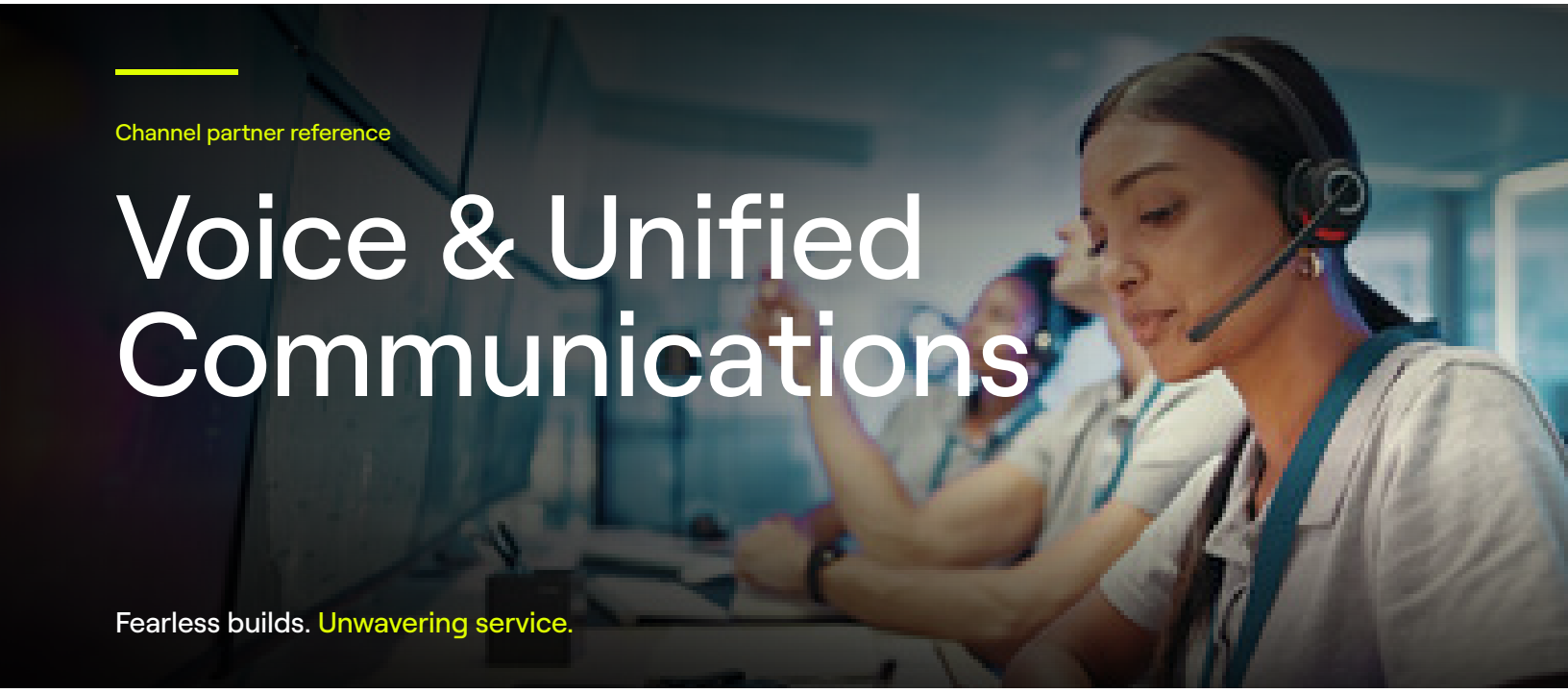


Channel partner reference

Voice & Unified Communications

Fearless builds. Unwavering service.

Your customers may already buy voice. The question is who they buy it from.

In this portfolio:

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Where you can sell it

On-net across **11 major U.S. metro markets** — New York Metro, Boston, Miami, Phoenix, Columbus, Atlanta, Eastern PA, Ashburn, VA and Chicago (in process).

Deals it wins

Multi-site enterprises, healthcare, K-12 and higher education, state and local government, and contact-center-heavy operations — anywhere voice quality is non-negotiable.

One portfolio, one network, one point of accountability.

Lightpath delivers a complete voice and unified communications portfolio over the network Lightpath owns and operates — from full cloud UCaaS to enterprise SIP trunking, Microsoft Teams calling, contact center and toll free. Every service is engineered, delivered and supported by the same team that runs the network, and can be bundled with connectivity, security and managed services on one bill with one support number.

For **30+ years**, thousands of enterprises, governments and educational institutions have trusted Lightpath to run the communications their operations depend on.



12,600+
Route miles of fiber

18,300+
Service locations

194+
Data centers plus 8 landing stations

11
Metro markets

24 hr NOC support U.S.-based, staffed by the engineers who run the network

Network statistics current as of June 2026. Confirm serviceability by location.

