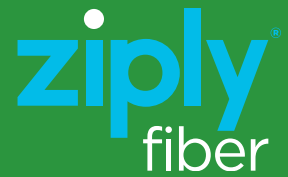


ZiPLY Fiber Values

At ZiPLY Fiber, we strive to elevate the connected lives of everyone we serve every day.



Genuinely Caring

Our customers and colleagues are people, and quite possibly our neighbors. We put ourselves in their shoes and give them our full attention.

- Listen first, talk second
- Build relationships through understanding and empathy
- Go the extra mile
- Anticipate and solve for potential challenges
- Acknowledge the contribution of others and celebrate learning and progress

Empowering You

We empower our customers to choose the products that best meet their needs, and we support our employees to implement solutions that elevate the experiences of our customers and coworkers.

- Support your team to do the right thing
- Assume positive intent
- Recognize and embrace great ideas no matter where they come from
- Provide the right tools and information at the right time
- Be proactive and solution driven when you see something that could be better

Innovation and Improvement

We always look for ways to make the experiences of our customers — and each other — better.

- Understand your audience's need
- Ask “what if?” and don't be afraid to break new ground
- Have a growth mindset, and constantly iterate to make things better
- Embrace collaboration
- Seek progress over perfection

Earning Your Trust

We earn trust by communicating simply and transparently as real people — not as a corporation.

- Communicate openly and honestly
- Say what you'll do and do what you say
- Do what's right and own your mistakes
- Lead with respect, kindness and vulnerability
- Embrace diversity, create belonging