

Solutions brief

Lumen for Federal Civilian Agencies

With a network built for an AI future, agencies gain a fast path to modernization and mission success.

Federal agencies face constant pressure to modernize their tools, improve services, and safeguard citizen data—all with maximum efficiency and minimal downtime. Now, as they prepare for an AI future, agencies need a stronger digital foundation with the speed, capacity and reliability to support their growing AI workloads.

For more than 60 years, Lumen has supported federal agencies with secure, reliable solutions in infrastructure, connectivity, communications, and cybersecurity. We understand complex federal missions and compliance requirements, drawing from decades of experience partnering with USDA, DoT, HHS, and many others. By design, our AI-ready infrastructure helps agencies upgrade their systems, enhance resilience to deliver reliable public services—all while helping support compliance and protecting critical data.

Proven Benefits for Civilian Agencies

- **AI readiness.** Our network is built on an AI-ready foundation, and we help federal agencies prepare their infrastructure, so they have the speed, security, and reliability to support modern AI workloads. We're among the first to earn ISO 42001 certification—providing federal agencies assurance that AI-enabled capabilities are governed responsibly, managed consistently, and aligned to mission outcomes and public accountability.
- **A single point of support.** Updating technology can overwhelm agency teams. Lumen makes it easy by serving as their single modernization partner—helping agencies implement and manage reliable, secure, AI-ready networking solutions—so they can stay focused on their mission.
- **Fast and easy procurement.** Sourcing delays can stall mission-critical projects. Lumen brings deep expertise in federal contract vehicles to help agencies streamline procurement and quickly acquire the right solutions for their needs and budget.
- **Service reliability.** Public services can't afford downtime. Our secure, high-availability, AI-ready network and cloud solutions keep data moving reliably—supporting the digital services and AI programs agencies need to be ready and responsive during surges, disruptions, or emergencies.
- **Security for today's threats.** We provide Zero Trust-aligned cybersecurity that protects citizen data, helps ensure continuity, supports compliance, and builds trust. Our in-house threat intelligence team fortifies your security by identifying and stopping threats before they reach your environment.



Our networking customers report...

66%
more bandwidth for greater efficiency

61%
less unplanned downtime

40%
faster application performance

Source: IDC, The Business Value of Lumen IP Solutions, March 2024

Solution Areas



Infrastructure Services

Lumen accelerates mission readiness with modern, AI-ready infrastructure that moves data quickly and securely—from core to edge—while delivering predictable performance for critical workloads.



Communication Services

We support federal agencies with secure, scalable, and reliable communications that modernize legacy systems, help improve collaboration, productivity and enable compliance readiness.



Connectivity Services

We give federal agencies agile, secure networking that enables rapid deployment, seamless cloud integration, and resilient operations to support innovation and regulatory needs.



Security Services

Lumen helps protect mission-critical systems with integrated, Zero Trust-aligned defenses that secure infrastructure from edge to core, strengthen cyber resilience, support compliance, and guard against evolving threats.

Proof Points

- **60+ years serving federal agencies**—with longstanding relationships across major departments including USDA, SSA, DOI, GAO and many more.
- **Runs on one of the largest, most connected IP backbones in the world**—providing Lumen Security teams unmatched global visibility into emerging threats.
- **Creates measurable modernization impact**—with customers reporting 66% more bandwidth, 61% less unplanned downtime, and 40% faster app performance.¹
- **Holds ISO 42001 certification**, meeting rigorous global standards for responsible AI governance.²

1 Source: IDC, The Business Value of Lumen IP Solutions, March 2024
2. Source: Schellman Compliance, December 2025



Learn More



Visit lumen.com to explore our capabilities and connect with our federal solution experts.

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Experience

\$1.2B Federal Civilian Network Modernization. (11 years, 9,500 sites). Lumen is supporting an enterprise-wide network modernization across thousands of locations, providing SD WAN, managed security, cloud connectivity, and collaboration services at scale.

\$117M CBP EIS Task Order award. U.S. Customs and Border Protection chose Lumen to run and update its U.S. and global communications network, helping agents stay connected and carry out border security and law enforcement work more reliably.

\$35.4M Federal Judiciary Network Modernization (750+ sites). Lumen is supporting a nationwide network modernization across hundreds of locations, providing reliable connectivity to support secure communications and day to day operations.

\$195M Data and WAN Services contract over 12 years. Under the GSA EIS program, Lumen is supporting a large federal agency's nationwide transition to secure, managed network and Ethernet services.

How to Buy

Lumen **simplifies procurement** for federal agencies. With decades of experience navigating federal acquisition and participating in major contract vehicles, we make it fast and easy for agencies to find the right contract and acquire the services they need at competitive prices.

Contract Vehicles:

- GSA EIS
- GSA MAS
- BIMS & SeaPort
- IPTS
- SHEILD
- CFI

For company details including CAGE, UEI and NACIS codes please see our [Lumen.com](https://lumen.com) contract vehicles page

Why Lumen?

For more than 60 years, Lumen has helped more than 300+ public sector organizations stay connected, secure, and mission ready. We provide the network backbone and public sector expertise agencies need to strengthen their digital foundation with our cybersecurity, connectivity, communications, and AI-ready solutions—allowing them to modernize with confidence while advancing their total mission to serve citizens, support communities, and keep our nation safe.