

## FAQ

# Lumen® Internet On-Demand

## Lumen Network-as-a-Service

Lumen® Network-as-a-Service (NaaS) is a flexible and dynamic digital ecosystem that enables real-time, self-service, scalable control over your network. Businesses can decide what services they want and how long they want to use them. NaaS helps customers rapidly deploy networking, security, and other OTT services with a simplified, elastic consumption-based buying experience via API or an intuitive portal.

### Is Network-as-a-Service right for my business?

Network-as-a-Service is the right fit for businesses that need to adjust services in real time to meet the demands of their customers. Internet On-Demand is the first service available for the Lumen NaaS portfolio today.

### What is Lumen® Internet On-Demand?

Lumen® Internet On-Demand is part of the Lumen Network-as-a-Service portfolio that allows internet access to be delivered in minutes. Businesses leverage the Lumen IP backbone to establish internet access exactly when needed. Internet On-Demand offers internet connectivity via a cloud-like buying experience, allowing IT to turn on/off internet services through a self-service portal or API (Application Program Interface). The solution has an hourly billing model with no long-term contracts, allowing businesses to adapt their network to ever-changing business demands.



### What is Internet On-Demand used for?

Internet On-Demand provides high-performance internet for enterprise networks that connect your business locations and users to the resources they need to run daily operations. Enterprise businesses get an instant internet connection to and from public data centers and port-enabled areas. Once established, the digital experience begins, including:

- A secure, dedicated connection to one of the largest, most connected networks in the world
- Ability to turn connections on and off
- Scalable internet speeds from 100 Mbps to 10 Gbps in just a few clicks
- Real-time visibility of service performance and network usage

Internet On-Demand is an excellent connectivity choice for businesses that:

- Need to establish internet connections in real-time
- Leverage hybrid networking with apps and data distributed across multiple clouds and datacenters
- Require a technology refresh and prefer an OpEx model without capital investment

### Is Internet On-Demand the same as Network-as-a-Service?

Internet On-Demand will initially be the first service added to the Lumen Network-as-a-Service platform with limited availability. Over time, the on-demand catalog will expand to include security, WAN, SASE, and Edge services. This on-demand model will become the foundation for how customers consume Lumen services going forward.

### What speeds are available with Internet On-Demand?

Internet On-Demand symmetric speed availability ranges from 100 Mbps to 10 Gbps for existing on-net ports.

## Is Internet On-Demand secure?

The Lumen network features integrated security. We are defenders of an impervious internet, utilizing Black Lotus Labs® to monitor and proactively disrupt ~150 C2s per month through takedowns and notifications.

## Does Internet On-Demand provide service level agreements?

Internet On-Demand symmetric speed availability ranges from 100 Mbps to 10 Gbps for existing on-net ports. Internet On-Demand has an SLA for service availability of 99.99%. If you want to measure and see your internet performance the Lumen Network Visibility Dashboard is available in your customer portal, Lumen Control Center. Thresholds and alerts can be defined, providing you with notifications should you experience unexpected network spikes.

## How do I know if Internet On-Demand is for me?

Internet On-Demand symmetric speed availability ranges from 100 Mbps to 10 Gbps for existing on-net ports. Internet On-Demand is ideal for businesses with internet bandwidth demands that fluctuate. As a Network-as-a-Service product, Internet On-Demand allows enterprises to establish connectivity 24/7 and begin using the service in minutes. Companies only pay for their internet service while activated and connected to Lumen's secure IP backbone. Businesses looking for the reliability of one of the world's largest and most connected networks, dynamic internet accessibility, and an effortless buying and managing experience can benefit from Internet On-Demand.

## How do I get an Internet On-Demand connection?

With Internet On-Demand, Lumen is simplifying the telecom and networking purchasing process, making networks easy to buy, manage, and use. Existing customers with a Lumen port can log into their Lumen Control Center account and select a NaaS-enabled location and bandwidth amount. Within minutes, the Lumen internet service will be ready for you to use.

## How do I order Internet On-Demand?

You can order Internet On-Demand services through an existing Control Center account. The steps are easy to follow and only take a few minutes:

- Sign into the Lumen customer portal.
- Select the location where you want to add internet connectivity.
- Select your bandwidth. Pricing will be displayed.
- Select the billing account to be invoiced.
- Click Activate.
- If you're unsure of your bandwidth requirements, chat with our account representatives by clicking on the 24/7 on-screen chat.

## How is Internet On-Demand priced?

Internet On-Demand is flexibly priced hourly for the number of hours the dedicated internet port is active.

## When will I receive my Internet On-Demand solution?

After activation, your service will be ready for use in as little as 5 minutes. You will receive confirmation that your service is activated on the Lumen network and your service configuration details.

## How can I secure my Internet On-Demand solution?

Enhance your security posture by adding Lumen® DDoS Essentials, our affordable, multi layered security service that protects against common volumetric DDoS attacks, and Lumen Defender<sup>SM</sup> powered by Black Lotus Labs®, our innovative product designed to fortify your internet connections by preemptively blocking malicious internet-based threats.

**For more information, visit our product page:**

<https://www.lumen.com/en-us/networking/internet-on-demand.html>

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