



NEWS RELEASE

# Lumen Technologies Ensures Enterprise Connectivity During Hurricane and Wildfire Season

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DENVER--(BUSINESS WIRE)-- As the 2025 hurricane and wildfire season intensifies, **Lumen Technologies** (NYSE: LUMN) today detailed its enterprise readiness plan, designed to safeguard mission-critical connectivity and support business continuity for customers operating under extreme conditions.

From wildfires in California to hurricanes along the Gulf Coast, Lumen's enterprise network is built for resilience. The company leverages AI-powered automation, geospatial intelligence, and strategic field staging to proactively mitigate risks to service continuity when it matters most.

"Our enterprise customers depend on uninterrupted connectivity to run their operations—even in the face of natural disasters," said Chris Noble, Lumen SVP service assurance. "If an uncontrollable event occurs, we are well prepared with the full force of our Lumen resources to respond, restore, and communicate with our customers. Our response framework ensures real-time intelligence and boots-on-the-ground action, keeping our customers connected and operational through any storm."

Lumen's preparedness efforts are strengthened by state and federal partnerships, including coordination with FEMA, enabling faster, more effective disaster response. During past events, Lumen's predictive analytics accurately identified at-risk infrastructure, allowing teams to preemptively clear hazards and stage backup power near critical nodes.

## Key Elements of Lumen's Disaster Readiness Program:

- **AI & Machine Learning:** Real-time storm tracking, path prediction, and infrastructure risk modeling help Lumen anticipate threats and allocate resources.
- **Geospatial Tools:** Field teams use advanced layer maps to assess vulnerability, prioritize asset protection, and



respond faster.

- **Power Resiliency:** Backup generators are staged near projected disaster areas to ensure prompt power restoration.
- **Proactive Maintenance:** Real-time analytics-driven inspections account for increased rates of commercial power outages, ensuring network stability.
- **Incident Management:** A dedicated national incident management team coordinates around-the-clock support and direct customer communication.

### **Best Practices for Enterprise Customers:**

Lumen also encourages customers to take proactive steps to maintain operational continuity.

- **Build Redundancy:** Ensure your organization has multiple communication channels in place, such as satellite phones, mobile hotspots, and VoIP systems to ensure backup connectivity.
- **Test Backup Power Systems:** Regularly inspect and maintain generators and uninterruptible power supplies (UPS) to support critical infrastructure during power outages.
- **Don't Cut the Cable:** Coordinate closely with restoration crews to avoid cable-cutting incidents during post-storm recovery.
- **Practice Disaster Recovery:** Rehearse comprehensive disaster recovery plans, including data backup, network restoration, and employee safety protocols.

Added Noble: "Lumen's enterprise-first network and disaster preparedness strategy reflects its broader mission—keeping businesses connected, protected, and prepared, no matter the forecast."

### **About Lumen Technologies**

Lumen is unleashing the world's digital potential. We ignite business growth by connecting people, data, and applications – quickly, securely, and effortlessly. As the trusted network for AI, Lumen uses the scale of our network to help companies realize AI's full potential. From metro connectivity to long-haul data transport to our edge cloud, security, managed service, and digital platform capabilities, we meet our customers' needs today and as they build for tomorrow. For news and insights visit [news.lumen.com](https://news.lumen.com), LinkedIn: [/lumentechologies](https://www.linkedin.com/company/lumentech), X: [@lumentechco](https://twitter.com/lumentechco), Facebook: [/lumentechologies](https://www.facebook.com/lumentechologies), Instagram: [@lumentechologies](https://www.instagram.com/lumentechologies), and YouTube: [/lumentechologies](https://www.youtube.com/lumentechologies).

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