



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. In this edition of Illuminate the Experience, I want to share three ways we drive Digital Experience enhancements to improve your experience.

1. Optimal Experience through design thinking

Your expectations for services to work seamlessly and deliver an optimal experience are addressed in The Lumen Experience Design Studio (LEDS).

[Watch this informative video](#) on how LEDS, with its integrated, multi-disciplinary team, tackles core business challenges to deliver scalable, on-point solutions and value, resulting in a better overall experience for you.

2. Manage your network online

For visibility into your network status, historical performance, metrics, utilization, and create your own custom alerts. Use the Network Visibility Dashboard (NVD), our robust, self-service tool accessible in the [Lumen Control Center](#).

Are you new to troubleshooting? This [informative video](#) will teach you how to create a repair ticket and run diagnostics for your existing services.

3. 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.](#)

Your feedback matters. Look for an email invitation next week to take our bi-annual customer relationship survey. At Lumen, we continue to incorporate your feedback to drive your Digital Experiences to the next level.

Thank you,

Keith Pate

Vice President, Ops Planning & Strategy

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

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