



Zayo Europe Service Communication

As part of our emergency response and readiness procedure, I'm writing to explain our planning in the event of a fire.

You'll have seen the devastation wildfire has caused recently in the news, Zayo Europe has extensive fibre networks in some of the most impacted locations such as France and Spain. However, our fire planning covers our whole network across all the 16 European countries Zayo Europe operates in.

Firstly, I'd like to give you the reassuring news that our network is fully built underground and therefore protected from weather-related issues such as wildfires.

Maintaining the reliability of our infrastructure, supporting your services during emergencies, and ensuring the health and safety of our employees is always our top priority. We do this by being proactive, and our preparations start long before an emergency occurs.

We conduct 24/7 monitoring, employ localised response teams, and have built-in redundancy and proactive safeguards on our network. Our network is designed for resilience.

Whether it's severe weather, natural disasters, or unforeseen outages, we always take action to restore service quickly and safely.

I'd like to take this opportunity to remind you that Zayo Europe's Network Operations Centre (NOC) is available for service repair around the clock. The best way to contact the NOC is by opening a ticket within the Tranzact portal. If you need to phone instead you can call the UK on +44 0 20 3846 4222 / 0800 169 1646, France on +33 149 970 737, and Germany on +49 711 975 755-22.