

The background of the image is a dynamic, abstract composition of numerous glowing, curved lines in shades of blue and purple. These lines, which resemble fiber optic cables or data paths, curve and swirl across the frame, creating a sense of movement and depth. The lines vary in thickness and brightness, with some appearing as sharp, bright streaks and others as softer, more diffuse bands. The overall effect is a futuristic and high-tech aesthetic.

altafiber

# 2023 ESG REPORT

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altafiber

## Who We Are

Cincinnati Bell is now doing business as “altafiber” in Ohio, Kentucky, and Indiana. The Company also provides service in Hawai‘i under the brand Hawaiian Telcom. In addition, the Company’s enterprise customers across the United States and Canada rely on CBTS and OnX, wholly-owned subsidiaries, for efficient, scalable office communications systems and end-to-end IT solutions.

altafiber and Hawaiian Telcom deliver integrated communications solutions to residential and business customers over their fiber-optic network including high-speed internet, video, voice and data.





**" We relentlessly innovate and continuously invest in technology to serve our customers. Innovation and investment in our culture, our lived-values, and our governance are equally important."**

**- Leigh Fox,  
President and CEO  
altafiber**

## **Letter from the CEO, Leigh Fox**

altafiber is pleased to present this year's Environmental, Social, and Governance report. As you will see, the investments we are making in ESG programs complement our ongoing efforts to expand broadband access in the Midwest and Hawai'i.

altafiber's ESG programs are largely focused on the following areas:

**Sustainability.** We are committed to urgent, meaningful, science-based actions to lower greenhouse gas emissions, eliminate waste, prevent pollution, and drive sustainable procurement. Our long-term target is to achieve net-zero emissions by 2040, with a short-term target of 40% absolute emissions reduction from our 2021 baseline by 2030.

**The Employee Experience.** altafiber believes the following:

- Every employee has the right to work in a safe environment, and to go home in the same condition in which they arrived at work.
- Employees deserve equal pay for equal work. Equitable pay allows us to attract and retain the best employees, increase productivity and innovation, and reduce turnover.
- Diversity of thought, opinion, and life experience is critical. "Respect Our Differences" is one of altafiber's corporate values.

**Community Engagement.** altafiber's purpose is to build and manage a best-in-breed fiber network that creates digital equity, supports business growth, and improves the quality of life for residents and visitors in the communities where we do business. We also serve others through initiatives including the robust Employee Volunteer Program, and the Bell Charitable Foundation to support corporate giving.

You will find a comprehensive review of company programs to support our ESG commitments, as well as clear metrics to ensure that we hold ourselves accountable, within the pages of this report. We are excited for you to learn how our employees are leaning in to help create more equitable, sustainable, and inclusive communities where we live and work.

Leigh Fox  
President and CEO  
altafiber



# ESG Strategy

## Developing a purpose-driven organization

It's a passion of our company and our employees to create a better world for everyone.

We act with humility, lead with integrity, and value inclusion to develop a purpose-driven organization. We are committed to building a more prosperous and sustainable future – for our customers, for our communities, and for the world around us.

From community engagement programs, to corporate sponsorships, to sustainability initiatives, we continue to make an impact in the communities where we work and live.



### Governance

We believe a strong corporate governance is the key to driving our company's success and building sustainable long-term value for our stakeholders.



### Sustainability

We want to connect people, free from waste or pollution, enhancing environmental quality and health in our communities.



### Diversity, Equity, and Inclusion

We provide an environment that supports, recruits, and advances all employees fairly, and allows everybody to bring their best selves to the workplace.



### Social Impact

We commit to investing in the communities where we work and live and promote digital equity, inclusive environments, and employee well-being.

# ESG Priorities

altafiber’s ESG committee conducted our inaugural “materiality” assessment, an analysis and validation process to guide how we prioritize the sustainability, environmental, social, and governance (ESG) issues that matter most to our stakeholders and our future. We started with peer and industry benchmarking, identifying topics that are common and relevant to the communications and information technology industry. We referenced the Sustainability Accounting Standards Board (SASB)’s Sustainability Accounting Standards for our own and adjacent industries to create a list of ESG topics relevant to our business and stakeholders. Next we engaged stakeholders including employees, community partners, customers, contractors, regulators, suppliers, as well as our own Board of Directors and executive leadership team. We conducted meetings and administered an anonymous survey to gather diverse input from stakeholders. Finally, informed by the results, our ESG committee finalized our materiality assessment and it was reviewed and approved by our executive team.

