
enhanced productivity
simplified management
efax
voicemail
screen sharing
sip
ease of provisioning
pbx
digital transformation
telephony
tls
mobility
analytics
chat
voip
srtp
tdm
sbc
apis
remote worker
web conferencing
fixed mobile convergence
gateway
student success
business continuity
co-editing

UCaaS or CPaaS?

UCaaS – Unified Communications as a Service	CPaaS – Communications Platform as a Service
All-in-on Platform – Delivering Voice, Video, Email, Conferencing, Chat, and Collaboration	Flexible and Extensible platform that allow communication feature integrations using APIs
Standard configurations that are easy to deploy	Highly customizable allowing for developers to tailor communication and collaboration needs into enterprise applications
Full communications suite that work well across a range of enterprise devices	Ideal for embedding communications into apps or websites
Less reliance on developers	Developer friendly focused on providing targeted user experiences and application integration
Enterprise communication and collaboration	Customer engagement solutions
Zoom, Clearspan,Cisco WebEx, Microsoft Teams, Ring Central, 8x8,	Twilio, Vonage, Sinch, Plivo
Usually subscription based (Knowledge worker)	Pay-per-use pricing model, professional services

PURPOSE

Examine how NET+ enhanced communication services address the unique needs of educational institutions, focusing on security enhancements, contract improvements, and feature customizations.

The NET+ UCaaS Portfolio Offerings consist of:

Lumen Collaboration and Unified Communications Services

Clearspan Connected

Zoom Video Communications

AGENDA

1. Company Overview
2. Service Offering overview
3. Program Overview
4. Program Benefits + Eligibility
5. Q&A

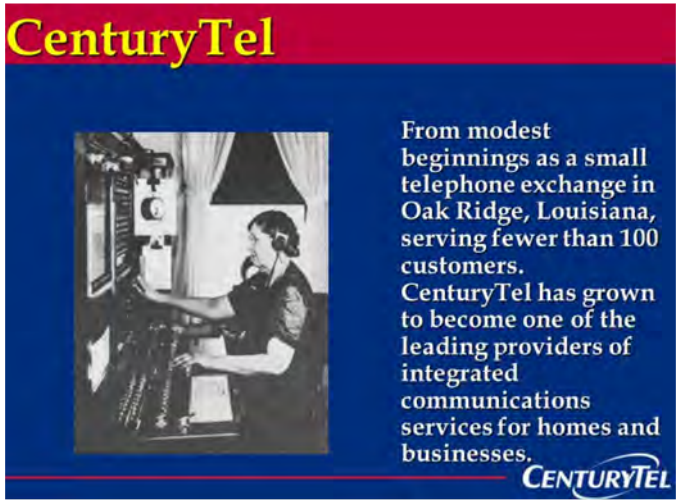
NET+ Lumen Collaboration and UC Services

LUMEN®

I2 Cloud NET+

An international telecommunications and network services provider based in the United States

1930s – 1990s



2009

CenturyLink®

EMBARQ™

2011

ride the light Qwest℠

2014

INTERNET2®

2017

Level(3)℠ COMMUNICATIONS

2020

LUMEN®

NET+ Service Offerings

2014 to Present Lumen Voice Complete

2023 to Present Lumen Zoom One

LUMEN®

I2 Cloud NET+

Service Offering - Lumen Voice Complete

Frost and Sullivan 2023 Competitive Strategy Leadership Award

"Identified as best in class in the North American VoIP access and SIP trunking services industry"

FROST & SULLIVAN

Service Offering - Lumen Voice Complete

Voice Complete is the SIP-based provisioning of inbound local calling and toll-free phone capabilities and outbound local, domestic, national, and international calling capabilities.

- Cloud-ready flexible SIP trunking (MPLS / IP VPN / Dedicated Access)
- Pooled concurrent call paths
- Advanced 911 features (Kari's Law / RAY BAUM'S Act)
- SIP or TDM connectivity (support for phased migrations)
- Interoperability with legacy PBX systems
- UC&C options – Zoom (Cisco and MS Teams)

Service Offering - Lumen Voice Complete

Voice encryption using TLS and SRTP

Business continuity and disaster recovery features

E911 support for nomadic / mobile workforce

Wide array of codec (G.711/G.729) and fax support (T.38)

Optional bundled minute pricing plans

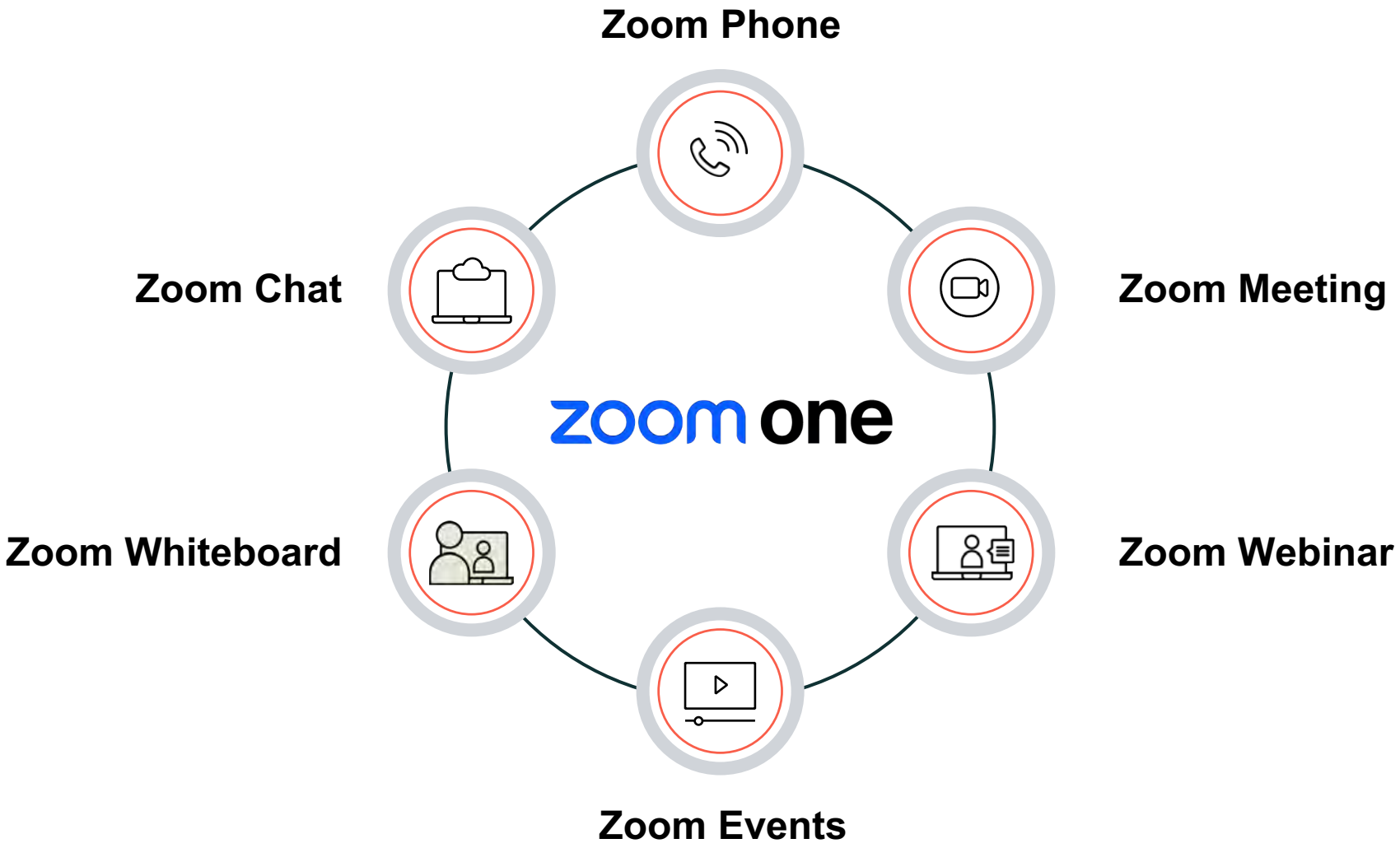
Streamlined network management (circuit consolidation)

