USE CASE

SEPTEMBER 2026

Keep your agency connected during peak demand

Modern connectivity solutions help you achieve your mission and objectives when network traffic spikes

Government agencies and schools can't afford to guess their future bandwidth needs. Relying on historical usage can leave organizations unprepared, leading to network congestion, service outages, and disrupted learning or citizen services during peak demand, while overprovisioning wastes valuable budget. Whether managing a planned enrollment surge or responding to an emergency, organizations need the agility to scale bandwidth on demand, often within minutes. More often than ever, these events bring unpredictable traffic, security challenges, and increased pressure to deliver seamless digital services. But traditional networks simply weren't built for this level of agility. On-demand connectivity provides the flexibility to scale resources as needed, helping agencies and schools maintain operations, control costs, and better serve their communities.

Challenges

Whether you're planning for annual events or thrust into emergencies, the stakes are high and so are the demands on the network. These moments often expose the limitations of traditional connectivity models and can create real risks to your mission and community outcomes if not addressed with agility and precision.

Delayed time to deploy

When demand spikes, waiting days or weeks to provision new circuits is unacceptable. It can delay operations, stall communications, or leave temporary sites offline when they're needed most.

Network congestion and application latency

Sudden increases in traffic can overwhelm static infrastructure, leading to slow application performance and poor user experiences.

Inefficient cost structures

Overbuilding for peak demand leads to underutilized resources the rest of the year. Underbuilding risks outages and lapses in critical information. Either way, the cost model doesn't match the agency's reality.

Limited flexibility for temporary events

Pop-up locations, mobile operations, or short-term expansions often require fast, agile, and secure connectivity; however, traditional provisioning processes aren't built for speed or scale.

Security gaps during high-visibility moments

Events and surges attract attention, not just from communities, but from bad actors. Without adaptive, layered protection, agencies risk downtime, data breaches, and reputational damage.



89%

of government leaders say their agency faces barriers, including outdated tech infrastructure, to achieving efficiency.[1]

Why fast, reliable, predictable connectivity matters for governments and schools

- Enables more predictable budget forecasts early in the planning process
- Designed for rapid emergency responses
- Provides flexibility to rapidly scale bandwidth
- Supports seamless digital experiences for citizens, students and staff during planned events like enrollment or elections
- Minimizes risk of security breaches and downtime

[1]EY, *2026 Government & Public Sector Federal Trends Report*, March 2026.

LUMEN

Solutions

Lumen Network-as-a-Service (NaaS) solutions provide scalable connectivity tailored for dynamic government and educator needs, which can be scaled up or down in fewer than 10 minutes and help avoid disruptive outages. By combining traditional and on-demand services, Lumen helps more accurately estimate budget forecasting by enabling near real-time operations without overprovisioning.

Lumen® Intelligent Internet

Intelligent Internet delivers flexible internet access with dynamic bandwidth scaling. It's perfect for seasonal spikes (e.g. during tax season), live broadcasts, and large-scale public events requiring fast, reliable internet. Term-based pricing supports budget planning, while the ability to scale bandwidth during peak demand provides additional flexibility when needed.

Lumen® Ethernet Fabric Connect

Ethernet Fabric Connect offers private, high-performance connectivity that can be provisioned in minutes. Ideal for pop-up locations, temporary venues, or expanding capacity during peak periods without long lead times.

IP VPN On-Demand

Enables private, scalable cloud connectivity across distributed environments. Supports rapid deployment and restoration during critical events or third-party outages.

New procurement feature as of August 2026

Public Sector Assisted Ordering

For eligible Public Sector contracts, Assisted Ordering enables customers to purchase Intelligent Internet through established contract procurement channels. Lumen supports ordering and related platform activities while maintaining applicable contract ordering and administrative requirements. Available functionality and implementation may vary by contract vehicle. Currently available for Intelligent Internet only.

Unlock the power of Lumen Connectivity Services to accelerate your digital transformation with secure, seamless, and scalable solutions designed with better up-front budget forecasting. Visit **lumen.com** or **chat with a sales rep** to learn more and take your connectivity strategy to the next level.

Results

Lumen has delivered measurable impact across diverse industries and governments facing event-driven and seasonal connectivity challenges. Here's how customers have benefited:

Better together: On-demand + traditional connectivity

Customers have benefited from combining traditional connectivity with Lumen on-demand services to support both steady-state and bursting traffic needs. This hybrid approach helps maintain performance, minimize risk, and optimize costs across a wide range of scenarios.

Reliable performance and operational efficiency

Lumen connectivity is backed by service-level agreements (SLAs) that support latency and jitter thresholds across hundreds of monitored circuits, enabling seamless delivery of applications and real-time content. Flexible, effortless provisioning paired with centralized production streamline setup and vendor coordination to help accelerate deployment timelines and optimizing resource use.

Rapid provisioning and scalable bandwidth

Agencies can activate, transform, or restore connectivity in fewer than 10 minutes and dynamically scale to handle surges 10x normal traffic and higher. This supports live broadcasts, seasonal spikes, and large-scale public events minimizing latency or downtime.

Enhanced customer experience

Whether supporting a community of 25,000 residents or millions of taxpayers, Lumen helps enable smooth, secure, and responsive digital experiences across mobile, web, and in-agency platforms.



Why Lumen?

With a comprehensive portfolio, Lumen can help your agency deliver high-quality connectivity, minimize costs and complexity, and enhance your security posture. You can rely on the extensive and deeply peered Lumen global network, Black Lotus Labs' threat intelligence, and our team of experts to help deploy and manage the connectivity solutions you need.

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