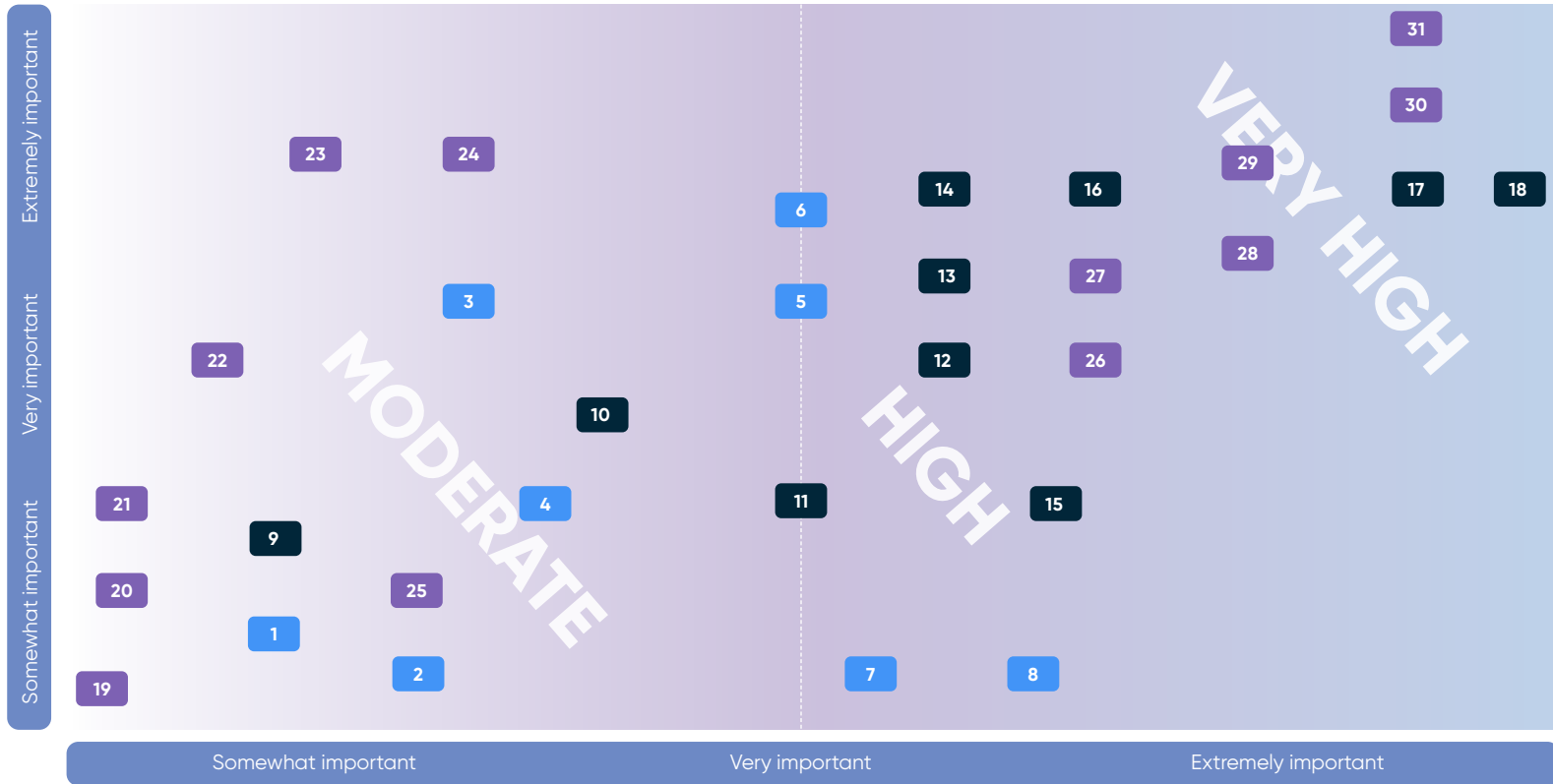
The assessment is presented in the chart on the next page. altafiber’s ESG issues are organized by importance to altafiber’s stakeholders and the impact on our business success. The material issues identified by this assessment then inform our strategy and focus within our ESG programs. We aim to build business resilience by bringing all concerns and voices into the conversation such that our ESG activities and targets are inclusive, proactive, and materiality led. The materiality assessment helps us focus our attention and resources on what is most important to our stakeholders and where our efforts are of strategic relevance for the business. By conducting this strategic exercise every 2-3 years and maintaining regular touch-points with key stakeholders on an ongoing basis, we focus our efforts on our most pressing ESG-related risks and opportunities.