NET+ Service Offerings

2014 to Present Lumen Voice Complete

2023 to Present Lumen Zoom One

Lumen Solutions for Zoom portfolio



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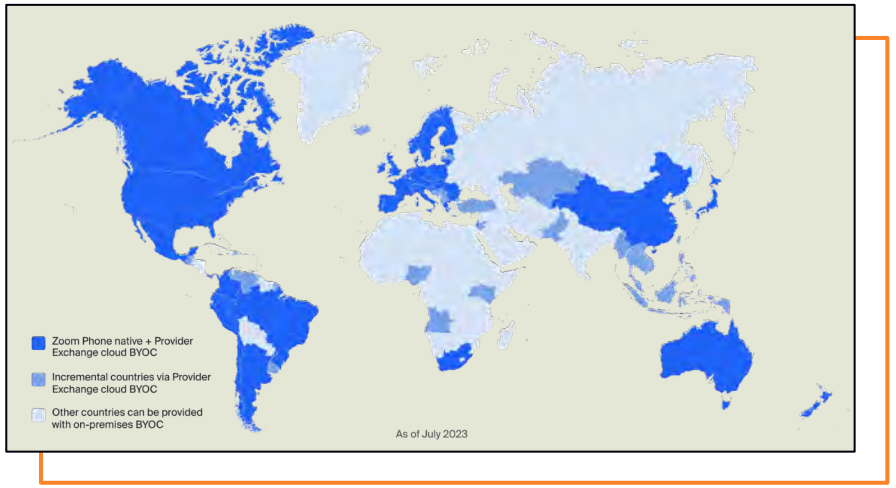
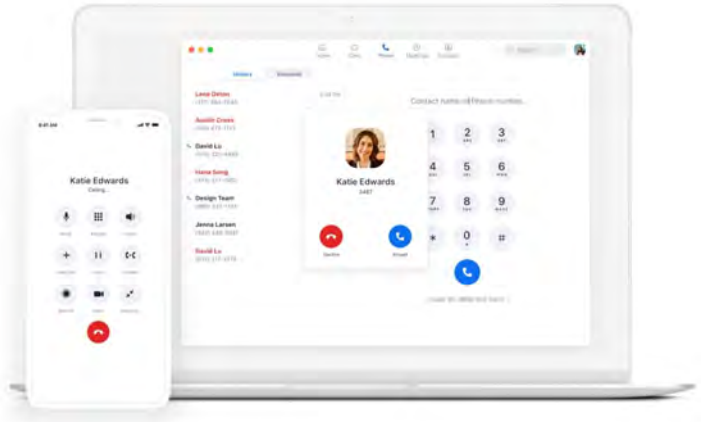
Zoom Phone

Zoom Phone is a feature-rich cloud phone system for businesses of all sizes. Calling features have been designed to give your users a flexible, mobile, and powerful cloud phone system.





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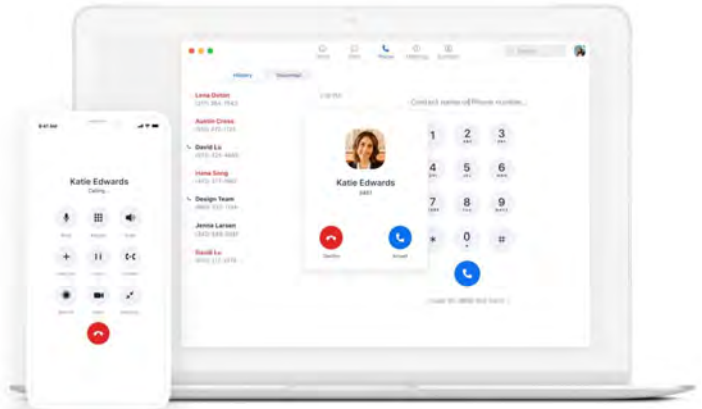
Zoom Phone – BYOC Connectivity Options

Three Main options:

- Direct Peering using Lumen Voice Complete
- Cloud Peering through virtual Session Border Controllers (SBCs)
- Premise Peering through on-premise SBCs



