

Lumen® Fiber+ Internet Digital Buying Experience walk through

Lumen® Fiber+ Internet offers scalable, reliable and cost-effective internet with a digital buying experience and network automation.

With fast, symmetrical speeds of up to 1 Gbps, Fiber+ Internet helps improve the performance and efficiency of apps and operations. Fiber+ Internet includes business-class, fiber-based internet connectivity and a 99.99% network availability service level agreement (SLA). The solution is ideally suited for small and medium offices and businesses with internet-centric data needs. Fiber+ Internet offers an optional Wi-Fi capable router for a turnkey solution.

This guide is a step-by-step walk through on how to purchase Fiber+ Internet through the digital buying experience.

1

If you want to purchase Fiber+ Internet through the digital buying experience, you want to visit the Fiber+ Internet product page www.lumen.com/en-us/networking/business-fiber.html. From there, click Shop Now.

Choose from a range of fast, symmetrical speeds from 50 Mbps up to 1 Gbps.

SHOP NOW

2

As a new customer, select CONTINUE ORDER in the New Lumen customer box.

Are you a current or new Lumen customer?

Current Lumen customer

Sign in to Control Center and click SHOP to get started.

Don't have an account yet?
[Register today.](#)

SIGN IN

New Lumen customer

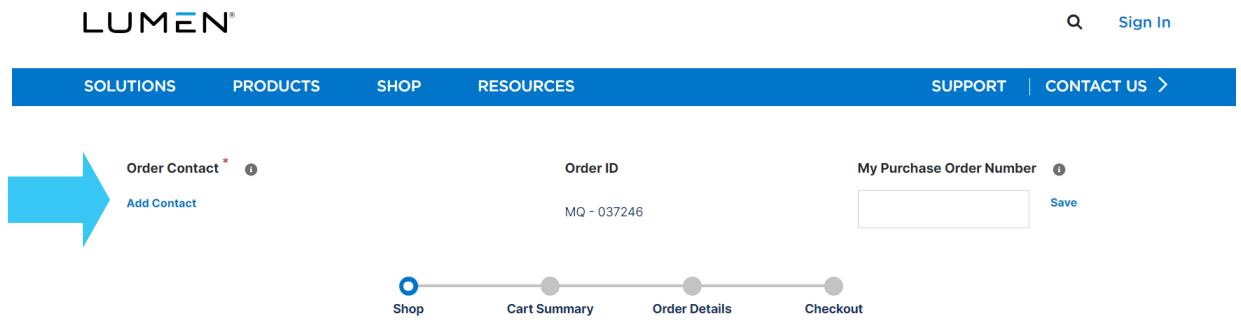
Welcome!
Continue your order below.



CONTINUE ORDER

3

Starting with your quote, add your Order Contact information. The OrderContact will be the primary contact for the order.



4

Under Order Contact, click Add Contact, fill out the information fields starting with First Name, Last Name, Phone, and Mobile, followed by the Email address and Notification Preference. Repeat steps when adding contact information for the Technical Contact designated on the order.

The 'Add New Contact' form is displayed in a modal window. It contains the following fields: 'First Name *' (with a red error message 'This Field Value Is Missing.' below it), 'Last Name *', 'Phone *' (with a dropdown menu set to '+1'), 'Mobile *' (with a dropdown menu set to '+1'), and 'Email *'. The 'Notification Preference *' section has three buttons: 'Email', 'Text', and 'Both'. At the bottom of the form are 'CANCEL' and 'OK' buttons.

5

Next, enter in your site address to search for availability and select to add.

Shop

If your site is available for fiber, it will populate in this search bar.

Enter site address to search and select to add

No locations have been added. Search and select above.

6

Select your Term and Bandwidth

Fiber+ Internet One Time \$0.00 Monthly \$0.00

TERM BANDWIDTH

Please complete all required information

Term * 12 Months 24 Months 36 Months 60 Months

Bandwidth * 50 Mbps 100 Mbps 500 Mbps 1 Gbps

A Lumen provided router is included with the service; however, you can select Customer Provided option and provide your own Lumen certified device.

Term * 12 Months 24 Months 36 Months 60 Months

Device ⓘ

DEVICE PROVIDER Lumen Provided

Tooltip: Lumen Provided: Rent a Lumen Meraki device with 3-year Enterprise license. Customer Provided: You supply the device for use with Fiber+ Internet service. Must be a Lumen certified device. [View Certified Device List](#)

7

Configure your device and shipment. In this step, you will add both the primary and secondary onsite contact.

- The **Primary Onsite Contact** provides onsite access to the building to perform a site survey, provide building extension from Lumen's point of presence in the building to your suite, and perform final installation of services.
- The **Secondary Onsite Contact** provides access to perform the same functions if the primary is not available.

Location

PRIMARY ONSITE CONTACT susieduncanson@gmail.com SECONDARY ONSITE CONTACT susieduncanson@gmail.com INSTALLA...

Primary Onsite Contact* ⓘ

Fiber+ Demo (susieduncanson@... Edit Clear

Same as Order Contact

Installation Address Choose where you would like to have your device shipped.

555 17TH STREET
UNITED STATES 8...

