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Date: May 5, 2026

To: Alkira Customers
From: Amir Khan, Co-Founder & CEO, Alkira

We have incredible news to share! Lumen Technologies has officially signed an agreement to acquire Alkira, with a plan to joining forces to redefine what's possible in our industry. With closing expected in the third quarter of 2026 (subject to regulatory approvals and customary closing conditions), we're stepping into a future packed with opportunity, innovation, and shared ambition.

What this means for you

Your journey with Alkira will continue seamlessly, and confidence now and into the future.

- Your Alkira service runs flawlessly, exactly as it does today.
- Your contract, pricing, support team, account team, and SLAs remain fully intact and unchanged.
- The exceptional Alkira team you rely on will continue to deliver the platform and drive the roadmap forward with unwavering commitment.

Until close, Alkira and Lumen will operate as separate, independent companies. You can count on uninterrupted excellence in your services, contracts, and support, today and for the road ahead.

Why we're excited to join forces with Lumen

Looking to the future, we're thrilled about the powerful combination of Alkira's on-demand network infrastructure and Lumen's fiber and AI-ready platform. Lumen brings extensive enterprise reach and a richly connected ecosystem of clouds, applications, and partners. Together, our network infrastructure-as-a-service paired with Lumen's Connectivity Fabric will deliver the market a connectivity solution purpose-built for the AI era. After close and our planned integration with Lumen, Alkira customers will benefit from deeper integration with Lumen's network and dramatically broader reach. In the meantime, our priority is unwavering stability and continuity for every customer.

The press release is on the Alkira Newsroom and Lumen's Investor Relations site.

If you have questions, talk to your account team or contact me directly by replying to this email.

Thank you for your continued trust and partnership. The best is yet to come, and we're excited about everything we'll build next.

Amir Khan
Co-Founder & CEO, Alkira