

Contacting HR Connect

- * The request below was for updating banking information with Brightspeed.**
 - * Depending on your personal situation, you may need to provide more or less information.**
 - * Just keep in mind that more information is better when asking them for help**
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Thank you for contacting Lumen HR Delivery Services!

Please have the employee log a ticket by emailing HRConnect-NA@Lumen.com. They should include the following information for validation purposes:

Fields with (*) are required. We will not be able to fulfill your request unless this information is provided and verifiable. To expedite your request, please be as accurate and specific as possible.

- *Full Specific Details of your issue.
- *The company you retired from
- *FULL LEGAL NAME (at time of employment):
- *Last 4 of SSN:
- *Birth Month and Date (MM/DD):
- *Name of Most Recent Supervisor:
- Last day worked (if known):
- Personnel Number (if known):
- Contact Number:
- *Current Address:
- *Former Address:
- *Attach copy of a voided check to the account(s) you wish to update your banking information.