Device Shipping Address

Ship Device to Installation Address
 Ship Device to a Different Address

Shipping Contact* ⓘ

Fiber+ Demo (susieduncanson@gmail.com) Edit Clear

Same as Order Contact

Secondary Onsite Contact* ⓘ

Fiber+ Demo (susieduncanson@... Supply any additional site information such as floor or suite.

Same as Order Contact

Additional Location Information*

Floor 1 Suite 190 Room TELCO

Service Installation Date

REQUESTED INSTALL DATE May 13, 2021

Callout: Select a target date for installation

The last step to completing your order is setting up your Lumen Control Center portal account where you can track your order, make changes, view statistics, and pay your invoice.

▼ Create your LUMEN account

<p>First name*</p> <input type="text" value="Fiber Plus Internet"/>	<p>Last Name*</p> <input type="text" value="Demo"/>
<p>Phone*</p> <p>+1 <input type="text" value="(123) 456-7890"/></p>	<p>Please confirm your email*</p> <input type="text" value="fiberplusdemo@gmail.com"/>
<p>Email (this will be your username)*</p> <input type="text" value="fiberplusdemo@gmail.com"/>	<p>Please Confirm Your Password*</p> <input type="password" value="*****"/>
<p>Password*</p> <input type="password" value="*****"/>	

Password/Passphrase must be 12 to 128 characters.
It should also include at least 3 of the following:

1. Lowercase letters
2. Uppercase letters
3. Numbers
4. At least one of the following special characters: !@#%&*(){}.

Spaces are not allowed.

Once you've completed filling out your information, scroll through the terms and conditions. Click to accept the service terms.

Terms and Conditions Governing This Order

1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 4. Customer places this Order by clicking "Submit and Login to Continue". By clicking "Submit and Login to Continue," you acknowledge you have authority on behalf of your company to place the Order for Service.

2. Where applicable, prior to installation, Lumen may notify Customer in writing (including by e-mail) of price increases due to off-net vendors. Customer has 2 business days following notice to terminate this Order without liability; or otherwise, Customer is deemed to accept the increase.

3. If a generic demarcation point (such as a street address) is provided, the demarcation point for on-net services will be Lumen's Minimum Point of Entry (MPOE) at such location (as determined by Lumen). Off-net demarcation points will be the off-net vendor's MPOE. If this Order identifies aspects of services that are procured by Customer directly from third parties, Lumen is not liable for such services.

4. The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such Affiliate Master Service Agreement). If Customer has not executed a Lumen or CenturyLink Master Service Agreement with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order). If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement will govern. In all cases, the current standard Service Schedule applicable to the Services will apply. Lumen's current Master Service Agreement and Service Schedules are linked below and subject to change. The Lumen entity providing Services is identified on the invoice.

Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. Unless otherwise set forth in a Service Schedule, at the expiration of the Service Term, Service will continue month-to-month, and rates are subject to change upon 30 days' notice from Lumen. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: www.lumen.com/ancillary-fees. "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any company that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an "Affiliate Agreement"). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.

5. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

6. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP point ("Intrastate Services"). Where Customer requests that services be designated as intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

7. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For certain details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

8. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at: <https://www.centurylink.com/business/login/>) and (b) ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule available at www.lumen.com/ancillary-fees. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

9. For Internet Services provided in certain countries in the Asia-Pacific region where Lumen does not currently hold a license to provide such Services, Customer consents to Lumen providing Service by procuring services of third-party carriers as Customer's agent, and Customer appoints Lumen as its agent to the extent necessary to obtain such Service. Lumen's affiliate is licensed in Hong Kong, Japan, Singapore and Australia.

10. Any information provided by Customer in the "Quote Description" field and/or any other customer-populated free form field of the Order is non-binding and intended for informational purposes only.

Master Service Agreement:
<http://www.centurylink.com/legal/CenturyLinkMSA.pdf>

Service Schedules:
<http://www.centurylink.com/legal/BuildingExt.pdf>
<http://www.centurylink.com/legal/DOCS.pdf>
<http://www.centurylink.com/legal/HyperIPV.pdf>

I have read and accept the terms, conditions, and notices of this Order. Please click "Download Quote" to view the full terms and conditions of this Order. Your Order will not be complete until you log in, provide the necessary technical information on the following screens, and click "Submit and Login to Continue".

By providing contact information, I accept C

I would like to receive information about CenturyLink products and services (optional)

Only the first two checkboxes are required. The third is optional focused on letting you know about future Lumen products and offers.

[Download Order \(PDF\)](#)

One Time Total	Monthly Total
\$90.00	\$169.00

[BACK](#)

[SUBMIT ORDER](#)

Congratulations, you've gone through a complete order through the Fiber+ Internet digital buying experience. You will receive an email from Lumen containing your Lumen Control Center credentials and can begin tracking the status of your order.

 **Thank You!**

Your order has been submitted successfully. If this order requires additional service provisioning, a Lumen representative will contact you to coordinate.

We have successfully set up your account. You will receive a notification within a few minutes with a link to Lumen Control Center where you may check the order status and manage your account. Use the same email and password for logging in as you established while shopping.

Master Order Number: O-00040122

Product	Service Order Number	Location
Fiber+ Internet	O-00040123-MVL-034991	555 17TH STREET,DENVER,COLORADO 80202 UNITED STATES

Welcome to Lumen.

For more information, visit the Lumen® Fiber+ Internet product page:
www.lumen.com/en-us/networking/business-fiber.html