



NEWS RELEASE

Lumen Takes Network Resilience Beyond the Backup Plan with AI and Built-In Diversity

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AI-powered tools help prevent disruptions, speed recovery, and keep customers informed, while new Dual Path service delivers two separate physical network routes between locations

DENVER--(BUSINESS WIRE)-- **Lumen Technologies** (Nasdaq: LUMN) is continuing to advance the AI-powered tools designed to improve network resilience and enhance the customer experience, while also launching Dual Path, a new wavelength service that provides businesses with two physically diverse network routes between the same locations.

Lumen takes network resilience beyond the backup plan with AI and built-in diversity.

Together, Lumen's AI-powered Service Assurance capabilities

and Dual Path service take resilience beyond the traditional vendor diversity demands on infrastructure, resilience depends on both how a network is operated and how it is designed. Businesses need the ability to anticipate and resolve issues faster, while reducing hidden points of failure that can exist when different providers rely on the same underlying fiber or facilities.

"AI is changing what businesses need from their networks. Resilience can't be assumed, it must be engineered, continuously operated, constantly improved," said Kye Prigg, chief operations officer for Lumen. "We're combining the strength of our physical network, AI-powered operations, and the expertise of our teams to identify and reduce potential single points of failure and keep critical connections running. Customers shouldn't have to assume their network is resilient. They should be able to prove it."

AI at work across the network

Network resilience is about more than how the network is built. It's also about how quickly Lumen can anticipate

issues, take action, and keep customers informed. Lumen's Service Assurance framework is built around three simple principles:

- **Don't let it break:** AI and automation analyze network conditions and external risks, from weather to construction activity. More than **380 automated workflows run roughly 5 million times each year**, with machine-to-machine intelligence that **anticipates and resolves 80% of issues***, often before they impact customers.
- **Fix it fast:** Intelligent diagnostics, generative AI, and automation help accelerate restoration. GenAI Service Diagnostics deflects **35% of tickets*** by resolving the issue or identifying the cause in real time. **AskGreg**, Lumen's multi-agent assistant, provides engineers with fast access to service history, network information, and recommended next actions.
- **Communicate effectively:** **NORA**, Lumen's AI-powered customer operations assistant, provides email access to real-time diagnostics, planned maintenance information, repair history, and ticket support. During network events, customers receive proactive communication throughout restoration.

Historically, the operational intelligence used to run networks has stayed behind the scenes. Lumen is changing that by putting more of it into customers' hands through NORA, self-service diagnostics, APIs, real-time service visibility and proactive communications. It's part of Lumen's broader strategy to make the network more digital and programmable, combining expansive physical infrastructure with software and AI-powered operations to provide businesses with greater transparency, flexibility, and control over how they manage connectivity.

Extending resilience into the network itself

While AI-powered Service Assurance helps prevent and minimize disruptions, resilient network design remains equally important.

Buying connections from multiple providers doesn't necessarily create true diversity. Separate services can still share the same infrastructure, facilities or fiber routes, creating hidden points of failure.

Two paths. One provider. Built for resilience.

Lumen Dual Path is designed to remove that uncertainty with:

- **Two truly separate paths:** Two independently routed wavelengths between the same locations, both active at full bandwidth and backed by a 99.9% availability SLA.
- **Diversity that's proven:** Lumen documents physically separate, non-overlapping routes before service begins and continues monitoring them as the network evolves.

- **One provider, less complexity:** Businesses gain dual-path resilience across Lumen's 340,000 route miles of fiber infrastructure without managing multiple carriers.

Lumen offers three or more optical paths across eight of the 10 leading AI infrastructure markets, according to independent AlphaSense research.

Lumen's wavelength leadership has been recognized by independent industry analysts. Frost & Sullivan ranked Lumen No. 1 in North American Wavelength Services on the Frost Radar for the third consecutive year, while Vertical Systems Group ranked Lumen the No. 1 U.S. Wavelength Services provider for five consecutive reporting periods. Dual Path and Service Assurance reflect a broader Lumen investment strategy that brings together network infrastructure and programmable network capabilities to support the growing demands of AI, cloud and always-on business.

Learn more:

- See Service Assurance in action: **Service Assurance video**
- Explore the capabilities and benefits: **Service Assurance brochure**
- Discover how Dual Path is designed to strengthen network resilience: **Dual Path WavelengthsSM | Lumen Technologies**
- Read the network resilience blog: **Provable Network Resilience for the AI Era**
- Explore the latest Lumen network investments: **Lumen Network Investment | Lumen Technologies**

*Source: Lumen internal data.

About Lumen Technologies

Lumen is unleashing the world's AI potential. As the trusted network for AI, we ignite business growth by connecting people, data, and applications — quickly, securely, and effortlessly. Lumen's physical infrastructure, programmable network, and connected ecosystem give enterprises a simpler way to move data from virtually anywhere to anywhere in real-time to support their AI needs. Together, Lumen's owned fiber backbone and cloud-native control plane provide a differentiated platform for connecting, securing, and operating modern enterprise environments at global scale. From metro connectivity and long-haul data transport to cloud networking, security services, digital platform capabilities, and connectivity orchestration, Lumen meets customers' needs today and as they build for tomorrow. Lumen and Lumen Technologies are registered trademarks of Lumen Technologies, Inc. in the United States.

Forward-Looking Statement

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. All statements contained in this press release that do not relate to matters of historical fact should be considered forward-looking statements, including statements regarding management's expectations with respect to our business, strategy and operations as well as statements identified by words such as "estimates," "expects," "anticipates," "believes," "plans," "intends," "will," and similar expressions. These forward-looking statements are not promises nor guarantees of future results, are based on our current expectations only and are subject to various risks and uncertainties, including those described in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q, as updated in our other filings with the U.S. Securities and Exchange Commission from time to time. Actual results may differ materially from those anticipated by us in these statements due to several factors, including those referenced in our filings with the U.S. Securities and Exchange Commission.

Media Contact:

Name: Stephanie Meisse

Email: stephanie.n.meisse@lumen.com

Phone: 419-610-3142

Source: Lumen Technologies