Lumen℠ Internet Services

In business, connections are everything

At Lumen, we know you need more than an internet connection that's fast. You need comprehensive solutions that are scalable, reliable and secure. After all, the internet is the foundation for enabling applications, business functions and more for your customers, employees and partners.

Rely on Lumen for performance and peace of mind

Specifically geared for enterprise applications and market growth, our network span—coupled with the speed and resiliency of our Internet Services—can help reliably and securely provide the enhanced internet capabilities your business demands.

Business solutions

Benefit from the greater operational efficiencies of a single-provider solution

Lumen Internet Services provide fast, reliable global internet access over our high-performance, diverse network. We provide connectivity in 60+ countries with over 120 Tbps of global IP capacity. Our network features over 48 Tbps of global peering capacity, and spans approximately 450,000+ route miles globally with extensive off-net access solutions across North America, Europe, Latin America and Asia Pacific.

A secure internet

The Lumen℠ Security Operations Center (SOC) works both proactively and reactively every day to keep our customers safe from nefarious attacks through 24/7 monitoring and mitigation.
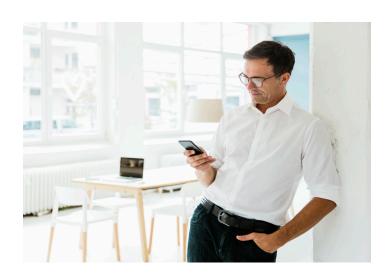
This proven in-house expertise, combined with centralized network level security, help ensure a fast and secure connection. We set a standard for maintaining a clean network, and offer a full suite of Lumen℠ Security solutions for greater protection and increased network performance.

Achieve operational efficiencies

Simplify and streamline business operations with flexible access, bandwidth and billing options that seamlessly accommodate your changing needs. Benefit from easy access, always-on online support through our customer portal, or turn to our 24/7 support center. All Lumen Internet Services are backed with SLAs.

Deliver an exceptional customer experience

Lumen supports all phases of the customer service lifecycle. Let us help provide high-quality access to your online assets, cloud technology, and converged networking solutions to support your customers, employees and partners. As a high availability, globally connected internet service provider (ISPs), Lumen Internet Services can help you reach destinations quickly with fewer hops, for a high-performance experience with uniform upload and download speeds.

LUMEN℠

Technical features/capabilities

- A comprehensive suite of high-quality, high-speed internet options:

  – Ethernet connections from 10/100 Mbps to 10 Gbps and 100 Gbps
  – Packet over SONET/SDH (POS): OC3/STM1, OC12/STM4, OC48/STM16, OC192/STM64
  – Serial: DS1/E1, DS3/E3

- Flexible billing solutions—flat rate, usage-based and aggregate billing options.

- IP enabled facilities are only a cross connect away from our IP backbone.

- Efficient online service management that includes a customer portal with access to billing, interactive network utilization reports, managing trouble tickets and real-time SLA reports.

- Internet security: Our standard network security includes temporary IP filtering through null routes and limited ACL filtering upon request.

- Support for IP addressing, IPv4 and IPv4/ IPv6 dual-stack, DNS, BGP or static routing.

- 24/7 dedicated operational support from experienced IP and security professionals.

- Building Extension available to extend service from network demarcation point to the desired location within your building (i.e. floor, suite, etc.).

Why choose Lumen℠ for Internet services?

Lumen Internet Services are recognized by global enterprises for scalability, availability and reliability.

Lumen delivers

- Reliable, global backbone connecting six continents and more than 60 countries.
- Scalable, enterprise-grade, high-speed dedicated internet access.
- Localized private peering with private interconnects to maximize performance.
- Minimized network hops for a high-quality connection with speed and resiliency.
- Full suite of Lumen℠ Managed Security Services for comprehensive protection and network performance, with 24/7 security vigilance provided by the Lumen Security Operations Center.

Available Lumen security solutions

Lumen℠ Managed Security Services

Premises-or network-based firewall, intrusion detection, prevention and unified threat management (UTM).

Lumen℠ DDoS Mitigation

On-demand or always-on mitigation pulling customer traffic through route redirection (BGP configuration or DNS redirect) onto Lumen's global mitigation network scrubbing centers for cleansing.

Lumen℠ Network Protection

Subscription-based IP filtering with permanent ACLs, SLAs and Security Operation Services.

Lumen℠ Professional Security Services

Assist in testing and assessing an organization's environment to identify critical vulnerabilities. Helping to develop a comprehensive security plan including a path with recommendations to remediate vulnerabilities.

Listed internet speeds vary due to conditions outside of network control, including customer location, equipment, access through a wireless connection, and are not guaranteed.

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