

Lumen® NaaS Port FAQ

Maximizing network flexibility with Lumen NaaS Port

Prepare your business for the future and unlock maximum flexibility and control over your network with the Lumen NaaS Port. Get access to Lumen's innovative Network-as-a-Service (NaaS) platform with scalable cost savings, and an intuitive management interface via the Lumen NaaS Manager. Experience rapid activation, flexible bandwidth scaling, security, and a pay-as-you-go model for maximum control and efficiency.

FAQ



What is the Lumen NaaS Port?

Lumen NaaS Port is a multi-purpose network port deployed on-site giving you access to Lumen's On-Demand networking services. Once your port is delivered, you can use Lumen NaaS Manager to instantly activate services on your port such as Internet On-Demand, Ethernet On-Demand, and upcoming services.



How is the Lumen NaaS Port different from other network solutions?

Lumen NaaS Port offers ultimate flexibility and agility to meet the needs of fast-paced businesses. It is designed to deliver cost savings and increases efficiency with the ability to scale services through APIs and/or NaaS Manager web portal.



How does the NaaS Port benefit me?

Once made available, the NaaS Port enables rapid activation and management of network connections. It allows quick access to cloud service providers, flexible bandwidth scaling, and operates on a pay-as-you-go model for scalability and cost efficiency.



What is the process for making the Lumen NaaS Port available for use?

To help ensure the NaaS Port is ready for use, our first action is dispatching a technician to your location, a step that is done once to make the port available efficiently. In collaboration with the building's facilities management, Lumen arranges access to the telecommunications room to enable this availability. Our aim is to coordinate access quickly and have the port ready for use, typically within 3-5 business days. To expedite this process, we ask for the building manager's contact information to be provided with your order. This approach emphasizes our commitment to activating the on-demand and flexible services offered by the port through a one-time, efficient process.





Once the Lumen NaaS Port is made ready, how do I begin utilizing the functionality?

After the Lumen NaaS 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. Once your equipment is connected, go to Lumen NaaS Manager to activate service in minutes. There, you can easily manage connections, adjust bandwidth as required, and access the full suite of network functionalities. This process provides you have all the necessary details at your fingertips to seamlessly integrate with and leverage the capabilities of your newly available NaaS Port.



Can I adjust my service bandwidth after the port is made available?

Yes, the NaaS Port allows you to flex your bandwidth up to the maximum of your port size, or down as per your requirements, offering a high degree of flexibility and control over your network services, only paying by the hour for what you use.



Is technical support available for the NaaS Port?

For any hardware issues or technical support needs regarding Lumen NaaSPort, 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 run smoothly, and we are committed to resolving any issues promptly to minimize disruptions to your service.



When does billing for the Lumen NaaS Port begin?

Billing for the Lumen NaaS Port starts when the port is made ready for use.



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 our service from our side. Connecting the port to your specific equipment is a step that falls to your team, but it's an important part of activating the full potential of the NaaS Port. 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.

For more information, visit our product page

[Internet On-Demand | Lumen](#)

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