LUMEN SELF-SERVICE SHOPPING FAQS

Have a question? Find answers to the most common questions about self-service solutions, including ordering, delivery, configuration and management.

Q **Can I see pricing before I buy?**

Yes. The Lumen digital buying experience allows you to instantly configure and price the requirements for each location before you ever submit an order. We deliver a simple set of options combined with easy-to-understand monthly service rates you can adjust and evaluate immediately. Acceptance of simplified online terms eliminates the need to wait for customized estimates and complex contracts.

Q **Are my purchases available immediately?**

Service delivery begins when you complete the technical configuration in the Control Center portal and submit your order. You will receive regular status updates and notifications within your portal and will be notified of your actual service delivery date once your order is complete.

Q **How do I pay for the products?**

You will be billed monthly for your services. Easily manage payments in the Control Center portal or contact us for other billing options.

Q **How do I get help with my order?**

You can either chat with an agent online within our Control Center portal or call the support team at 800-414-1973.

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