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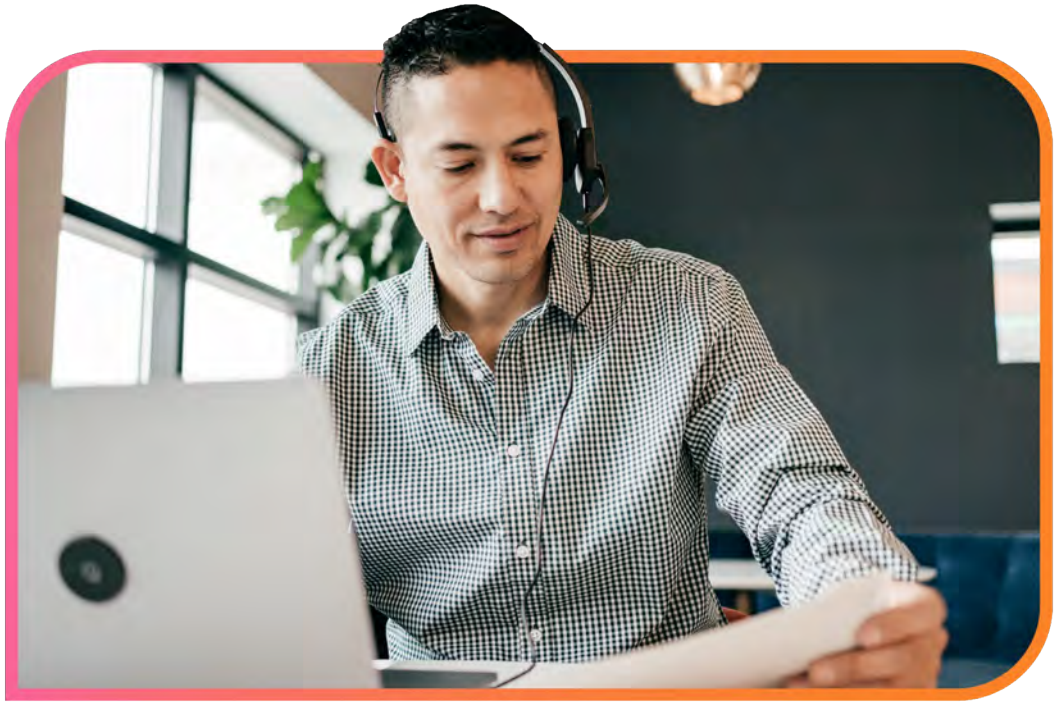
Lumen SIP Connected Audio

Lumen access to UC&C platform bridging architectures connecting businesses to the cloud

Enables an integrated audio- and web-conferencing solution including a full range of calling options.

- Lumen SIP Connected Audio options include:
  - Unlimited VoIP
  - Global Toll/Toll Free dial-In
  - Global callback
  - On-net routing for Lumen voice customers
- Fully integrated experience for users that join from a phone in combination with the supported conferencing platform.
- Ability to join and start meetings from phone-only as desired.
- Buying models:
  - Standard: callback to US/CA/UK + Toll dial-in to 58+ countries globally.
  - Inclusive premium: choose flat rate options from over 108 countries.
  - Metered: competitive per minute rates.



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Managed UC&C Cloud Services

A suite of operational and network services to manage, secure and optimize organizations' UC&C solution:

Go beyond call quality dashboard

- Machine learning & AI predictive analytics
- Data segmentation
- Actionable insights
- Benchmarking
- Advanced path visualization & troubleshooting
- End user - quality analytics

Telephone number management

- Portal for number management of entire inventory across all vendors
- Allocate numbers by site / user / circuit
- Number reservation / tombstoning
- Report on number utilization, availability and more

Managed Cloud Session Border Controller (SBC)

Tenant management

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UC&C Professional Services

This offer will allow companies to purchase specific flat rate packages either as an NRC or MRC with differing configurations options for users, sites, call queues, desk phones and auto-attendants.

- **Standard deployment Package**
  - Consists of configuring up to 200 phone users, 1-2 sites, 1-10 supported desktop phones, 1-5 call queues, 1 auto attendant/IVR.
- **Premium deployment Package**
  - Consists of configuring up to 750 phone users, up to 10 sites, up to 100 supported desktop phones, up to 10 call queues, up to 5 auto attendant/IVRs.
- **Enterprise deployment Package**
  - Consists of configuring up to 1500 phone users, up to 20 sites, up to 750 supported desktop phones, up to 20 call queues, up to 10 auto attendant/IVRs.
- **Customized deployment Package**
  - Will consist of configuring a customized number of phone users, sites, supported desktop phones, call queues, auto attendant/IVR as defined on the order form.

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NET+ Service Offerings

2014 to Present Lumen Voice Complete

2023 to Present Lumen Zoom One

Internet2 NET+ Program Benefits

Pre-negotiated contract tailored for the Hi Ed/Research community, allowing for ease of procurement

Alignment with Internet2 Template Customer Agreement

Custom Internet2 Member pricing for Voice Complete Service

Custom Internet2 Member pricing for Zoom One UC services

NET+ Program Eligibility (38 subscribers)

