

Feedback Process Description on Accessibility

As required under the Accessibility Canada Act (ACA), and the CRTC's Accessibility Reporting Regulations, Zayo has published its Feedback Process Description on its website: www.zayo.com/Accessibility.

Zayo is committed to providing excellent customer service to all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and welcome customer input to improve the accessibility of our products and services. We offer a variety of ways for you to provide feedback and receipt will be acknowledged promptly, other than when the feedback was provided anonymously.

You can submit your feedback anonymously. However, we may be able to better serve you if you provide your name, phone number, province and other details. This information will remain confidential and will not be shared with any third party. By contacting us, you agree to the collections, use and storage of your personal information provided to us for the purposes of responding to you and improving our services.

Customers wishing to provide feedback on accessibility issues, or to request a description of our accessibility feedback process in an alternate format, can reach us by:

Email to ServiceExperts@zayo.com

Or by calling 866-364-6033 (Option 4)

All feedback will be directed to the Zayo's Customer Success Team, led by DJ Leckwold, SVP, Global Customer Success.

Complaints will be addressed according to Zayo's existing complaint management procedures which are described on its website, taking into consideration any special needs of the customer.