

LUMEN® CLOUD CONNECT DYNAMIC CONNECTIONS IP VPN FAQ

Get answers to frequently asked questions about our self-service private WAN connectivity solution, now available in our customer self-service portal, [Control Center](#).

Overview



What is Lumen® Cloud Connect Dynamic Connections IP VPN?

- Lumen Cloud Connect Dynamic Connections IP VPN provides self-service, real-time creation and deletion of private data connections delivered on our secure, redundant and global network.
- Lumen Cloud Connect Dynamic Connections IP VPN allows customers to connect their entire WAN (HQ, branches, data centers, etc.) to cloud environments in real-time—all through a single connection.
- Lumen Cloud Connect Dynamic Connections IP VPN creation and deletion is all managed through our customer self-service portal, [Control Center](#), which also provides actionable insights and utilization stats and leverages our inherently private network, helping you maintain compliance and security requirements.
- Lumen Cloud Connect Dynamic Connections IP VPN is billed on a true pay-as-you-go, flat-rate, hourly or monthly billing model*.



What is Lumen Cloud Connect Dynamic Connections IP VPN used for?

Lumen Cloud Connect Dynamic Connections IP VPN is designed for a large variety of use cases, including:

- Securely connecting and managing geographically distributed business applications, data and end-user experiences
- Dynamically optimizing application performance based on requirements such as location, bandwidth, customer demands, latency, scheduling, replication and storage
- Shifting applications to where they are most valuable, in real time

- Meeting fluctuating customer demands via on-demand circuit creation
- Achieving compute/storage scalability for your entire WAN on the fly
- Optimizing your budget by leveraging a true pay-as-you-go model*
- Reducing traditional install timelines from months to minutes
- Enabling edge solutions



How is Lumen Cloud Connect Dynamic Connections IP VPN delivered?

- Lumen Cloud Connect Dynamic Connections IP VPN is delivered by leveraging our self-service portal to quote, configure and submit the service for deployment. The automated service delivery requires no involvement from our sales team. Customers will receive order updates and notifications through the portal, and dedicated support is available via call and chat.
- Connections are established by leveraging automation that attaches your WAN and VRF directly to your cloud provider's network.
- Once the order is submitted, our automated service will establish the connection in minutes.
- Your connection will be delivered over our inherently private, global and redundant network.

Ordering and deployment



How do I order Lumen Cloud Connect Dynamic Connections IP VPN?

- You can order Lumen Cloud Connect Dynamic Connections IP VPN through [Control Center](#), our self-service portal. As an existing Lumen WAN customer, your information is automatically pre-loaded into the portal, meaning that at any time in the future and at your choosing, you can order Lumen Cloud Connect Dynamic Connections IP VPN.
- To successfully complete your order, you will need to input the following information into the portal:
 - WAN details
 - Cloud provider details
 - Bandwidth speed
 - Your billing preference (hourly or monthly)



What can I expect after I order Lumen Cloud Connect Dynamic Connections IP VPN?

- Updates and notifications will come through the portal and via your selected notification preferences (email, text, etc.), and the connection will be active in minutes.
- You can delete the connection whenever it is deemed necessary, with corresponding cessation of billing.
- You can view all currently active, previously disconnected and pending active/disconnected connections via the portal dashboard.
- To see if any additional actions are necessary to ensure prompt and successful connectivity, please check with your cloud provider.



How do I get help with my purchase and service activation?

If you need help or have questions about your order, dedicated support with chat and call options is available in our customer self-service portal, [Control Center](#). The portal will provide regular updates, and our support team is available to guide you through the process. You may also contact the account management team for additional support.

Billing and bundling



How is Lumen Cloud Connect Dynamic Connections IP VPN billed?

- Lumen Cloud Connect Dynamic Connections IP VPN is billed on a true pay-as-you-go, flat-rate hourly or monthly model*. Billing is automatically pro-rated based on when the circuit is created and deleted as follows:
 - Hourly billing: rounded up to the next full hour, billed as NRC in areas
 - Monthly billing: prorated to the active days in the billing cycle, billed as MRC



Can I bundle this service with other Lumen self-service offerings?

While it is possible to include Lumen Cloud Connect Dynamic Connections IP VPN with other offerings in the same order bundle, you must currently be a Lumen Network customer and the WAN a Lumen Cloud Connect Dynamic Connections IP VPN order is using must already be installed and active. The IP VPN WAN creation cannot be part of an order including Lumen Cloud Connect Dynamic Connections IP VPN to that same WAN. Once your WAN information is loaded, Lumen Cloud Connect Dynamic Connections IP VPN becomes available.



Learn more about Lumen® Cloud Connect Dynamic Connections IP VPN:

<https://www.lumen.com/en-us/networking/dynamic-connections-IPVPN.html>

*A Lumen master services agreement for network services with minimum term and early termination fees is required to gain access to Dynamic Connections.