

Lumen® Wavelength Solutions – Service Assurance

A network that anticipates, recovers, and keeps you informed.

Transport is the starting point

Any provider can connect point A to point B. Capacity, latency and uptime guarantees now look similar across the market. What differs is the experience after the circuit is lit: How the network is managed day to day, and how much visibility and control your team has over it.

Our service assurance philosophy

Service assurance is how a network is run, not just what it carries. It is the AI-driven tools and automations and experienced teams that anticipate issues, speed recovery and keep you informed. At Lumen it is a core area of innovation, and we have built a deliberate framework around it.



Don't Let It Break

Predict, prevent, protect.

AI and automation stop events before they start.



Fix It Fast

Diagnose, decide, restore.

Self-service diagnostics mean many issues never need a ticket.



Communicate Effectively

See, share, sync.

You do not have to chase your network for answers.

80%

of issues are machine-to-machine transactions, freeing up time and effort*

35%

of tickets deflected by AI diagnostics*

380+

workflow automations running 5 million times a year*



Watch the Lumen Service Assurance Difference in action:
Getting connected is only the beginning.

*Based on Lumen internal service assurance data, September 2026.

LUMEN®

Don't let it break

Predict, prevent, protect

[Watch the video](#)

Most providers watch alarms on their own network. Our team and tooling go further, correlating your fiber paths against construction, weather, natural disasters and live traffic data to surface risk before it becomes an outage.

Proactive notifications

We spot a potential issue and tell you right away. Time to respond, not react.

Fiber route intelligence

Working behind the scenes on our side, AI layers external risk data over your routes so we can reroute or dispatch ahead of impact.

Proactive maintenance and upgrades

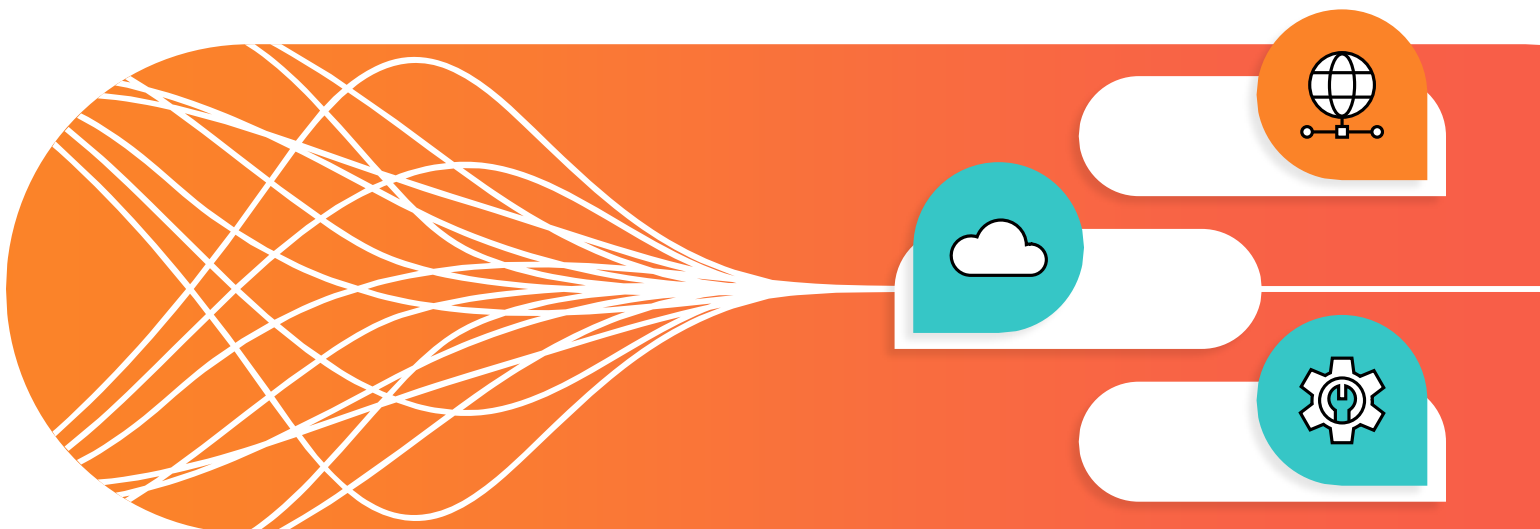
Continuous monitoring and upgrades. Fewer surprises, stronger baseline performance.

