

LUMEN®



Ron Pfaff
SVP, Service Assurance

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Illuminate the Experience – a series of ‘how to’ communications from operations experts to further your success with Lumen solutions.

We appreciate you making Lumen your partner of choice.

As we kick off our Illuminate the Experience series, I wanted to introduce our approach and what we stand for as we continually strive to support you better. As the Lumen® Repair Team leader, I’m responsible for our company’s global network technologies, infrastructure, and customer service. I’ve been with the company for over 35 years, and I love what I do – making it easier for you.

See my first blog where we share how our [3-part philosophy on how to delight customers even when things break](#) is fundamentally changing the way we support your business and optimize your experience.

Lumen takes your feedback seriously. 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 the next Illuminate the Experience communication, I look forward to sharing how we are **investing in new automation** to enhance network reliability and **building online tools** to help you self-diagnose problems, giving you more insight into your services.

Regards,

Ron Pfaff

Senior Vice President, Service Assurance

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