



Ophir Rahmani
SVP, Service Delivery

Your feedback matters. We listened.

Lumen is committed to your success, and we continue to listen, learn, and act on your feedback. As a customer, you want to do business with people you know, like, and trust. Trust is a critical piece of a mutually respectful partnership and the glue of our business relationship. In this **Illuminate the Experience** communication, I'd like to share what it means to be your trusted partner.

As a leader of the organization that helps deliver your Lumen services, I believe in the value of consistency, accountability, and transparency through communication, collaboration, and empathy. Here's how this helps us better serve you:

- During order and installation, we're working to **communicate** more immediately with you.
 - **Quick and straightforward videos** help you prepare, partner, and activate your service quickly and accurately. Visit the [Lumen Readiness Page](#) to view the first few videos of this extensive series.
 - **Enhanced contact capabilities** mean you can guide the conversation in the method you prefer, such as chat, phone or email. We track each of your interactions to help resolve your issues with more speed and accuracy.
 - **A new value-add service offering** simplifies your complex, large and multi-technology implementations with dedicated program and project managers.
- If your services aren't working correctly, let's **collaborate**.
 - Our repair team is at the ready to fix issues fast, and you have the freedom to decide the level of support you need with our comprehensive [escalation list](#).
- **Empathy** infuses how we work with you and with each other. We believe in this approach so much that we launched empathy training for Lumen people to better connect with you and deliver the type of experience you expect. You can also read my colleague's recent [blog on empathy](#) to learn more.

We're committed to adjusting and growing with you as you manage and grow your business. Your success is our success.

Visit the [Illuminate the Experience](#) page for more insights from our operations experts.

Thank you for allowing us to be your trusted partner,

Ophir Rahmani

Senior Vice President, Lumen Service Delivery

[Ophir Rahmani | LinkedIn](#)

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Lumen Customer Response team
P.O. Box 4259
Monroe, LA 71211