

8 Ways Zayo is Investing in Our Customers

1

Predicting bandwidth demand

Future-proofing a fiber network means overbuilding bandwidth capacity where customers will need it tomorrow. We're busy switching our entire backbone to 400G.

2

Enabling greater bandwidth in key areas

Our regional and metro expansion projects add capacity and create a more interconnected network with better route diversity.

3

Building a more resilient network

Resilience is a natural byproduct of adding diverse and unique routes. Those additional routes also afford lower latency, higher availability and better quality of service for customers in newly-connected areas.

4

Decreasing outages

The improvements we're making to the network also focus on increasing fault tolerance and minimizing downtime.

5

Overseas connections

We're adding capacity to our subsea routes which means more bandwidth to international markets.

6

Network tech upgrades

We're upgrading our technology infrastructure, integrating intelligent automation and software-controlled bandwidth on demand so customers can maximize usage of what they buy.

7

Responding to feature requests

Our customers asked for it, and we listened. We've added a robust set of edge capabilities, including SD-WAN and SASE, to our portfolio.

8

Even more customer-centric model

With staff who are focused on network performance, service delivery and assurance, we're always pushing to get issues resolved on first touch. We've also enhanced our network management tools for more proactive event detection and prevention.

Network Growth:



20%

increase in on-time delivery performance in the past year



10%

reduction in average install intervals in the past year



75k

miles of owned network backbone



85%

of our backbone will be 400G by the end of 2023



3

diverse, cross-continent fiber routes on our network



800G

bandwidth standard we're heading towards



\$250m

invested in the network



200

recently-hired service and network performance staff