

Lumen® Control Center

Use this guide to help navigate the updated Lumen Control Center homepage.

Control Center is your intuitive and secure portal that provides easy access to important resources for handling your Lumen services and accounts.

With our streamlined layout, you can access most information with a single click. Manage and pay invoices, track your orders and tickets, easily reach support when needed, and much more.

1. Alerts & Notifications

Receive alerts at the account or circuit level; get notified by SMS or on your dashboard

2. Billing

Access your invoices, make payments, view payment history, sign up for paperless billing, and more

3. Ticketing

Monitor any potential or active tickets or easily open a new ticket

4. Open Orders

Manage your open orders, along with the order status and timeline for completion

5. Frequently Visited

Quickly access the Control Center pages you use most often

6. Scheduled Maintenance

View network maintenance affecting your services for the coming month; click the day to view more information about the event(s)

7. Learn

Get help with Lumen portals, products, and service readiness

8. Lumen News

Learn more about Control Center, delivery support, and Lumen self-service products

9. Contacts

Access contact information for Control Center support

10. Walk Me Through

Guides you through completing processes or experiences; also provides SmartTips and other notifications

11. Chat Live with an Expert

Get answers to your questions from our Control Center specialists

The screenshot shows the Lumen Control Center homepage with the following numbered callouts:

- 1. Alerts and Notifications:** A card showing "No Actions Required" for a specific alert.
- 2. Billing:** A card showing "Outstanding Invoices" for \$7,605.00 with a "PAY" button.
- 3. Ticketing:** A card showing "2089 Total" tickets, with "2088 Active" and "1 Potential".
- 4. Open Orders:** A card showing "446 Installs", "8 Changes", and "4 Disconnects".
- 5. Frequently Visited:** A list of frequently accessed links like "Documents", "Network Maps", and "Alerts - MyLevel3".
- 6. Scheduled Maintenance:** A calendar view for November 2021.
- 7. Learn:** A card with links to "Control Center", "Release Notes", and "Regional Handbooks".
- 8. Lumen News:** A news card titled "Lumen Congratulates FCC and NTIA Nominees Rosenworcel, Sohn and Davidson".
- 9. Contacts:** A card with contact information for Enterprise, EMEA, APAC & LATAM, National Wholesale, and Edge Customers.
- 10. Walk Me Through:** A button at the bottom of the page.
- 11. Chat Live with an Expert:** A button at the bottom right of the page.