

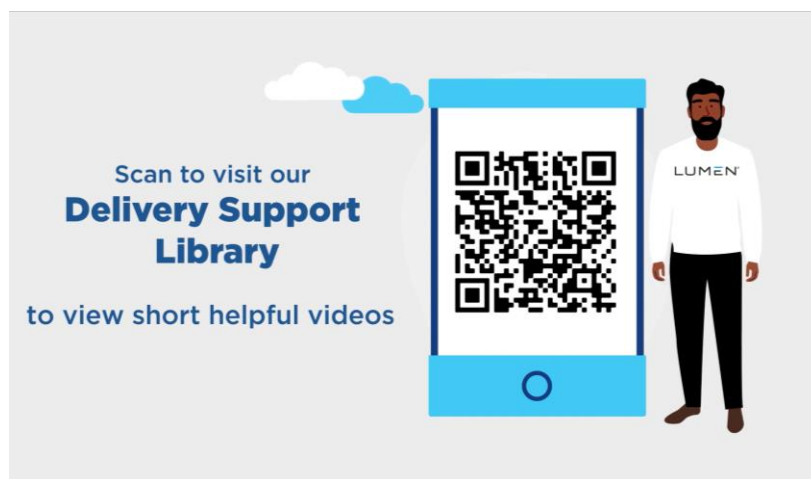


Illuminate the Experience – a series of ‘how to’ communications from operations experts to further your success with Lumen solutions.

Lumen is committed to your success, and we continue to listen, learn, and act on your feedback. As an operational leader, you are at the heart of everything we do. Whether activating your new service or needing help with an existing one, we are here for you. Here are some resources to set you up for success with Lumen.

Easy Installation and Activation

- When you order a new service, our experts are with you every step. Our new [Lumen & You Customer Education Videos](#) help make your order experience easier. Bookmark the site to see our latest videos or scan the QR code and subscribe.



- Once your service is delivered, we understand it could be difficult to activate certain self-serve products. You can now chat with an expert in [Control Center](#) for immediate support.

Dedicated Support

- After your services are installed, our dedicated Customer Success teams are here to understand your business, know how to optimize your solutions, and help you achieve your business outcomes.
- [Learn more](#) about our Customer Success teams or chat with them today. They are ready to answer your questions 24x7. Go to www.lumen.com and click on the chat icon.

Access Our Online Community

- Meet like-minded Lumen customers and subject matter experts in an exclusive online hub for best practices on how to optimize your Lumen solutions. [Join today](#).

Feel free to take advantage of these resources. We are committed to adjusting and growing with you as you manage and grow your business. **Your success is our success.**

Thank you,

Ophir Rahmani

Senior Vice President, Service Delivery

[Ophir Rahmani | LinkedIn](#)

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



[Lumen](#) [Privacy Policy](#) [Unsubscribe](#)

Services not available everywhere. ©2022 Lumen Technologies. All Rights Reserved.

You are receiving this email because of your relationship with us. If you do not wish to receive future marketing emails, please use the unsubscribe link above, or write to us at the address below. Lumen respects your privacy. Click the link above to view our privacy policy.

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