Lumen® Network-as-a-Service (NaaS)

One network. Fully programmable. Built for AI.

Across every industry, AI is reshaping how work gets done, and how much the network has to carry. Static capacity can't flex to dynamic demand, multi-cloud networking is overwhelming IT, and rigid cost models turn every spike into unpredictable cost. The result: slipping performance, rising complexity, and spend that drifts from actual usage.

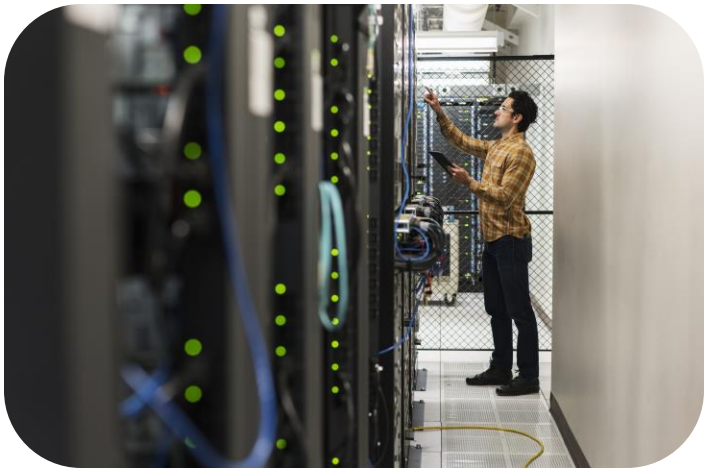
Lumen Network-as-a-Service puts you in control of one fully programmable network, managed through a single control plane. It delivers consistent performance, simplifies connectivity across multi-cloud, edge, and core environments, and scales services on demand, all on the network you can trust.

One platform. Total control.
Manage internet, private connectivity, multi-cloud and security through a single, programmable control plane, so every service is managed in a single pane of glass giving you complete visibility, faster changes, and simpler operations

Elastic capacity for real-world demand
Scale bandwidth up in minutes for AI bursts and planned events, then down when demand shifts, so you stop overprovisioning and paying for capacity you never use.

Predictable cost. Optimized TCO.
Align spend to real demand and shift capex to opex, with built-in cost visibility and configurable controls. Finance teams can improve planning accuracy and reduce financial risk.

Built for AI. Secure by design.
Move AI across cloud, edge, and core on infrastructure Lumen owns end to end. Built in network level security informed by Black Lotus Labs and AI-driven operations ensure workloads are protected, resilient, and optimized for consistent performance.



"Live sports don't operate on a steady curve. We need the ability to scale when the business needs to scale—and to know the network will perform when it matters most."

– Kari Escobedo
Interim CTO, Seattle Sounders FC

Common Use Cases

- **Multi-cloud and AI workload mobility:** Place workloads where they perform best across AWS, Azure, Google Cloud, Oracle, edge, and core environments, with low-latency performance, no hyperscaler lock-in, and elastic scale that adapts to changing demand.
- **Seasonal and event-driven demand:** Scale bandwidth in minutes for live events, product launches, and seasonal peaks, then scale back down when demand shifts. No overprovisioning, no change orders, no wasted spend.
- **Secure backup and resilience:** Recover in minutes, not weeks, with network-level security built into the network, not bolted on, and backup connectivity backed by a 99.99% availability SLA.

LUMEN® TECHNOLOGIES

NaaS Portfolio

- **Lumen® Intelligent Internet:** On-demand internet with predictable costs, reliable connectivity, and backup across 10M+ on-net and off-net locations for rapid deployment. Multi-layered, network-level protection powered by Black Lotus Labs® threat intelligence blocks threats before they reach your network.
- **Ethernet Fabric Connect:** Private, programmable Layer 2 connectivity across locations, data centers, and clouds, with direct cloud-to-cloud reach and low-latency performance for AI and mission-critical workloads. Elastic, API-driven bandwidth turns up in minutes and flexes to 100 Gbps on demand—no change orders, no provider wait, no long-term commitments.*
- **Multi-Cloud Gateway:** Private, automated Layer 3 routing that simplifies multi-cloud networking across your entire architecture. Connect cloud, data center, and on-premises locations, all on our connectivity fabric.
- **IP VPN On-Demand:** Orchestrate private cloud connections in real time and extend your private networks to meet bandwidth needs and scale data on the fly.

NaaS Security Solutions

- **DDoS Essentials** – Scalable mitigation using a multi-tiered scrubbing architecture to safeguard applications and data while optimizing IT spend.
- **Lumen Defender℠** – Advanced threat detection and response at the network edge to identify and block evolving attacks.

NaaS Complimentary Solutions

- **Fabric Port:** One port, multiple services. On premises and in data centers, your single on-ramp to internet, Ethernet, IP VPN, and multi-cloud connectivity and security.
- **Lumen Cloud Interconnect:** For those critical cloud regions, gain redundancy through multiple dedicated paths engineered for that specific cloud.
- **Lumen Managed Services:** Let Lumen fully manage your NaaS environment, handling provisioning, scaling, and monitoring of your on-demand connectivity and network-level security across a single programmable control plane, so your team consumes the network without operating it.

Features and Specs

Network Reach

- ~340,000 global fiber route miles for low-latency reach at scale
- 2,200+ on-net data centers and 125+ North American cloud on-ramps
- Private on-ramps to AWS, Azure, Google Cloud, and Oracle
- North America's largest ultra-low-loss intercity fiber for high-capacity transport
- Up to 99.999% SLA availability with built-in Black Lotus Labs® security

Control and Visibility

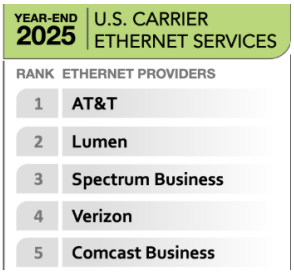
- One control plane to manage every service with complete network visibility
- Provision and scale connectivity in minutes via Lumen Connect self-service
- Activate, change, and repair services yourself in a few clicks
- Automate the same actions via APIs, embedding the network into CI/CD and DevOps
- Near real-time visibility into service health, performance, and activity
- Billing, orders, tickets, and documentation in one place
- Secure, auditable platform with multi-factor authentication

Dedicated Support

- 24/7/365 Lumen NaaS specialists with a single point of accountability
- Proactive monitoring and threat response from Black Lotus Labs®
- Strong SLAs with guided onboarding via Lumen Connect℠

Award-Winning and Trusted

Named Network-as-a-Service Provider of the Year 2025 by Mplify Alliance (formerly MEF)



A top-ranked U.S. Carrier Ethernet Services provider by Vertical Systems Group for several years

Why Lumen?

Lumen's award-winning NaaS unifies internet, private connectivity, multi-cloud, and security on one programmable, API-driven control plane, all on a network Lumen owns end to end. AI and mission-critical workloads perform consistently and scale on demand, while network-level security informed by Black Lotus Labs keeps them protected. You move faster, spend smarter, and stay in command, backed by stronger SLAs and a single point of accountability.

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LUMEN® TECHNOLOGIES

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*Lumen Network On-Demand Service requires access to a NaaS-enabled port subject to eligibility requirements and subject to separate minimum term agreement and associated early termination charges.