

What is Lumen® Fiber+ Internet?

Lumen® Fiber+ Internet offers scalable, reliable and cost-effective internet with a digital buying experience and network automation.

With fast, symmetrical speeds of up to 1 Gbps, Fiber+ Internet helps improve the performance and efficiency of apps and operations. Fiber+ Internet includes business-class, fiber-based internet connectivity and a 99.9% network availability service level agreement (SLA). The solution is ideally suited for small and medium offices and businesses with internet-centric data needs. Fiber+ Internet offers an optional Wi-Fi capable router for a turnkey solution. You have the option to bring your own device, provided the device has been certified to work with the solution. If you choose a device provided by us, the device can be rented and included in the monthly recurring charge.



What is Lumen® Fiber+ Internet used for?

Lumen® Fiber+ Internet provides a high-performance network that connects your business locations and users to the resources they need to run their daily operations while supporting business functions, including:

- Starting a new business with a need for internet connectivity
- Upgrading existing internet connectivity
- An internet-driven business that relies on continuous cloud-based application and data availability
- Businesses with waiting rooms and restaurants needing separate guest and private Wi-Fi access with network firewall protection
- A business that does not have an existing IT department or wants to outsource networking responsibilities and repurpose existing IT to revenue generating projects
- A business that needs help with a full technology ecosystem
- Desire for a single vendor rather than multiple service providers to manage
- Desire for a solution with end-to-end customer support
- Desire for cost predictability
- Desire to be at the forefront of technology while avoiding capital investment



What speeds are available?

Lumen® Fiber+ Internet is available in four symmetrical bandwidth options: 50 Mbps, 100 Mbps, 500 Mbps and 1 Gbps.



How do I order?

You can order Lumen® Fiber+ Internet online anytime using our digital buying experience. Design, price, purchase and then track the order progress of your Lumen® Fiber+ Internet for each of your locations all through the Lumen Control Center portal. Receive notifications or chat with our digital support team online or by phone.

If you are unsure what bandwidth requirements are needed for your locations, you can always call your local account representative. They will be your best resource for understanding the technical requirements of your specific location.



I need to provide customer access to the internet. Does Lumen provide guest and private Wi-Fi?

Yes. The Lumen device provided with Fiber+ Internet supports up to four SSIDs supporting public guest access while providing private Wi-Fi availability for your staff. Your Lumen technician can set up the device for you at the time of service installation, and our support team is always available to assist with service configuration.



Is Lumen® Fiber+ Internet secure?

An optional device with basic firewall is available to order with Fiber+ Internet service. Fiber+ Internet is a connection over a public internet network. If needed, you may supply an added firewall that supports advanced security configurations. Lumen monitors traffic on our global internet backbone 24/7, providing a secure experience for your customers. Ask us about advanced security options for your business including perimeter-based security, DDoS mitigation and threat management.



What can I expect when I order Lumen® Fiber+ Internet?

To get started, make a list of all the locations you want to connect. For added flexibility, there are multiple ways you can order Fiber+ Internet:

- Online at Lumen.com
- From your Lumen Control Center portal if you have an established account
- From your Lumen sales professional

Start by selecting your preferred bandwidth for that location. Then, just choose your term and device options (provided by you or provided by Lumen as a rental) and select the option for installation, all summarized with an itemized quote.

Upon order submission you will be presented with an order number for reference. Additionally, you will receive email notifications as your order progresses.

If you ordered a device from us, the device can be tracked via the order progress page within the Lumen Control Center portal, and a Lumen technician will contact you to confirm your Fiber+ Internet installation date. Your solution includes installation of the circuit and extension of service to the customers suite via building extension.

Once installation is complete, you will receive a connection notification. Invoices can be viewed in the Control Center portal.

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How will I know what network configuration to choose?

We have simplified the network configuration for you, so all you need to do is choose the desired bandwidth per location. The standard service is configured with static routing and IP addresses supplied by Lumen.



How is Lumen® Fiber+ Internet activated?

A Lumen technician will contact you to confirm your installation date. On the date of installation, your local site contact will need to be available to allow the technician on site with access to both the building telecom room and the business suite where the internet connection is to be delivered. Our technician will extend the connection from the Lumen point of presence in the telecom room to a location in your suite.