Internet2 Members

Educational institutions or systems

Not-for-profit health care providers

Not-for-profit research facilities

Libraries and Museums

Local government

Mutually agreed upon parties

References

Internet2 NET+ Lumen

Lumen Managed and Professional Services

Lumen UC&C Professional Services

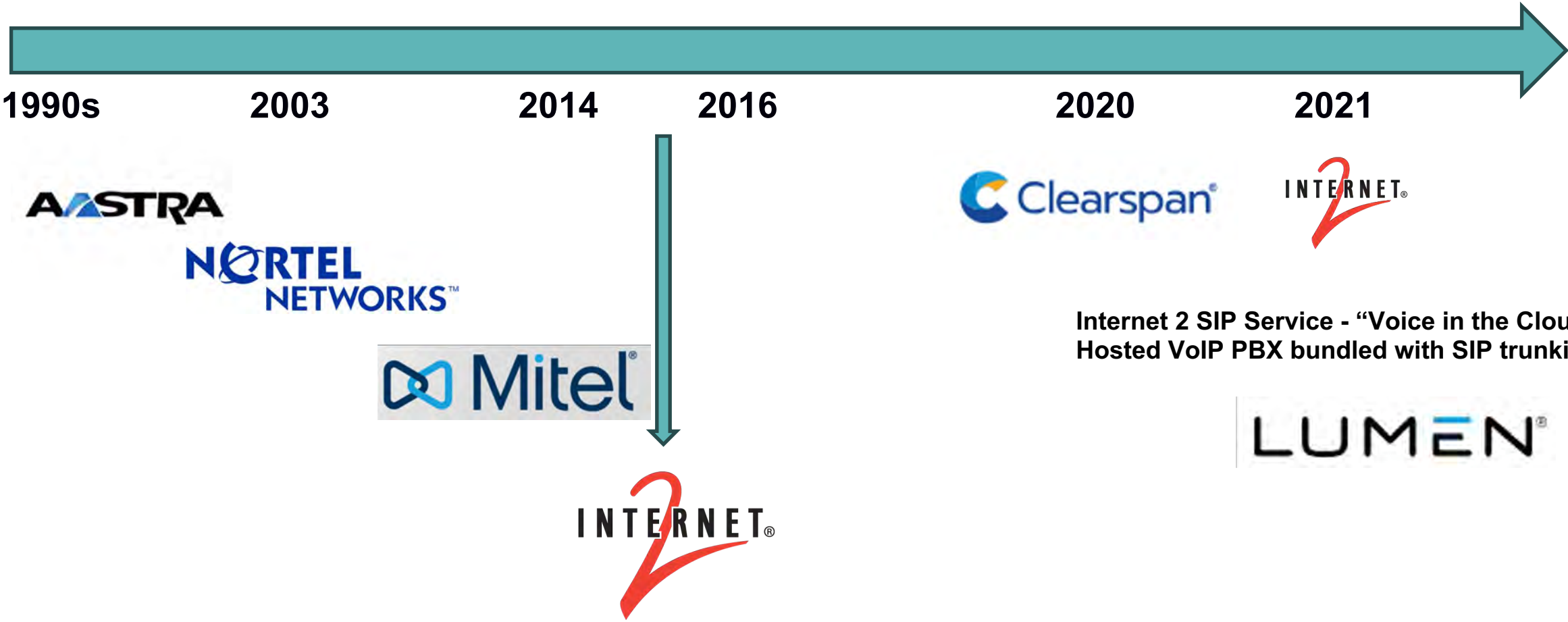
Email: netplus@internet2.edu

NET+ Clearspan Unified Communications

Clearspan

I2 Cloud NET+

Clearspan powers ubiquitous unified communications solutions that help the world's largest organizations digitally transform the way they work.



Internet 2 SIP Service - "Voice in the Cloud"
Hosted VoIP PBX bundled with SIP trunking

LUMEN

NET+ Service Offerings

2021 to Present Clearspan Connected

Clearspan Unified Communications

- Delivering UC to School Districts and Universities, Large Enterprises, and Government Agencies for over 40 years
- All the business communications these enterprises will ever need
  - Including Telephone Calls, Video Conferencing, Chat and SMS
- Easy to understand per user pricing, which includes Clearspan's own PING collaboration client
- Brandable and Customizable Clients and Admin Panel
- Native Microsoft Teams Integration
  - Teams integration without expensive Professional Services Fees
  - Log in / out of Call Queues from MS Teams
  - Send and receive Faxes and SMS/MMS directly from Teams

Contact NET+ at netplus@internet2.edu

Clearspan Cloud

Secure & Reliable

- Great history with universities and school systems
- Business continuity through redundant failover options
- Encrypted phone calls
- Compliancy for HIPPA, Ray Baum's Act, PCI, Kari's Law and more

Customizable & Flexible

- Scales to 1000's of users at machine speed
- Endless integration possibilities
- Flexible deployments
- Branded soft client with university name and logo

Easy to Manage

- OpEasy single-pane-of-glass administration panel
- Customizable advanced reporting dashboards

Cost-Efficient Cloud Migrations

- Save on infrastructure maintenance
- Lower monthly operating cost

Internet2 NET+ Program Benefits

Pre-negotiated contract tailored for HiEd/Research community

Alignment with Internet2 Template Customer Agreement

Clickwrap (Click-thru) Higher Ed Agreement to allow for ease of procurement

Custom Internet2 Member pricing

NET+ Program Eligibility (12 subscribers)

