Empowering Our Customers for the 4th Industrial Revolution

May 5, 2022

As a customer-centric company, Lumen is committed to furthering human progress through technology and inspiring our customers to imagine new possibilities. Our purpose as a global technology company has never been more critical.

Every day, the Lumen platform is empowering our customers with the potential to create a positive impact in the marketplace. There are so many ways we do this. One of the hidden yet invaluable ways Lumen makes a difference is by supporting the sustainability goals of our customers.

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Our customers value the availability of our platform and resilience of our network, as well as the privacy and security of the data they entrust us with.

Delivering network reliability to our customers

Through connectivity, reliability and productivity, Lumen is delivering exceptional customer-first experiences to those who trust us with their business. We are investing in network infrastructures that meet the needs of our customers in a rapidly evolving digital world and are continuing to focus on delivering innovative solutions based on **4th Industrial Revolution technologies**.

Safeguarding our customers' privacy

Trust, transparency, and security have become increasingly important considerations in a digital world. As a global technology company, we're dedicated to protecting the security and privacy of our customers. Lumen is always working to enhance its world-class security and risk management programs to protect our brand, customer, shareholders, and data.

Lumen recently launched an online **Global Trust Center** as part of our commitment to value the confidence our customers place in us every day. Our Global Trust Center is designed to meet the growing demand for transparency about the company's specific policies and practices that safeguard the privacy and security of our customers' data across the Lumen suite of products and services.

Protecting our customers' data

As a technology and communications company that enables global transmission of large amounts of information over our networks, maintaining the security and integrity of information and systems under our control is a priority among our operational risk management efforts. We view cybersecurity as an enterprise-wide risk, subject to control and monitoring at all levels of management throughout the company. Our nine global Security Operations Centers (SOCs) keep watch over our Managed Security customers' traffic 24/7, and our Cyber Defense team does the same for Lumen's Enterprise network.

In addition, our security products and internal controls are enhanced by threat intelligence from Black Lotus Labs, which helps us stop many attacks before they happen.

As part of our cybersecurity risk management efforts, Lumen regularly assesses our program, including:

- Robustness and effectiveness of the company's internal controls regarding cybersecurity
- Emerging cybersecurity developments and threats
- Cybersecurity response and contingency plans in the event of security breaches or other

system disruptions

Lumen's platform is where amazing things are happening. Our focus on creating lasting value for all our customers is important because it's the *experience* our customers have with us that will help define our success.

You can read Lumen's **2020 Environmental Social Governance Report** to learn more about our commitment as a technology company to a sustainable future.

https://news.lumen.com/empowering-our-customers-for-the-4th-industrial-revolution