

FAQ

# Lumen® Fabric Port

The key to unlocking scalable, agile connectivity

Fabric Ports are the key to unlocking scalable, agile connectivity. Turn up On-Demand services via a Fabric Port within minutes and manage all of your services within Lumen® Connect. This FAQ is your go to resource for understanding what to expect with your Lumen Fabric Port.

## Understanding Lumen Fabric Port

### What are Lumen Fabric Ports?

Lumen Fabric Port is a multi-service capable port deployed at your premises or in a datacenter giving you access to Lumen connectivity services. Once your port is delivered, you can use Lumen Connect to manage your services.

### How is Lumen Fabric Port different?

Fabric Ports are different from other ports because they are agnostic, supporting both public and private connectivity services. Fabric Ports are capable of supporting multiple services congruently on a single port. Additionally, with a Fabric Port, you can view and manage your services in a streamlined portal, Lumen Connect, rather than managing disparate systems for different services.



### What are the benefits of a Fabric Port?

A Fabric Port provides you with a single interface to turn up and manage multiple services, simplifying and expediting service activation while offering scalable, AI-ready infrastructure that adapts to future business needs. A Fabric Port empowers you with greater autonomy over your network strategy and operations. Instead of relying on manual provisioning and slow service changes, you can self-select, configure, and scale on-demand services through Lumen Connect.

## Getting & Using Lumen Fabric Port

### How do I order a Fabric Port?

There are two ways to order a Fabric Port, either by engaging with [Lumen Sales](#) or starting first in Lumen Connect. To order a Fabric Port digitally, you will first need to create a [Lumen Connect](#) account, if you already have an account, log in and qualify your address. If your address qualifies, you will configure, enter your address information, and submit your order. Even if your address does not qualify for self-service ordering, a Fabric Port may still be available at your location, you will be directed to [Lumen Sales](#) to discuss options. After submitting your order, you can check details and status in Lumen Connect.

### What is the installation process for Fabric Port?

If your address is already qualified, you'll submit your building manager's contact information with your order. We will dispatch a technician to your location and in collaboration with the building's facilities management, arrange access to the telecommunications room to confirm availability. Our aim is to coordinate access quickly and have the port ready for use as quickly as possible.

If your site requires additional qualification, a technician will visit your location to verify infrastructure readiness, including checking access to the telecommunications room, tagging, and validating connectivity. Once qualified, we'll schedule your installation.

Accelerated installations may apply for previously qualified locations, others will follow standard timeline intervals.

### **Once my Fabric Port is installed, how do I begin utilizing the functionality?**

After the Lumen Fabric Port has been made ready at your site, we will send you the details your vendor will need to extend the connection to your equipment. For services ordered with the port, service is operable when your equipment is connected. For On-Demand services, once your equipment is connected, go to Lumen Connect to activate on-demand services. There, you can easily manage connections, adjust bandwidth as required, and access the full suite of network functionalities.



### **Billing & Support for Lumen Fabric Port**

#### **When does billing for Fabric Port begin?**

Billing starts when your Service Commencement Date is communicated via email.

#### **I've noticed billing has started, but the port isn't connected to my equipment yet. Why?**

The initiation of billing coincides with the port being ready for use, reflecting the readiness of service from our side. Connecting the port to your specific equipment is a step that falls to your team. This process involves efforts from both sides, and our aim is to provide clear communication about the transition from making the port available to you fully utilizing its capabilities.

#### **Is technical support available for Fabric Port?**

For any hardware issues or technical support, our dedicated technical support team is readily available to assist you. You can reach out to us online or by phone for prompt and efficient service. Our goal is for your network operations to run smoothly, and we are committed to resolving any issues promptly to minimize disruptions to your service.

## Why Lumen?

Lumen connects the world. We are dedicated to furthering human progress through technology by connecting people, data, and applications - quickly, securely, and effortlessly. Everything we do at Lumen takes advantage of our network strength. From metro connectivity to long-haul data transport to our edge cloud, security, and managed service capabilities, we meet our customers' needs today and as they build for tomorrow.

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