Not-for-profit Internet2, InCommon, or EDUCAUSE Member organizations

Not-for-profit health care providers

Not-for-profit research facilities

Libraries and Museums

Local governments connected to the Internet2 network

References

Internet2 NET+ Clearspan

Clearspan Unified Cloud Communications

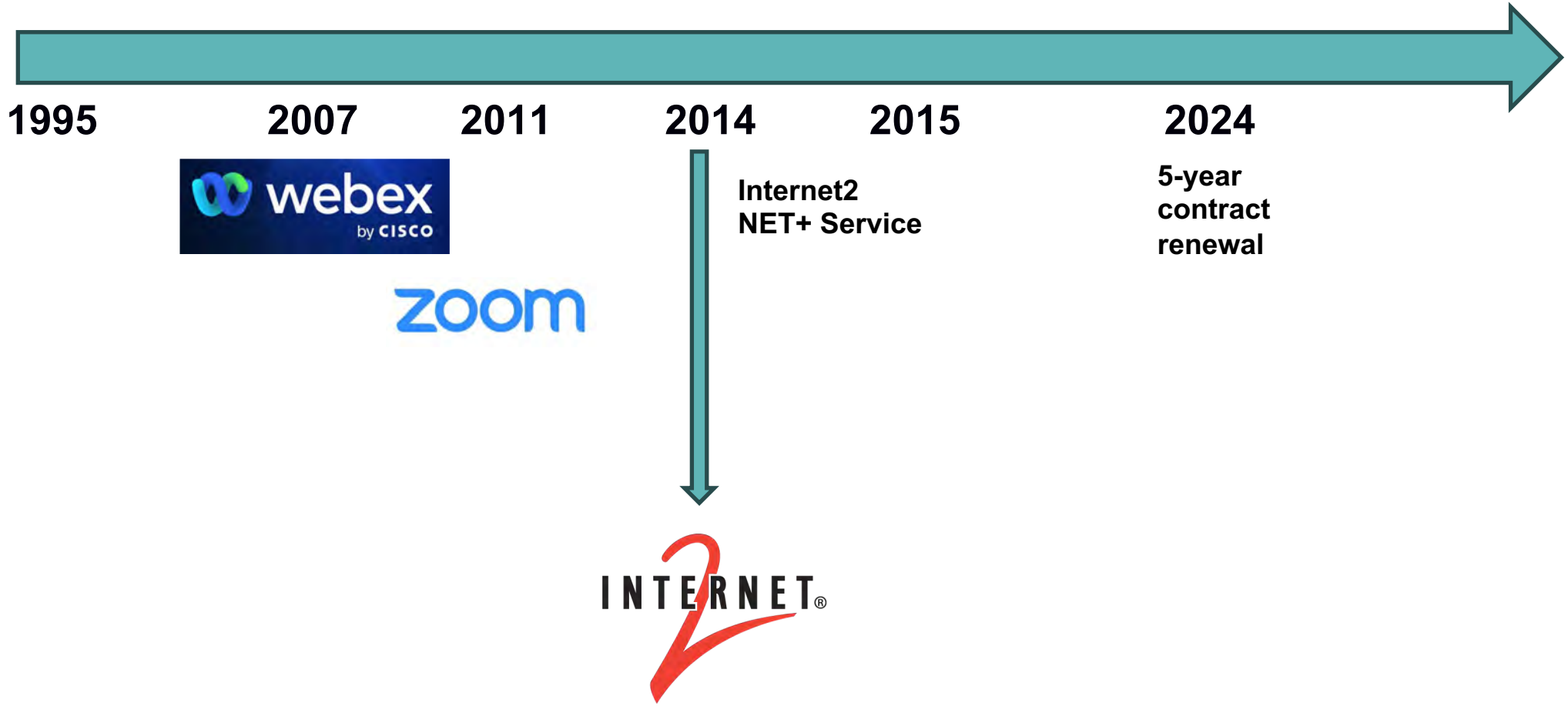
Email: netplus@internet2.edu

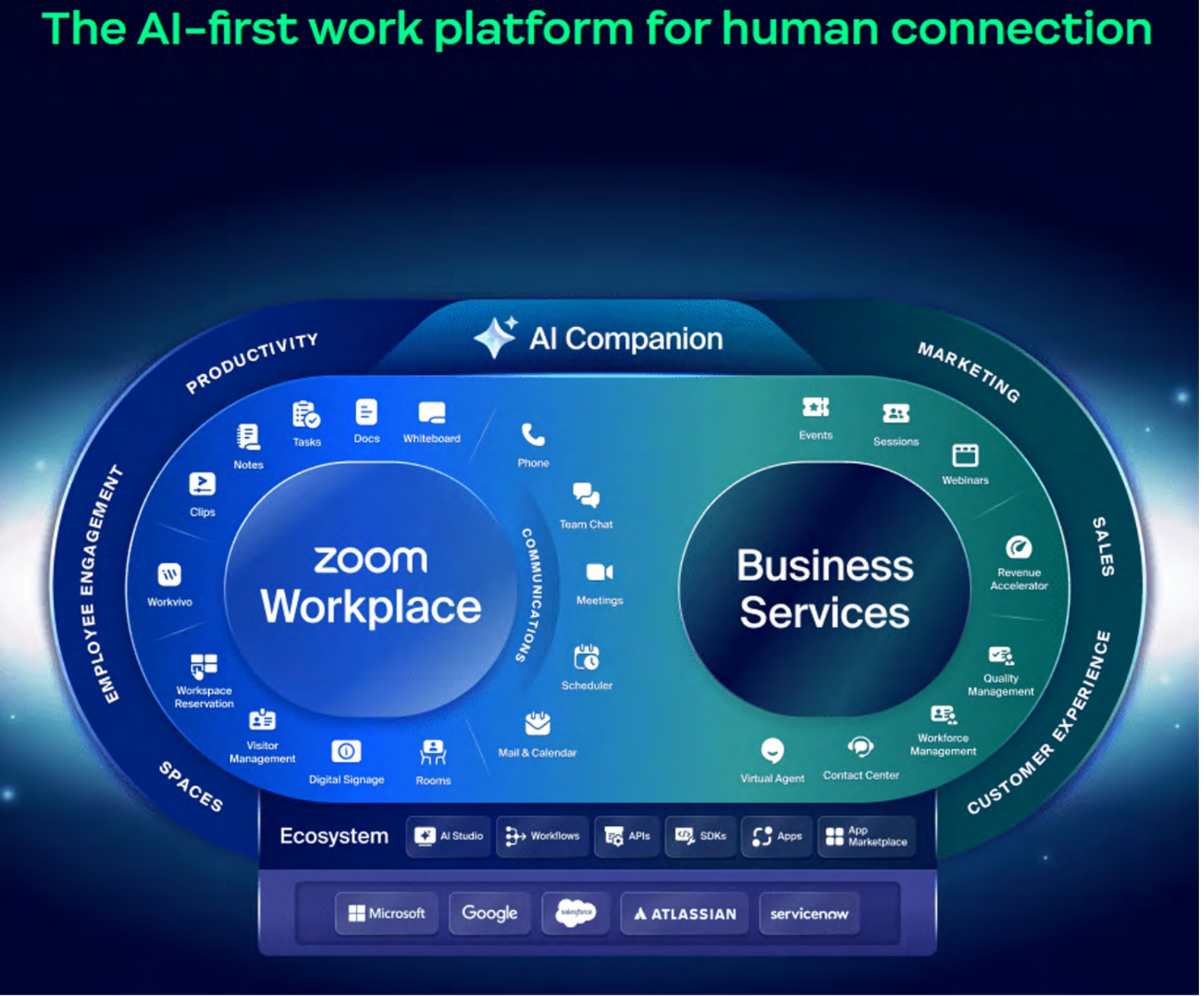
NET+ Zoom

zoom

I2 Cloud NET+

Zoom helps consolidate communications, connect people, and collaborate better together in the boardroom, classroom, operating room, and everywhere in between.





I2 Cloud NET+

NET+ Zoom Overview

zoom

@internet2

Natively built into the product suite, not an after thought, not an add-on.

i2 Cloud NET+

Feature	Workplace	Meetings	Team Chat	Mail & Calendar	Phone	Docs	Contact Center	Spaces	Clips	Events	Whiteboard
Summary and Analyze	A	A	A	A	A	A	A				
Query	A	A	A	A		A		A			
Compose and Generate		A				A			A	A	A
Brainstorm											A
Prioritize	A		A		A		A				
Prepare and Recommend	A							A			