Self-service path control

Automatic failover to your backup path, plus the control to switch or schedule changes yourself.

380+ workflow automations

Software upgrades pushed ahead of trouble. Faulty spans removed automatically so traffic reroutes around them.



Fix it fast

Diagnose, decide, restore

[Watch the video](#)

When something does happen, every second counts. We built for speed rather than human latency.

AI service diagnostics

Access diagnostics using AI email agent, NORA. Run a full optical diagnostic in seconds. Deflects 35% of tickets.

AI fiber cut pinpointing

AI locates a cut within meters, cutting hours of locate time out of every repair.

AI next recommended action

Identify the most probable root cause and your next step, grounded in live network conditions.

380+ workflow automations

Triage, isolation and remediation start the moment an issue is detected. No waiting on a hand-off.

Self-service forced laser

Test signal paths yourself from the diagnostics view. No technician required.

Service assurance APIs

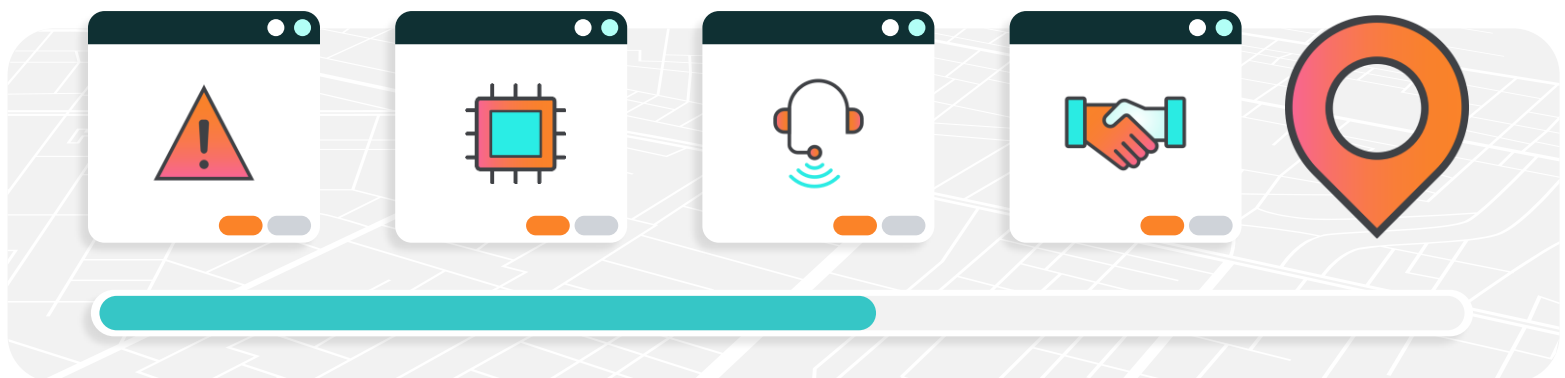
Diagnostics, ticketing and maintenance run programmatically inside your own systems.

Verify it yourself

Re-run diagnostics at any point, including after restoration, to confirm a clean pass.

AskGreg, our multi-agent AI assistant

Less time searching, more time resolving. Our engineers get your full service context instantly.



Communicate effectively

See, share, sync

[Watch the video](#)

You are never left wondering what is happening to your service, or why.

NORA, AI service assurance email agent

Email NORA in plain language to run diagnostics, track repairs and open tickets. Answers in seconds.

