

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, symmetrical, internet connectivity and a 99.99% service availability service level agreement (SLA). The solution is ideally suited for small and medium offices and businesses with internet-centric data needs and as connectivity in a SD-WAN environment where you have existing SD-WAN equipment. Fiber+ Internet offers an optional Wi-Fi capable router for a turnkey solution.



What Is Fiber+ Internet used for?

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 high-speed 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
- 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
- Using a single vendor rather than managing multiple service providers
- Desire for a solution with end-to-end customer support
- A need for cost predictability
- Being at the forefront of technology while avoiding capital investment



What speeds are available?

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 50 Mbps, 100 Mbps, 500 Mbps and 1 Gbps Fiber+ Internet online anytime using our digital buying experience. Design, price, purchase and then track the progress of your Fiber+ Internet order 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, engage in click-to-chat or contact your local Lumen account representative. They're 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 public guests 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 Fiber+ Internet secure?

A basic firewall is available with Fiber+ Internet service. Fiber+ Internet is a connection over a public internet network. Network Address Translation (NAT) and Port Forwarding are supported. With the addition of Lumen® Edge Protect, Fiber+ Internet customers can connect safely to the internet while allowing you to meet your business web access policies. Edge Protect is an add-on purchase that serves as the first line of defense from malicious domains, Lumen® Fiber+ with Edge Protect offers enhanced security.

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 Fiber+ Internet?

To get started, make a list of 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 each location. Then, choose your term, all summarized in an itemized quote.

By default, Edge Protect will be added to your purchase, and you may opt out if you do not need the security option.

When you submit your order, you will receive an order number for reference, along with notifications as your order progresses. Ensure your environment is ready for installation. View our [readiness page](#) to look for needed steps required to deliver service.

You can view order progress within the Lumen Control Center portal. 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 your suite via building extension.

Once installation is complete, you will receive a connection notification. You can view your invoices in the Control Center portal.



How will I know what network configuration to choose?

We've simplified the network configuration, so all you need to do is choose the desired bandwidth for each location. The standard service comes with 1WAN IP address assigned to your router. Optional IP addresses are available at an additional monthly cost. You will see the IP address options during the quoting process. If you need to configure NAT or port forwarding on the Lumen provided router, a Lumen implementation expert will configure that on your behalf after the service is installed. Simply log in to your Control Center portal and submit a repair ticket. If you are supplying your own router, you will be responsible for the configuration of your device. Helpful configuration guides may be located on your equipment vendor website.

Is the DNS server configuration different when ordering Edge Protect with the Fiber+ Internet service and supplying my own equipment?

If you are ordering the Lumen provided router with your service, Lumen will preconfigure the device for you. When providing your own router, you must ensure you configure DNS to point to the below:

Edge Protect Primary DNS server: 4.20.20.20

Edge Protect Secondary DNS server: 4.20.21.21



How is Fiber+ Internet activated?

A Lumen technician will contact you to confirm your installation date. Two installations may be needed. On the date(s) of installation, your local site contact will need to be available to let the technician on-site and provide access to both the building telecom room and the business suite where the Internet connection will be delivered.

Our technician will extend the connection from the Lumen point of presence in the telecom room to a location in your suite. Lastly, our technician will complete the Lumen provided router installation—and perform proper testing to confirm the service is ready for use.



If you are supplying your own router, the Lumen technician will test the circuit to ensure its activated. Once testing is complete, a connection notice will be sent, and the service will begin billing. You will be responsible for connecting your router to the circuit. How do I get help with my purchase?

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



When will I receive my Fiber+ Internet solution?

Delivery can range from 10 to 90 business days. When you quote and order the service, you will be able to select an available delivery date. If you are working with your local sales professional to order service, they will provide you with the estimated delivery 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 can move forward with the digital ordering experience. If it does not qualify, you will not be able to proceed, but a sales professional can help with other solutions to meet your needs.



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

Fiber+ Internet is perfect for single-site locations that require simple configurations. The service is also perfect for an Internet location that is part of an SD-WAN environment where you are using existing equipment. We also provide solutions that can support complex custom configurations. Contact your account manager, shop from the portal or visit lumen.com to learn more.



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

Fiber+ Internet does not support that class of service. However, we have other services to meet your needs. Contact your account manager, shop from the portal or visit lumen.com to learn more.



Does Fiber+ Internet provide SLAs?

Currently, Fiber+ Internet has an SLA for service availability of 99.99%. If you are looking for internet connectivity with an enhanced SLA, we have other services that will meet your needs. Contact your account manager, shop from the portal, or visit lumen.com to learn more.



Can I add additional feature upgrades to my platform?

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, adding Edge Protect and changing contact information.



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

You can chat with an agent online.



Can port forwarding be enabled for Fiber+ Internet?

Port forwarding is supported with Fiber+ Internet.



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

Specifications	Fiber+ Internet	DIA
Bandwidth	<ul style="list-style-type: none">• 50 Mbps, 100 Mbps, 500 Mbps, 1 Gbps	<ul style="list-style-type: none">• Multiple options up to 100 Gbps
Supported Routing	<ul style="list-style-type: none">• Static routing from customer equipment (CE) to provider edge (PE)	<ul style="list-style-type: none">• Static• BGP
IP Addresses	<ul style="list-style-type: none">• 1 WAN IP for use with the router is included with the service. . Optional static IPs may be purchases for a monthly fee	<ul style="list-style-type: none">• /29
Diversity	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• Supported
Quality of Service	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• Supported with Lumen Voice
Managed Service	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• Supported
Security Services	<ul style="list-style-type: none">• Edge Protect	<ul style="list-style-type: none">• Security and Compliance services include: DDoS, Adaptive Threat Intelligence, Security Log Monitoring, Professional Security Services
SLAs	<ul style="list-style-type: none">• Service availability	<ul style="list-style-type: none">• Service availability• Latency•

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

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