

Lumen Public Safety Contact Information

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Customer Tools & Resources

Lumen Connect

Lumen® Connect is your digital hub for managing Lumen services: view and pay invoices, manage orders, access tools to configure and customize your services, submit repair tickets, and more.

<https://docs.lumen.com/lumen-connect/getting-started/>

Readiness Support

Use this checklist to guide your service delivery from order entry through service acceptance, billing, and service assurance.

<https://www.lumen.com/help/en-us/readiness.html>

Understand how long it takes to install service

View how long it typically takes us (in business days) to install a new service.

<https://www.lumen.com/help/en-us/readiness/understand-how-long-it-takes-to-install-service.html>

Repair and Technical Support

We're committed to making it easy to work with Lumen and to delivering secure, reliable connections when and where you need them. If an issue occurs, use the resources below to help us restore service as quickly as possible.

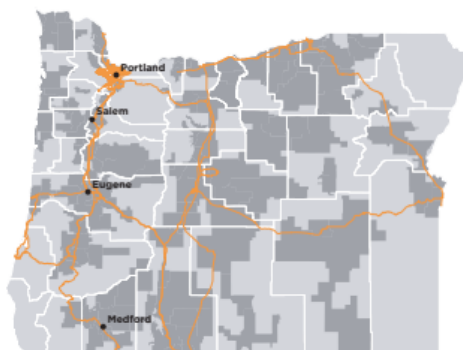
- Installation and Activation Help: <https://docs.lumen.com/readiness/get-management-help-while-installing-or-activating/>
- Contacting Repair: <https://www.lumen.com/en-us/contact-us/repair.html>
- Lumen Repair Escalation Matrix: <https://repairescalations.lumen.com>

Lumen Network Repair Numbers

Support Area	Phone Number
NG9-1-1 NOC	800-281-8310
9-1-1 Repair	800-357-0911
Lumen iQ/MPLS – IP NOC / iQ Internet	877-886-6515
Long Distance – LD-Switched, Dedicated & 800#s	800-524-5249
Local Services – PRI / T-1	888-678-8080
Local Services – POTS	800-214-8043
Local Services – DSL	800-247-7285
Classic CenturyLink – 9-1-1	877-433-1989
Classic CenturyLink – Voice, T-1, PTP	888-230-4404
Classic CenturyLink – Business Repair: DSL, B-1, Centrex	800-786-6272
Lumen Connect – Portal Support	877-453-8353

Igniting the future of digital innovation in Oregon.

- Nearly 355,000 connections statewide
- More than \$33,000,000 annual salaries
- More than \$106,000,000 investment in 2025
- Nearly 374 employees in Oregon
- Nearly 15,150 fiber route miles
- Nearly 8,915 on-net fiber locations



Thank You

We are truly grateful for your continued partnership and trust in our services. Thank you for being a valued customer.