Network visibility dashboard

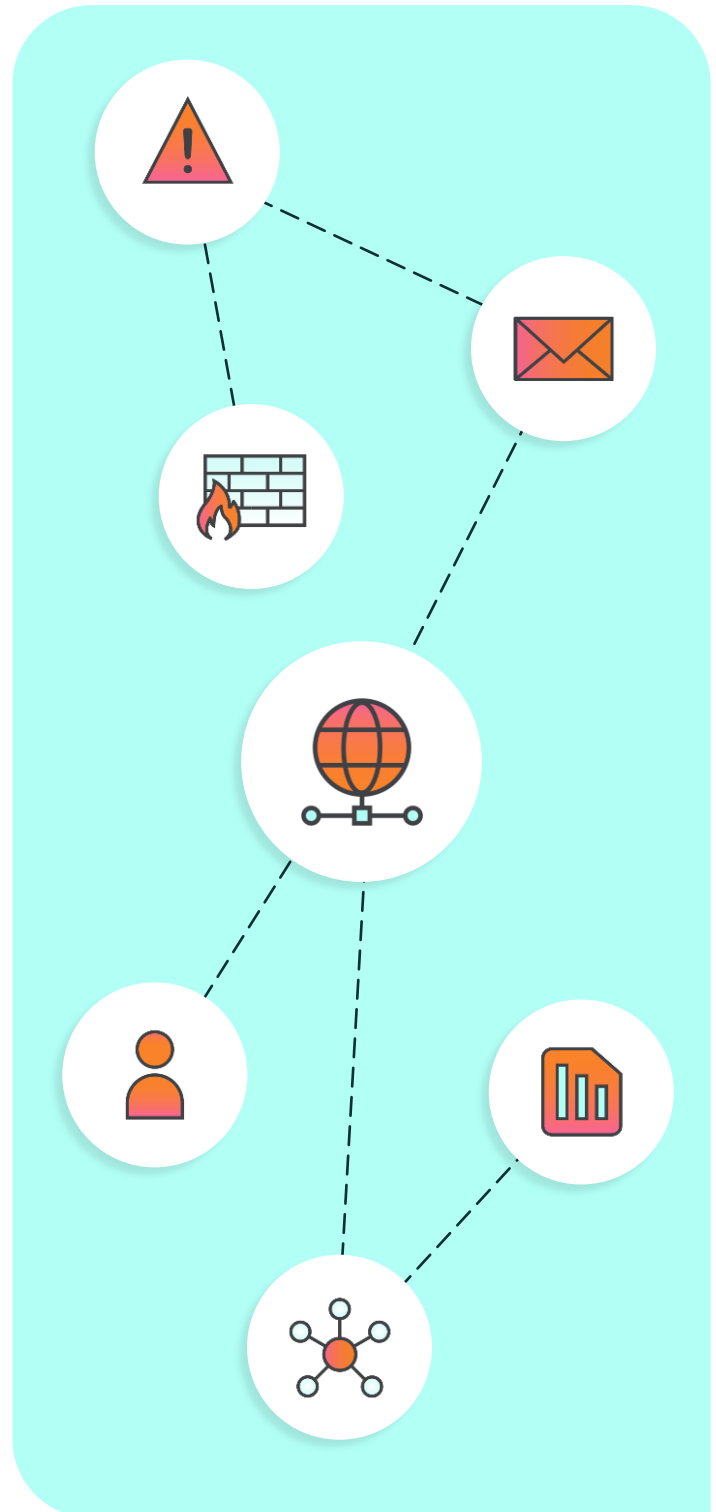
A live map of every service you buy from us, color-coded by status, with scheduled maintenance in view.

Network event communications

Hourly updates during an event, real field photos for fiber cuts, and a proactive Reason for Outage report.

AskGreg, behind the scenes

Simplified monitoring on our side means smoother operations on yours.



Recognized number one, again and again

#1

Other providers aim only to get you connected. Lumen invests in the service and the experience, and independent analysts have noticed.

#1 in wavelength services in North America on the [Frost Radar](#), three years running

#1 U.S. wavelength provider on the [Vertical Systems Group leaderboard](#), five times running

Frost and Sullivan [Best Practices Leadership Award](#) for wavelengths 2026

The largest ultra-low-loss fiber network in North America

Chosen by more than 90% of Fortune 500s and by half of the largest hyperscalers to power critical business operations*



**Explore Lumen
Wavelengths
Solutions**

**Getting connected is important.
Staying connected is everything.**

Your business does not stop, and neither do we.

866-352-0291 | lumen.com | info@lumen.com

*Based on Lumen internal customer data compared against the 2026 Fortune 500 list, September 2026. Hyperscalers refers to the largest global cloud service providers.

LUMEN®