The full range of business voice, on one network.

From organizations replacing an entire phone system to those keeping an existing PBX or standardizing on Microsoft Teams.



Service	What it is	Best-fit buyer
LP UC	Full cloud UCaaS suite: phone, video, chat, SMS, contact center, file sharing, AI assistant and Teams integration in one app.	Organizations modernizing the entire communications stack; hybrid and mobile workforces; compliance-driven verticals.
Enterprise Voice	Flat-rate IP voice for an existing PBX, eliminating TDM equipment. Business line, PRI or SIP trunk handoffs with 10,000 to 1M+ minutes per month.	Enterprises protecting an established PBX investment that want to cut voice costs across locations.
Virtual OTT SIP	A delivery option for Enterprise Voice — a direct SIP trunk to an IP PBX or SBC over DIA or over-the-top internet, with no on-site voice hardware.	Multi-site and cloud-PBX customers needing hardware-light SIP connectivity.
Teams Phone Direct Routing	Connects Microsoft Teams Phone to the PSTN via Lightpath SBCs — no porting numbers to Microsoft.	Teams-standardized organizations wanting enterprise calling without moving numbers to Microsoft.
Hosted Contact Center	Cloud contact center covering voice, email, chat and social queues, with skill-based routing, AI tooling and reporting. Gold and Platinum plans.	Any team running a call center environment, from support and scheduling to sales.
Toll-Free Voice	Fixed monthly pricing from 5,000 minutes, with advanced routing and reporting via a self-service portal.	Any inbound-heavy organization; pairs with every other voice service.

LP UC — Unified Communications

An all-in-one cloud communications platform combining a feature-rich business phone system with video meetings, team chat, SMS, contact center and file sharing — delivered through integrated desktop and mobile apps on a single, secure platform.

- **Cloud-based phone system:** 100+ enterprise-grade calling features, single web portal, and built-in spam protection.
- **Apps & mobility:** desktop and mobile apps for calls, chat, HD video, presence and file access on one number.
- **Company Messaging:** business SMS on your main or toll-free number.
- **AI Assistant:** increase productivity using generative AI to access information more easily and help with daily tasks, right within the mobile and desktop app.
- **Archiving & compliance:** captures calls, chats, meetings and SMS with retention from 30 days up to 10 years.
- **Managed or self-installed:** choose LP UC Managed and Lightpath handles installation, maintenance and monitoring, or opt for plug-and-play self-installation.
- **Contact center:** omnichannel voice, SMS, chat, email and WhatsApp in one app.
- **Teams integration:** LP UC for Teams embeds voice, SMS and advanced call queues directly in Microsoft Teams.
- **Extend platform:** APIs to embed voice, meetings and contact center into Salesforce, Microsoft, Google and more.
- **Triple Guard Security™:** encryption, 2FA, certified security team, geographically diverse data centers.

When to lead with it.

The phone system is end-of-life or out of support, the workforce has gone hybrid, or a compliance review has surfaced retention gaps they cannot meet today.

View full product sheet

Don't take our word for it.

nice
NASSAU INTER-COUNTY EXPRESS

NICE Solutions for Better Communications

Read the case study

Family Service League
RESTORING HOPE. REBUILDING LIVES.

Strategic network partnership empowers Family Service League

Read the case study

Enterprise Voice

Flat-rate IP voice for organizations that already own a PBX. Enterprise Voice works seamlessly with the existing system and eliminates TDM equipment, connecting a main hub and its branches to the PSTN over the 100% fiber-optic network.

- **Handoff options:** business lines, PRI or SIP trunks to match existing voice equipment.
- **Add-ons:** international long distance and toll free available; 100 direct inward dialing numbers included.
- **Minutes-of-Use packages:** from 10,000 to over 1 million MOUs per month, including local and domestic long distance.
- 4-fiber protection and sub-50-millisecond resiliency, with automatic call forwarding and caller ID.

When to lead with it.

The PBX is working fine but the TDM circuits are expensive and the carrier contract is coming up for renewal. Branch sites are on separate bills.

View full product sheet

Virtual OTT SIP

A delivery option that simplifies Enterprise Voice — a direct SIP trunk to a static public IP on an IP PBX or SBC, over dedicated internet access or over-the-top internet. No on-site voice hardware required.

- **PBX-agnostic:** works with on-prem or cloud and virtual PBXs, including third-party cloud platforms.
- **Multi-location and scalable:** supports sites in-network and over the top, with custom redundancy and failover.

When to lead with it.

They want SIP without a truck roll, or have sites you cannot reach on-net. Also the fastest path when the customer already runs a cloud or virtual PBX.

