JETT ENTERPRISES

EXECUTIVE BRIEFING & AUDIT CHECKLIST

Navigating the Strategic Lumen Voice Exit

A practical framework for protecting operations, controlling contract risk and planning a vendor-neutral transition.

EXECUTIVE CONTEXT As Lumen transitions away from selected legacy voice and communications services, enterprise IT and finance leaders face a strategic inflection point. New sales and traditional renewals may be restricted by product and account, making early visibility essential.

Why this matters now

Organizations that wait for an expiration notice, service change or urgent site request may face limited options, month-to-month rate exposure, compressed migration timelines or overlooked operational dependencies. The first step is not selecting a replacement carrier. It is establishing the facts.

PRIORITY	EXECUTIVE QUESTION	DESIRED OUTCOME
1	Identify exposure	Locate impacted services, numbers, accounts and sites.
2	Protect dependencies	Map life-safety, facility and specialty endpoints before any disconnect.
3	Control the timeline	Align transitions to contract dates, operating windows and business priorities.

USE THIS CHECKLIST Complete the items on the following pages with IT, finance, facilities and affected business owners. Do not disconnect a service until its number, device, owner, contract position and replacement path are validated.

PART 1

Voice product and bill identification

Legacy services may be fragmented across business units, acquired locations and obscure billing descriptions.

Carrier bill review

Search Lumen and CenturyLink invoices, account records and customer service records for these categories:

- [ ] **Traditional circuitry and analog lines** Business Lines, POTS, analog trunks, PRI and ISDN PRI.
- [ ] **Digital and IP voice** SIP Trunking, Voice Complete, Cloud Communications and hosted voice services.
- [ ] **High-volume and toll-free** Enterprise toll-free numbers, local and long-distance bundles, calling cards and routing features.
- [ ] **Unified communications** UC&C packages, hosted seats, collaboration licenses and related managed equipment.
- [ ] **Numbers and service records** DIDs, toll-free numbers, circuit IDs, service addresses, billing telephone numbers and account numbers.

CAPTURE FOR EVERY RECORD Location, product description, monthly recurring charge, telephone numbers, circuit ID, agreement date, business owner, device or application, current usage and recommended disposition.

Part 2: Mission-critical dependency audit

The greatest risk is often not the primary office phone system. It is the hidden infrastructure embedded across facilities.

Endpoint validation

- [ ] **Life safety and emergency** E911 routing, emergency call boxes, fire panels and security alarm monitoring circuits.
- [ ] **Facility operations** Elevator phones, automatic gates, intercoms and automated facility-monitoring modems.
- [ ] **Administrative operations** Fax machines, multifunction devices, postage systems, point-of-sale and meter-reading connections.
- [ ] **Specialized operations** Public safety, healthcare, education or government-regulated lines requiring controlled handling.

CRITICAL CONTROL Low or missing usage does not prove a line is unused. Emergency and specialty devices may generate traffic only during a test, alarm or actual event.

PART 3

Contract timeline and risk mapping

Avoid reactive decisions when an agreement expires, a site moves or an urgent number change is requested.

Four core risk triggers

☐	**Expiration tracking** Identify agreements that are out of term, month-to-month or expiring within the next 6 to 24 months.
☐	**Adds, moves and changes** Document upcoming expansions, relocations, disconnects and number ports that may trigger additional review or product restrictions.
☐	**Early termination exposure** Review terms and sequence changes around contract end dates unless an approved business case supports another path.
☐	**Multi-carrier benchmarking** Evaluate qualified tier-one carriers and cloud providers vendor-neutrally before selecting the replacement architecture.

Executive risk map

RISK AREA	COMMON EXPOSURE	CONTROL
Operational continuity	Unknown analog or emergency dependency	Validate device, owner and test plan before disconnect
Financial exposure	Month-to-month rates or avoidable ETFs	Build a contract calendar and approved action windows
Number preservation	Incomplete DID, toll-free or porting inventory	Confirm ownership, routing and port eligibility early
Project compression	Migration begins too close to a deadline	Start records review 6 to 24 months before key dates
Vendor lock-in	Replacement chosen before requirements are known	Benchmark architecture, price, support and resiliency

Decision gates before migration

	GO / NO-GO CONTROL
☐	Every service and number is assigned to a site, device or business owner.
☐	Life-safety, facility and regulated endpoints have an approved replacement and test plan.
☐	Contract dates, termination liability and billing impacts are documented.
☐	Porting, E911, survivability and rollback requirements are included in the design.
☐	Disconnect orders require written technical and business-owner approval.

IMPORTANT Exact product availability, renewal eligibility, policy treatment and transition timing must be confirmed from the customer's current carrier records and agreements.

NEXT STEPS

The Jett Enterprises no-cost roadmap

A structured review designed to minimize demand on internal IT while creating a decision-ready transition plan.

PHASE	WORKSTREAM	CORE OBJECTIVE	DELIVERABLE
1	Discovery	Pull and analyze available carrier records across all locations.	Service, account and number inventory
2	Risk audit	Map agreement dates, critical-line dependencies and action windows.	Executive exposure report
3	Market benchmark	When ready, compare qualified carrier and cloud options.	Vendor-neutral transition roadmap

What your team provides

Simple inputs

☐	**Authorization** A limited Letter of Authorization so available Lumen records can be requested.
☐	**Known documents** Recent bills, agreements and any existing number or circuit inventories.
☐	**Validation access** A primary IT contact plus local facility or business owners when endpoint validation is needed.

What Jett handles

Jett organizes the records, builds the master inventory, maps agreements and dependencies, identifies decision windows, coordinates carrier questions and prepares a vendor-neutral roadmap. Your team remains focused on core priorities while we handle the heavy lifting.

> **NO-COST CUSTOM REVIEW** The initial review is provided at no cost to the client. Recommendations are based on available carrier records, customer validation and actual business requirements.

Start with one simple step

Contact Evan Buchanan to request the authorization form and begin your custom review.

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