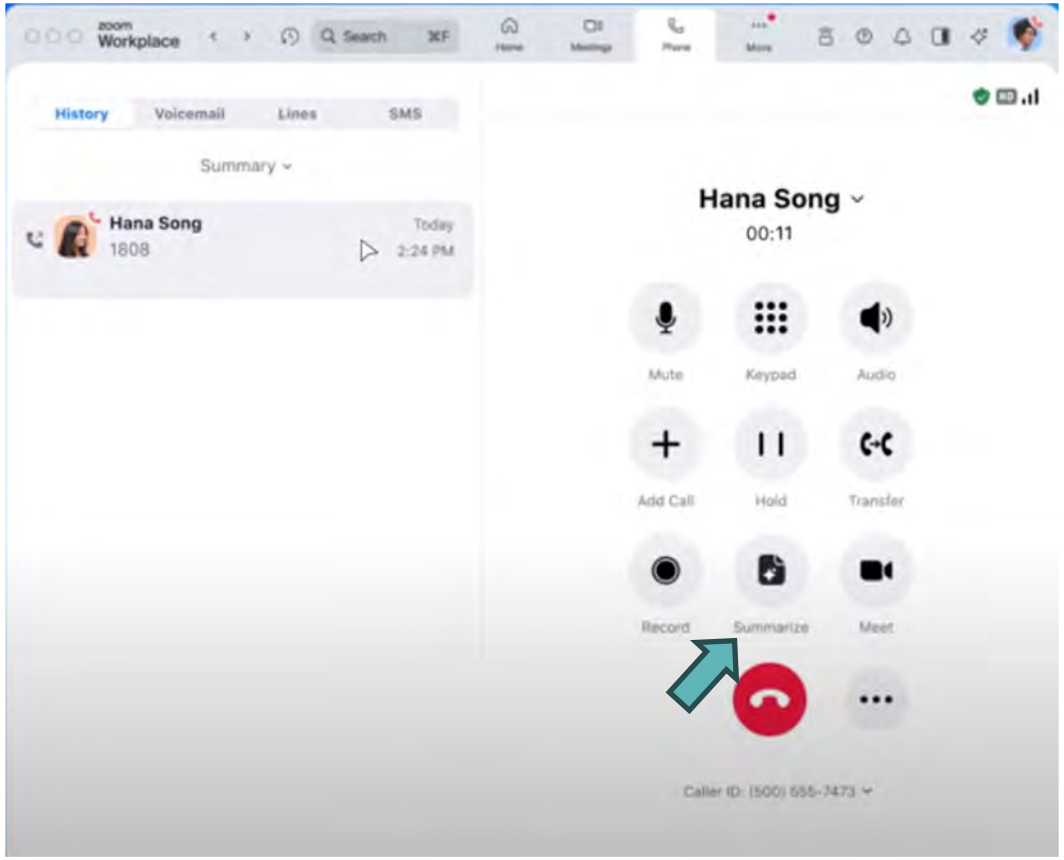
Zoom Phone Calling Features

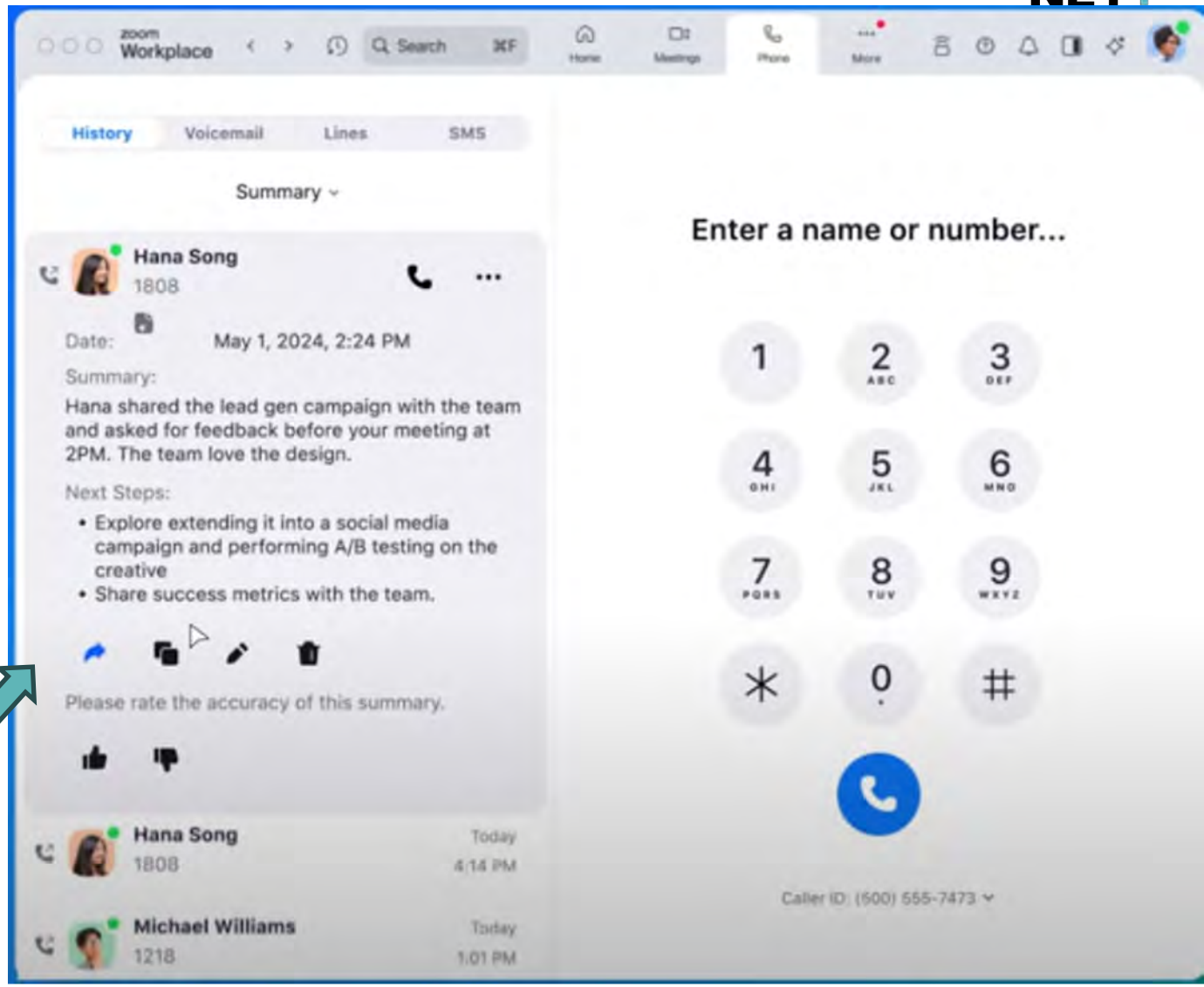
Zoom Mobile and Desktop App
Desk Phone Support
Supplementary Services (Hold, Transfer, Music on Hold)
Call Forwarding
Call Recording
Call Blocking
Voicemail / Transcription
Call Delegation
Silent Monitoring / Whisper/Barge / Takeover
Call Park
Presence
Shared Line
Shared Line Groups
Business Application integration (MS Teams, Google Workspace, Gong)
Slack integration / Salesforce integration