View full product sheet

Teams Phone Direct Routing

Enables Microsoft Teams Phone to make and receive PSTN calls through Lightpath Perimeta session border controllers and SIP trunking — a Lightpath calling plan for Teams. Available standalone or in a hybrid deployment alongside an existing Enterprise Voice deployment.

- **No number porting:** keep existing numbers instead of porting to Microsoft, for a faster, lower-risk migration.
- **Transition support:** continued support of on-prem PBXs during migration; add Direct Routing without changing providers.
- **Competitive economics:** unlimited US domestic minutes — Microsoft's own calling plan caps at 3,000 and charges overage.
- **Managed onboarding:** a Service Delivery Project Manager handles DID acquisition/port-in and DNS verification.

When to lead with it.

They have standardized on Teams and are being quoted Microsoft Calling Plans, or they are stalling on a Teams migration because it means porting numbers to Microsoft.

View full product sheet

Hosted Contact Center

Full contact center capability through the cloud — no hardware, no dedicated IT team. Skill-based routing and AI tooling raise first-call resolution while supervisors get live visibility. Available in Gold and Platinum plans.

- Skill-based and multi-skill routing; IVR self-service.
- Automated callback, click-to-call and outbound dialer.
- AI Receptionist, AI agent tools and AI Supervisor Assist for live transcription and sentiment.
- Call recording with agent notes; live monitor, whisper and barge-in.
- Real-time dashboards, wallboards and adherence views.
- Archiving up to 10 years, CRM and ERP integration, and geographical survivability.

When to lead with it.

Their contact center hardware is due for a refresh, agents have gone remote, or leadership is asking for reporting the current system cannot produce.

View full product sheet

Toll-Free Voice

Advanced routing and reporting at a fixed monthly price, starting at 5,000 minutes of use. Manage, route and repoint calls yourself through the customer portal.

- **Routing:** by area code, exchange, NPA/NXX, percentage allocation and time/day; NPA/NXX blocking for bad actors.
- **Reporting:** call detail (ANI/DNIS), call execution, rejected calls and routing distribution.
- **Flexibility:** flat-rate pricing from 5,000 minutes, with up to 10 routing packages per toll-free number.

When to lead with it.

An easy attach on any inbound-heavy account, and a low-friction first order that opens the door to the rest of the portfolio.

View full product sheet

Why Lightpath wins.

100% owned fiber network

Voice rides Lightpath's own fiber. Dedicated bandwidth for call quality and a single owner of the resolution clock when something needs fixing.

One provider, one bill, one support number

Voice bundles with connectivity, security and managed services from a single provider — one support team accountable for the whole stack.

Consultative engineering

Customers work directly with the engineers who design and operate their service, backed by a 24 hr U.S.-based NOC and Customer Care Center.

Built-in reliability and security

Redundant East/West data centers and geographic survivability protect uptime, with encryption and two-factor authentication securing customer traffic.



Use cases by industry

Built for the systems the world depends on.



LP UC unifies voice, chat, video and email into one omnichannel member experience with IVR self-service and dynamic voice, SMS and email notifications. Archiving and Triple Guard Security™ support FINRA, SEC, Sarbanes-Oxley and privacy-rule compliance.



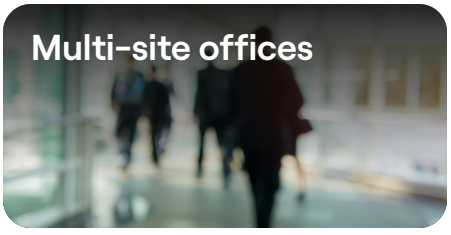
Secure, compliant communications across multi-site practices and hospital networks; a single business number for patients regardless of where staff are working; contact center for scheduling and patient services.



Reliable voice with survivability for constituent services and emergency response; consolidated voice and data on one accountable network.



LP UC connects campuses and staff with mobility and video; managed voice offloads lean IT teams.



Consistent voice across every site with centralized administration; a clean migration path from aging on-prem systems to cloud UC or SIP.

Sell voice on a network you can stand behind.

The Lightpath network continues to expand, and this portfolio has a service for nearly every phone system conversation you are already having. Confirm specific addresses in your TSD portal tool or with your Lightpath channel manager before you quote, and you will know exactly what you can sell.

Step 1

Check serviceability

Confirm the address in your TSD portal tool or with your channel manager.

Step 2

Design a solution

Lightpath works with you and the customer's vendor to design the right service and handoff.

Step 3

Quote and close

Pricing, contract and a Service Delivery Project Manager through install.

Please contact your channel manager for more information.

lightpathfiberquotes@Lightpathfiber.com | lightpathfiber.com/voice