



FREQUENTLY ASKED QUESTIONS FOR CONTRUCTION/REAL ESTATE VENDORS:

- **What systems will I use as a Brightspeed, Real Estate vendor?** You will continue to the use same systems, same processes with Brightspeed that you do today with Lumen. Your Log-on credentials may change to accommodate Brightspeed. You will be notified of these changes.
- **Will my site access process remain the same?** The process that you use today to access a site will remain the same. If you are currently using a badge, you will be sent a new Brightspeed badge around or shortly after Day 1. Your current badge will continue to work unchanged until you get your new badge.
- **Will my vendor invoicing process remain the same?** Yes. The invoice process will remain the same. Although, you will have a Brightspeed email address to submit the invoices to.
- **Will my existing contract(s) remain unchanged?** All existing contracts will remain in force and unchanged unless notified otherwise.
- **Who do I contact if I have additional questions?** Please complete [the Customer Support request form](#) to submit a question to the Real Estate team.