



Ron Pfaff
SVP, Service Assurance

Your feedback matters. We listened.

As a company committed to your success, we continue to listen, learn and act on your feedback.

In this next **Illuminate the Experience** communication, I'll share how we are focused on providing visibility into your network and fixing it faster if your service breaks.

Advanced tools and visibility in your hands

- Run your own real-time network diagnostics with the online tool [Laser](#)
 - Receive network diagnostics reports from Laser to help you identify an issue, next steps, and in some cases, provide recommendations to resolve it
 - Quickly self-serve with analytics such as recent scheduled maintenance, outages, over-utilization, and circuit status
 - Determine if an issue is on our network or yours and decide if you need to create a repair ticket with us
 - When you simply need the status of the other end of a service, Laser allows you to gain that intelligence quickly, and of course, we are here to assist should you need us
 - Because our engineers utilize the same functionality, we constantly drive feature enhancements that are added and available to you through the customer portal
- Access and utilize information your way with the [Network Diagnostics API](#) or through the [Control Center](#) customer portal
- Reach the right contact when you need additional support with a comprehensive [escalation list](#)

Lumen's focus on fixing it faster

- Through advanced technology, we have immediate visibility and awareness of a service impact which allows the team to start working on a solution before you need to reach out
- By leveraging automation combined with technical knowledge, we assess quickly, zero in on root causes and fix them faster – and fix them right the first time
- After outages, we measure actions and inactions and report on them regularly to streamline process resulting in faster fixes

Getting you re-connected fast is our goal. We will continue to provide the best support when you need it most.

Read my latest blog, "[If It Breaks, Fix it Fast and Right](#)" **for more insights.**

Thank you for your feedback and your business.

Regards,

Ron Pfaff
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