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.

2. As a new customer, select CONTINUE ORDER in the New Lumen customer box.
Starting with your quote, add your Order Contact information. The Order Contact will be the primary contact for the order.

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.

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

If your site is available for fiber, it will populate in this search bar.
A Lumen provided router is included with the service; however, you can select Customer Provided option and provide your own Lumen certified device.

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.
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.

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

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

<table>
<thead>
<tr>
<th>Product</th>
<th>Service Order Number</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiber+ Internet</td>
<td>O-00040123-MVL-034991</td>
<td>555 17TH STREET, DENVER, COLORADO 80202 UNITED STATES</td>
</tr>
</tbody>
</table>

Welcome to Lumen.

For more information, visit the Lumen® Fiber+ Internet product page: