



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/Policies.

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.

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.

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: ServiceExperts@zayo.com

Phone: 866-364-6033 (option 4)

All feedback will be directed to Zayo's Customer Care Team, led by DJ Leckwold, SVP, Global Customer Success and receipt will be acknowledged within 48 hours, other than when the feedback was provided anonymously.

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.

