

Doing Business with Lumen

FAQs

Purchasing

- Who do I contact to receive an updated or new W9 form?
 - For Brightspeed companies reach out to purchasing@brightspeed.com
 - For Lumen companies use the [link](#) to send in a request
- Who do I contact for tax exempt forms?
 - For Brightspeed companies use the [link](#) to send in a request
 - For Lumen companies use the [link](#) to send in a request
- I have a Lumen Purchase Order created prior to the close and need to make a change to the existing purchase order. Who do I reach out to?
 - Use the [link](#) to send in a request with the change needed
- I received a PO from Lumen how can I tell if is for a Brightspeed Company?
 - The PO will reference Affiliate of Brightspeed in the legal entity name field
- Are the Terms and Conditions going to be the same for Brightspeed Purchase orders and Lumen Purchase Orders?
 - No, Brightspeed will have a unique [link](#) to Terms and Conditions on the Purchase Orders that will need to be followed.
- Will the transportation guide be the same for Brightspeed and Lumen shipments?
 - No, Brightspeed will have their own transportation guide that will need to be followed. A link to the guide can be found [link](#).
- How do I know what payment terms are?
 - The payment terms are listed on the purchase order and can be different for orders created on the behalf of Brightspeed vs those created for Lumen.

Accounts Payable

- I have a purchase order that was created by Lumen prior to the sale. Who do I need to remit an invoice to?
 - Invoices will need to be submitted using the same method that was previously used whether it is through Ariba, EDI or email
 - I have a non PO invoice for services provided prior to the sale (i.e. 10/1/2022), who do I send those to?
 - Invoices will need to be submitted to vendorinvoice@lumen.com
 - If the service was provided in both one of the Brightspeed states and a lumen territory then two separate invoices will need to be created.
 - However, if the non PO invoice is for services after the sale (i.e. 10/1/2022), then the invoice should be submitted to accountspayable@brightspeed.com.
 - States that are being conveyed by Brightspeed: AL, AR, GA, IL, IN, KS, LA, MI ,MO, MS ,NC, NJ, OH, PA, SC, TN, TX, VA, WI, OK
 - I received a payment from Lumen how do I know which company it was issued from?
 - Depending on payment method, the payment remittance it will reference the invoices being paid against and what company issued the payment. A unique payment will be issued for each company type.
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- Where can I get a payment confirmation?
 - If the invoice was to Lumen or for Lumen on the behalf of Brightspeed use the following [link](#) to request payment confirmation
 - If the invoice was for services or purchases from Brightspeed systems you will need to request payment confirmation **by sending an email to accountspayable@brightspeed.com**.
- I have a credit that needs to be issued against a previous invoice paid by Lumen but is now a Brightspeed company. Who do I send that credit memo to?
 - Use the following [link](#) to submit the credit memo and it will be applied to the correct company
- Who can I send to get status request on invoices sent in for payment?
 - For invoices sent to Lumen or Lumen on behalf of Brightspeed use the following [link](#) to request status
 - For invoices sent to Brightspeed for services or materials purchased through their systems send request **by sending an email to accountspayable@brightspeed.com**.
- Can I combine services for both Lumen and Brightspeed territories on one invoice?
 - No, we will not be able to accept an invoice that will need to be paid out of more than one company. If you do this it could cause delays with payment and will be rejected back for resubmission.