TCS Guides Businesses Through Evolving Voice Communication Options

JEFFERSON CITY, MO, UNITED STATES, August 14, 2026 /EINPresswire.com/ -- TCS, a Jefferson City-based business technology and communications provider, is advising organizations that use Lumen legacy enterprise voice services to review their current phone, collaboration and continuity requirements following Lumen's confirmed end-of-sale actions for parts of its legacy voice portfolio.

TCS guides businesses through evolving voice communication options and transition planning.

Trade coverage reported that, effective August 1, Lumen channel partners could no longer sell or renew certain voice offerings, including SIP, Voice Complete, and services associated with Microsoft Teams and Zoom. The reporting also indicated that existing agreements would continue through their terms, with affected services moving to month-to-month arrangements when contracts expire.

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> *Tim Petty, VP of Sales and Marketing, TCS*

Lumen executives subsequently distinguished the end of sale from a future end of life during the company's second-quarter earnings call. No end-of-life date for the voice portfolio has been publicly announced. For organizations using affected services, the immediate issue is not an abrupt loss of service but the need to understand contractual timing, operational dependencies and available migration paths before a change becomes urgent.

"Businesses using legacy voice services should use this planning window to evaluate their communications needs, map a practical transition approach and maintain the reliability their customers and teams depend on," said Tim Petty, VP of Sales and Marketing at TCS.

TCS provides phone and VoIP solutions for businesses, including cloud phone systems, on-premise phone systems and communication tools that support calls, video conferencing, messaging and file sharing. Its team works with organizations to assess communication needs and identify options aligned with business size, workflows, security requirements and service expectations.

A communications assessment can help businesses document their existing voice environment, identify critical functions such as call routing and voicemail, evaluate remote-work and collaboration requirements, and create a practical transition timeline. Organizations can also use the process to determine whether cloud-based, on-premise or hybrid phone-system approaches best fit their operations.

The Lumen development reflects a broader shift in which providers are refining product portfolios and prioritizing newer networking services. TCS encourages organizations that rely on legacy voice services to begin planning early, while current contracts remain in place, so any future move can be considered on operational rather than emergency timelines.

About TCS

TCS is a business technology and communications provider based in Jefferson City, Missouri. The company serves Central Missouri businesses with phone and VoIP solutions, managed IT services, cybersecurity support, networking, Microsoft 365 solutions, collaboration tools and business marketing technology. TCS helps organizations improve communication, productivity, security and customer experience. Learn more at https://calltcs.com/.

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