Zoom Phone Administration

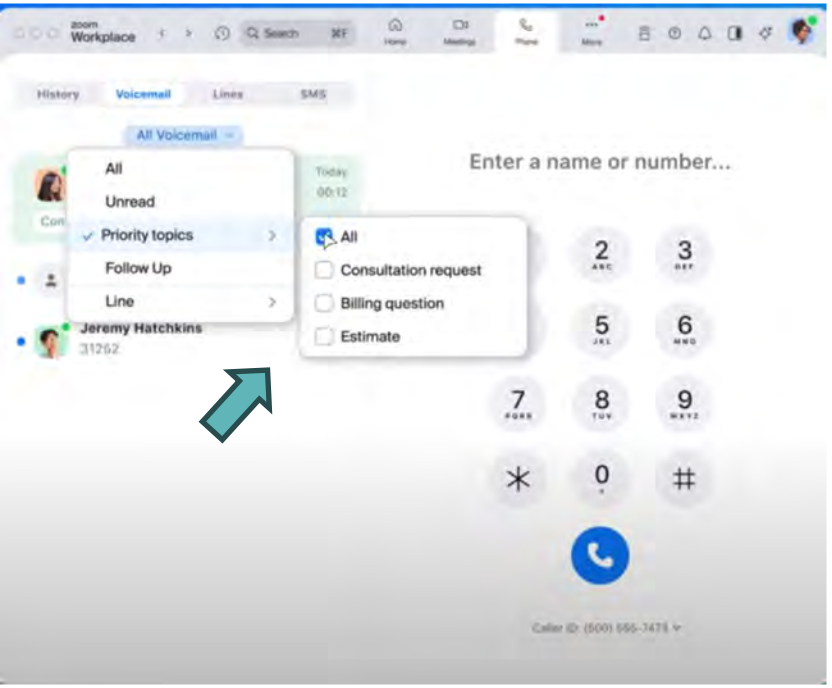
Calling Plans
Bring Your Own Carrier (similar to the Lumen BYOC)
Phone Number Porting
Device Management
Global Call Routing
Auto Attendants
Call Queues
Contact Center Integration
Call Logs
Call Quality Dashboards
Emergency Calling
Single Sign-On
Advanced Telephony Analytics
Zoom Phone Local Survivability

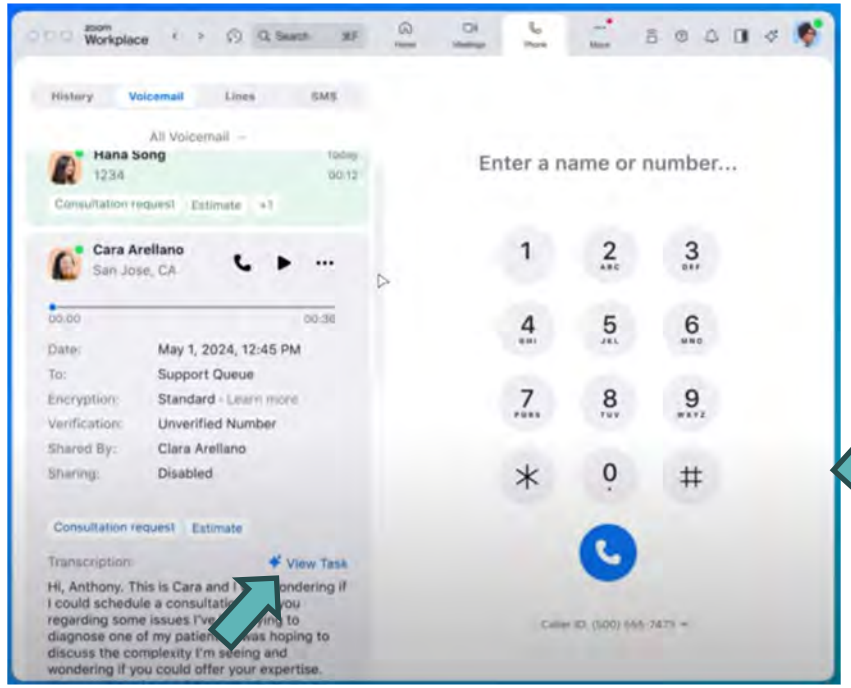
Zoom Phone with AI Companion For Post Call Summary

