Enterprise Resilience

Crisis Management, Business Continuity, and Disaster Recovery

At Zayo, we understand the critical importance of telecommunication services to your business. Whether facing a disaster or managing day-to-day operations, we are committed to ensuring the continuation of all mission-critical processes and technologies. This commitment is embedded in our comprehensive **Business Impact Analysis (BIA)**, a meticulous examination that identifies and prioritizes mission-essential assets crucial for safeguarding the products and services delivered to our customers. The BIA encompasses:

- Analyses and prioritizations for recovery
- In-depth business process analysis
- Technology analysis
- Workforce analysis
- Customer analysis

The insights gained from the BIA serve as a foundational step in developing plans and procedures for the continuity and recovery of critical business aspects.

Testing and Training: We regularly conduct rigorous testing and training exercises to validate the effectiveness of our Enterprise Resilience program. These simulations ensure that our teams are well-prepared to respond swiftly and efficiently during real-world disruptions. By investing in ongoing training initiatives, we aim to enhance the resilience of our operations and provide you with the confidence that your services are backed by a team well-versed in crisis management and recovery procedures.

Operational Assurance: Zayo's Enterprise Resilience program ensures rapid response and recovery of your services even in the face of critical interruptions caused by natural, manmade, local, or regional disasters. Our plans, covering vital areas such as Voice, Data, Information Technology (IT), and Operational Support Systems (OSS), are part of an integrated solution. Continuous monitoring of our network allows for immediate activation of recovery teams and the invocation of plans in case of a disruption. Our **Incident Management Plan** defines escalation procedures and guides the integrated response, demonstrating our commitment to delivering reliable, secure, and uninterrupted telecommunication services.

Regulatory Compliance and Governance: Zayo adheres to industry best practices and complies with relevant regulatory requirements and reviews and adjusts to align with emerging threats and changes in the business environment.

Zayo's Incident Management Plan and Enterprise Resilience program treats all scenarios and events with equal urgency and tests during all real-time events. Outside of real-time events, the Incident Management Plan is tested on an annual basis through tabletop exercises and after incident reports. Events are managed and escalated appropriately using the ServiceNow platform. Each event is assessed, and required actions are documented in runbooks available to all employees in the ServiceNow Knowledge Base. Procedures are updated as needed based on lessons learned following each event, and the Organization chooses one event per year to report as its formal test.

Per policy, Zayo does not share the entirety of the Incident Management Plan or the BIA with external parties due to the sensitive information contained within.