



Ron Pfaff
SVP, Service Assurance

Your feedback matters. We listened.

As a company committed to your success, it's extremely important that we listen, learn and act on your feedback. As part of our continuous improvement efforts, we regularly request feedback from you through our survey program.

In this next **Illuminate the Experience** communication, I'd like to highlight several ways we've used recent feedback to deliver a differentiated experience for our customers by investing in practices that enhance the reliability of our network, so that it does not break.

Automation and other approaches to Network Stability

We are investing in practices that enhance the reliability of the Lumen network. This includes techniques such as Automation and Artificial Intelligence (AI). In addition, we:

- Leverage workflow orchestration to manage network configurations via machine-to-machine interaction.
- Consistently run diagnostics to detect and report problems before they become more significant. The goal is to detect and mitigate an issue before our customers need to act.
- Regularly invest in our network for speed and efficiencies, leveraging the most up-to-date technology.
- Leverage Artificial Intelligence (AI) to reduce the risk of fiber cuts by using data and analytics to proactively identify construction activity that poses a high risk to our fiber.
- Establish alternate routes whenever possible to keep traffic moving. Introduce new technology to monitor the network and help to ensure redundancy is not compromised.
- Conduct consistent reviews of critical outages to identify the root cause to improve and prevent reoccurrences.

We understand that technology needs change rapidly. That's why we want you to know that we are here for you. We will continue to listen to and act upon your feedback to provide the best support when you need it most.

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Regards,

Ron Pfaff

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