If you are using your own device, our technician will test your Fiber+ Internet service after delivery to your suite and confirm it is working properly. The service will now be ready for you to extend to your device. If you choose to install the device provided by Lumen yourself, it will be shipped preconfigured as “plug and play.” You then connect the Fiber+ Internet service to the device.

If you selected a device supplied by Lumen with installation at the time of ordering, our technician will contact you to complete device installation. In addition, our technician will perform proper testing to ensure the service is ready for use.



How do I get help with my purchase?

Chat and call options are available to provide any help or answers to questions you may have about your order, and you can also check your order progress via the Lumen Control Center portal. Your account management and support teams are available to guide you through the process.



When will I receive my Lumen® Fiber+ Internet solution?

Intervals can range from 10 to 68 business days. When you order the service, you will be able to select an available date for delivery. If you are working with your local sales professional to order service on your behalf, they will provide you with the estimated interval and work with you on your requested due date.



How do I know if my location(s) qualifies for Fiber+ Internet?

At the time of ordering, you will enter your service address. If your location qualifies for Fiber+ Internet, you will be able to move forward in the digital order experience. If it does not qualify, your digital order will not be completed, but we can connect you with a sales professional as we have other solutions designed to meet your needs.



Some of my locations have unique network topology requirements. Does Lumen® Fiber+ Internet support this?

Fiber+ Internet is perfect for single site locations that require static routing. We also provide other solutions that can support complex custom configurations. Contact your account manager or visit <https://admin-controlcenter.centurylink.com/admin/ccma/home#/> today to get started.



I have a large scope of traffic-shaping requirements supporting unique application use cases. Does Lumen® Fiber+ Internet support this?

Fiber+ Internet does not support class of service. However, we do have other services that will meet your needs. Contact your account manager or visit <https://admin-controlcenter.centurylink.com/admin/ccma/home#/> today to get started.



Does Fiber+ Internet provide SLAs?

Currently, Fiber+ Internet has an SLA for network availability of 99.9%. If you are looking for internet connectivity with an enhanced SLA, we do have other services that will meet your needs. Contact your account manager or visit <https://admin-controlcenter.centurylink.com/admin/ccma/home#/> today to get started.



Can I add additional feature upgrades to my platform?

Lumen® Fiber+ Internet is designed to offer streamlined bandwidth up to 1 Gbps. In the Control Center portal, you can make changes to your service such as adding new services, upgrading your bandwidth and changing contact information.



What are the differences between Fiber+ Internet, Lumen® Hyper WAN, Lumen® Dedicated Internet and Lumen® Dedicated Internet Access?

Lumen® Fiber+ Internet and Lumen® Hyper WAN provide a streamlined set of service options that support a fast configuration, pricing and purchasing experience with automated provisioning. Our Dedicated Internet Access (DIA) and integrated IP VPN products support deeper service customization, including multiple access types and service features. If your business requires a solution that addresses specific requirements, we can support it. For assistance with a Lumen® Fiber+ Internet order, you can connect with us digitally. If you need help with customized Dedicated Internet and/or Lumen® MPLS IP VPN wide area network connectivity, please call 1-800-871-9244.

Specifications	Fiber+ Internet	Hyper WAN Dedicated Internet	DIA
Bandwidth	• 50 Mbps, 100 Mbps, 500 Mbps, 1 Gbps	• 50 Mbps, 100 Mbps, 500 Mbps, 1 Gbps, 3 Gbps	• Multiple options up to 100 Gbps
Supported Routing	• Static	• Static, BGP	• Static, BGP
Device	<ul style="list-style-type: none"> • Optional Meraki MX67W with three-year Enterprise License for 50 and 100 Mbps speeds • Optional Adtran NetVanta 5660 with three-year Enterprise License for 500 and 1 Gbps speeds 	N/A	• Optional Cisco, Juniper, ADTRAN supported devices
Diversity	N/A	N/A	Supported
Quality of Service	N/A	Supported	Supported with Lumen Voice
Managed Service	N/A	N/A	Supported
SLAs	Availability	• Availability, Latency, Packet Delivery	• Availability, Latency, Packet Delivery



How do I get help with my Lumen® Fiber+ Internet activation?

If you need help or have questions about your order, you can chat with an agent online.

For more information, visit the Lumen® Fiber+ Internet product page:

www.lumen.com/en-us/networking/business-fiber.html