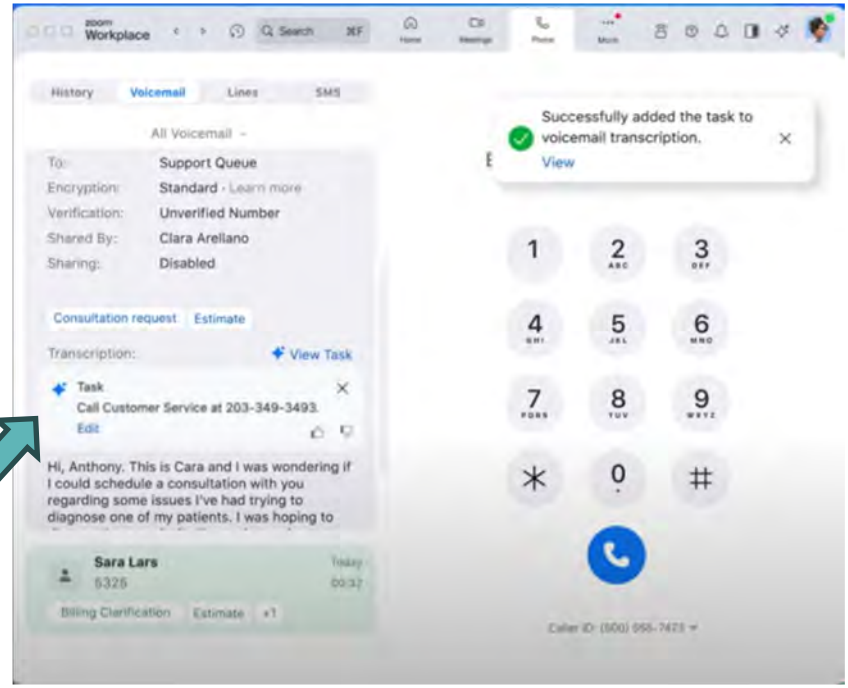




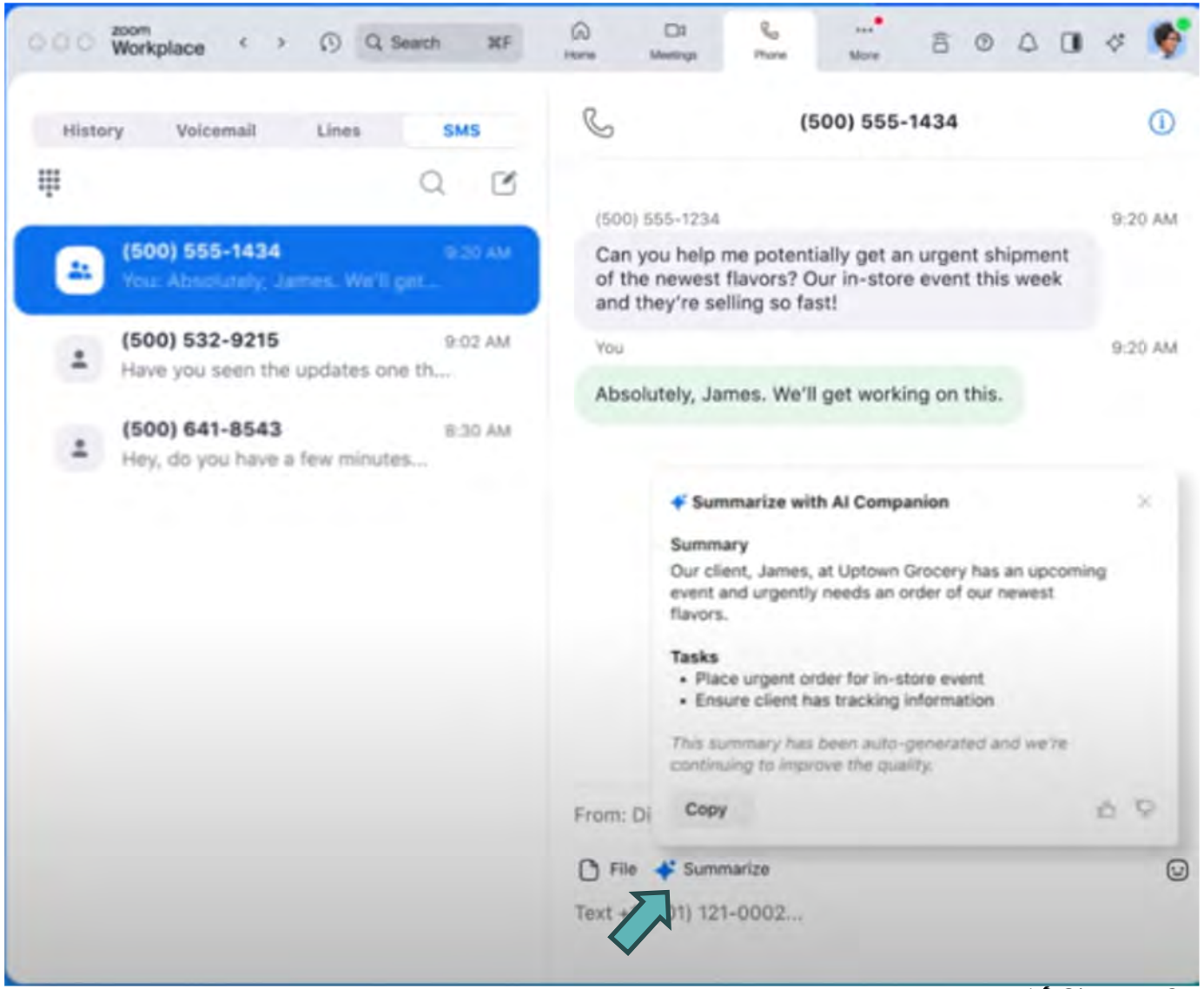
Zoom Phone with AI Companion
For Voicemail Prioritization
For Voicemail Tasks







Zoom Phone with AI Companion For Team SMS thread summary



Contact NET+ at netplus@internet2.edu

Internet2 NET+ Service Offering

- Education Site License (12,36,84)
- Premium Add-ons
  - Cloud Recording
  - Zoom Events
  - Zoom Sessions
  - Zoom Virtual Agents (Conversational AI and Chatbot)
  - Zoom Webinar
  - Zoom Large Meetings
  - Zoom IQ
  - Zoom Translated Captions
  - Zoom Rooms, Connectors, and Workspace Reservations
  - Zoom Whiteboard Plus
  - Zoom One for Education

Zoom One for Education

Named User Subscription (250+)

- Buy as you need
- Enterprise-wide coverage

UC options

- Team Chat
- Zoom Phone
- Zoom Whiteboard
- Zoom Meetings
- Zoom Webinars

Bundles

- Enterprise Essentials
- Enterprise Plus
- Enterprise Premier

Internet2 NET+ Program Benefits

- Pre-negotiated license contract customized for higher education
- Discounted NTE pricing for Internet2 members (non-member pricing is an additional 10%)
- No liability for student use or use by employees outside of the scope of work
- InCommon federated identity integration
- Dedicated NET+ service advisory board (Q4 2024)
- Ability to add options and capabilities to your instance(s) directly with Zoom

NET+ Program Eligibility (73 subscribers)

- Not-for-profit higher education institutions located in the United States
- Mutually agreed upon parties

References

Internet2 NET+ Zoom

Zoom Workplace for Education

FAQ for Zoom One for Education

Email: netplus@internet2.edu

Questions?

Up Next:

Discovering the Power of NET+ Services – Thursdays at 2pm ET

- ~~Sept. 19: Overview of NET+ Services~~
- ~~Sept. 26: What's New in the NET+ Portfolio?~~
- ~~Oct. 3: NET+ Google Workspace, DryvIQ, Miro~~
- ~~Oct. 10: NET+ ServiceNow, Docusign, Splunk~~
- ~~Oct. 17: NET+ Canvas, Panopto, LabArchives~~
- ~~Oct. 31: NET+ AWS, GCP, CICP, Kion~~
- Nov. 7: NET+ Zoom, Lumen SIP, Clearspan – slides and recording to follow!
- Nov. 14: NET+ Duo, LastPass, Crashplan,
- Dec. 5: NET+ Procurement

Thank you!

Get in touch:

Brian Ladrido
NET+ Program Manager
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NET+ Team
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LUMEN®

Voice Complete IP Telephone Service

UCaaS migration

1. Business Requirement and Objectives

Needs, Scalability, Ux

2. Integration with Existing systems

Compatibility, API and SDK capability

3. Network Infrastructure

Bandwidth requirements, Network reliability, Redundancy

4. Security and Compliance

Data Protection, Regulatory Compliance

5. Cost considerations

Total cost of ownership, Billing structure

6. Service Level Agreements

Uptime guarantees, Response time

UCaaS migration (cont'd)

7. Feature Set

Core functionality, Advanced Features, Customization

8. User Adoption and Training

Onboarding support, Training, Change management

9. Scalability and Flexibility

Right-sizing, Ease of configuration change

10. Global Reach and Support

International support, Customer support

11. Migration Strategy

Planning and testing, Data migration, Downtime mitigation

12. Future Proofing

Innovation and product updates, Strategic partnerships