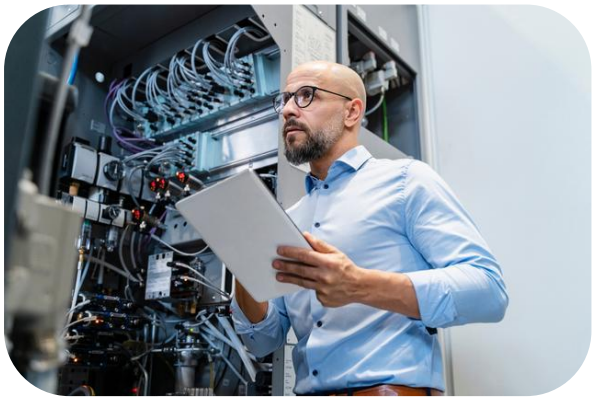
FAQ

Lumen Defender℠ powered by Black Lotus Labs®

See clearly, proactively defend, operated simply

Through proactive and intelligent threat management, your defenses stay ahead with Lumen Defender. Powered by threat intelligence from Black Lotus Labs, Lumen Defender adds a layer of protection by automatically blocking traffic from known internet-based threats before they can breach your internal network.
With no new hardware or manual configuration required, Lumen Defender provides robust and hands-off proactive network protection.



General Questions

What is Lumen Defender?

Lumen Defender serves as your shield against internet-based threats, adding an extra layer of defense to safeguard your infrastructure. This proactive network protection is seamlessly integrated within the Lumen internet backbone, providing a new layer of defense to your Lumen® Intelligent Internet circuits. Automatically blocking traffic from risky infrastructure, helping to prevent it from breaching your internal network.

What is Black Lotus Labs?

Black Lotus Labs is the Lumen threat intelligence team who specializes in detecting, tracking, and disrupting threats around the world. Black Lotus Labs has been protecting the Lumen IP Backbone for 10+ years. Building robust processes, AI models, and human expertise which is crucial for uncovering threats.

Can Lumen Defender be added to other security measures that are already in place?

Yes, Lumen Defender complements other security measures you have in place. This includes blocking threats that other applications could miss while reducing the volume of "noise" that they are asked to analyze, helping to improve their overall performance.

What is the implementation time and needed hardware to add Lumen Defender?

Implementation is seamless, Lumen Defender is an add-on service for Lumen Intelligent Internet customers, so there is no need for additional hardware startup time.

How is Lumen Defender priced?

With Lumen® Intelligent Internet, Lumen Defender Essentials and Lumen Defender Plus are both priced hourly for the number of hours Lumen Defender is active. Pricing can be found on the Lumen Defender Product Page. With Dedicated Internet Access, Lumen Defender Plus is priced monthly.

How much training is needed to use Lumen Defender?

No training is required. Lumen Defender was built for ease of use and will start protecting your networks automatically with no configuration required.

LUMEN®

What are the features of Lumen Defender?

Features may include**:

- Threat Visibility & Blocking: View threats aimed at your network, configure blocking by risk level, or create custom allow, deny, monitor lists by individual IP addresses.
- Custom Reporting: Intuitive dashboards and reporting, allowing customers to view current or historical trends and gain insight into threat types and geographic origin.
- Alerts & Notifications: Stay on top of changes with configurable email and/or text alerts based on new threats identified or increase in volume.
- IP Address Lookup: Look up virtually any IPv4 address to view its risk score and any associated threat information such as risk level and category

What are the benefits of adding Lumen Defender to my current security measures?

Lumen Defender not only strengthens your security by intercepting threats at the network edge but also provides detailed threat insights and customizable precision. This helps ensure exceptional operational efficiency without unnecessary complexity.

Lumen® Intelligent Internet Customers | Lumen Defender

What are the benefits of having both Lumen Defender and DDoS?

Lumen Defender strengthens your security posture by adding an additional layer of protection. Working alongside DDoS and other security measures Lumen Defender can help reduce threats and threat types that are attacking a customer's network. DDoS provides volumetric protection by obstructing volumetric bots and reflectors, whereas Lumen Defender blocks bots, proxy, malware, C2 attacks, spam, phishing & scanning attacks. Together they help diminish the frequency of attacks and broaden the scope of protection offered to customers.

What are the affordable pricing options for Lumen Defender?

Designed as a cost-effective solution to prevent expensive breaches, Lumen Defender is an investment in your security. It comes in multiple package options, Essentials and Plus, tailored to fit a variety of budgets and needs. Lumen Defender Essentials with Internet On Demand hourly service rates offered with always-on service are estimated at an average of $30 per month* Lumen Defender Plus with Internet On Demand hourly service rates offered with always-on service are estimated at an average of $100

Does my circuit need to be a certain speed?

Lumen Defender is compatible for customers with Lumen® Intelligent Internet circuits up to 1 Gbps and Dedicated Internet Access circuits up to 10 Gbps, and is generally available to eligible U.S. business customers purchasing Lumen® Intelligent Internet and Dedicated Internet Access, as well as existing Lumen® Intelligent Internet and Dedicated Internet Access customers with $50 non-recurring charge.

Footnote(s)/Disclaimer(s)

*Rates are per hour, per circuit for circuits between 100Mbps and 10 Gbps and available to eligible U.S. business customers purchasing Lumen® Intelligent Internet or Lumen Dedicated Internet Access. Existing Lumen® Intelligent Internet or Dedicated Internet Access customers will incur a $50 non-recurring charge to add to the service. Rates exclude transport, taxes and fees which are additional charges. Lumen Defender is available in most Lumen® Intelligent Internet and Dedicated Internet Access service areas, dependent on access to a NaaS-enabled port which is subject to eligibility requirements. Lumen may change, cancel, or substitute offers and services, or vary them by service area at its sole discretion without notice. Credit approval required. In limited instances, Lumen may require a deposit as a condition of providing Service. Additional restrictions, terms and conditions apply.

** Feature availability is dependent on Lumen Defender package type; some listed features are for Plus and not Essentials package

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