# Materiality Assessment

## Importance to the Stakeholders



## Importance to the Business

### Environmental

1. Product End of Life Mgmt.
2. Sustainability Services
3. Fleet Optimization & Modernization
4. Resource Conservation
5. Env. Footprint of Operations
6. GHG Reduction
7. Physical Climate Change Impacts
8. Env. Footprint of Hardware Infrastructure

### Social

9. Managing Social Risk
10. Tech Disruption
11. Labor Practices
12. Community Relations
13. Diverse & Skilled Workforce
14. Inclusive Hiring & Culture
15. Access & Affordability
16. Employee Wellness
17. Customer Quality & Service
18. Employee Health & Safety

### Governance

19. Freedom of Expression
20. Open Internet
21. Responsible Sourcing
22. Regulatory Competitive Pressures
23. Conflict of Interest Mgmt.
24. Transparent Info. Sharing
25. Supply Chain Mgmt.
26. Legal & Regulatory Env. Mgmt.
27. Mgmt. of Systemic Risk
28. Incident & Risk Mgmt.
29. Privacy
30. Business Ethics
31. Data/Cybersecurity



## Mission and Values

To deliver an exceptional customer experience and a best-of-breed fiber network that is critical to our communities.

# The word “alta” is rooted in a word that means elevated

... and that’s what we’re doing. We’re providing an elevated connection through fiber and raising the standard of service to our customers and the communities we serve.

We are so committed to serving our customers and communities that we introduced our Brand Promise to Elevate the understanding of our customers, Elevate our products and customer experience, and Elevate our commitment to community sustainability.

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## altafiber Values

- **Do The Right Thing:** Focus on what is right long-term for the customer, company and community.
- **Respect Our Differences:** Value diversity in opinion and life experiences. Treat people as you would want to be treated.
- **Invest in the Future:** Invest in our technology, invest in our employees, invest in the communities we serve.
- **Value Team Over Self:** Focus on the mission and team. If the company is successful, you will be successful.
- **Embrace Transparency:** Cultivate a culture of trust and respect. Let’s confront issues directly and solve them together.

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In 2022 we announced Cincinnati Bell will begin doing business as “altafiber” in Ohio, Kentucky, and Indiana. This branding change does not impact CBTS, OnX Canada, and Hawaiian Telcom, which will maintain their current branding.



# Environmental



Mālama 'Āina, Hawaiian Telcom's Environmental & Sustainability Employee Resource Group, teamed up with Wai'ānae Mountain Watershed Partnership (WMWP) at the Wai'ānae Kai Forest for their first ever tree and native species planting event.

# Environmental Vision and Policy

At alfiber, we are committed to environmental stewardship with a bold vision “to connect people, free from waste or pollution, enhancing environmental quality and health in our communities.” This environmental vision builds upon our long-standing corporate commitment to serve our neighbors and connect our communities through our fiber infrastructure and IT services with every decision we make as a business.



**“We are committed to connect people, free from waste or pollution, enhancing environmental quality and health in our communities.”**

Nadja Turek, Director of Sustainability, alfiber

Minimizing our environmental impact both aligns with our deep care for our communities and the planet we inhabit and leads to beneficial efficiencies in our business operations. Our Hawaiian Telcom *’ohana*, or family, of colleagues speak to this in the language of *mālama ’āina*, which roughly translates to fostering a relationship of deep stewardship to the land. Complying with environmental laws and regulations is foundational to our operations, but it’s only the beginning of our efforts. Our **corporate environmental policy** commits to continuous improvement beyond compliance, striving to set an example of sustainability in the telecommunications industry.

We will proactively protect the environment throughout our routine business activities while setting ambitious goals to reduce our carbon footprint measurably. To achieve this, we are taking urgent, meaningful, science-based actions to:

- Lower our greenhouse gas emissions.
- Reduce waste.
- Prevent pollution.
- Favor sustainable procurement.

In 2023 we focused on implementing the climate action plans we formulated in 2022 for our two network businesses, alfiber and Hawaiian Telcom. We also embarked on a unique climate action planning process for our IT and software services company, CBTS Inc., and developed a net-zero-carbon growth plan for areas where alfiber is building new fiber optic services. We also mapped climate change related risks, such as sea level rise, to Hawaiian Telcom’s infrastructure as part of our enterprise risk management system. We continued our significant programs to refurbish, reuse and recycle legacy IT equipment and cabling across the geographies we serve, avoiding landfill waste and mining and extraction of new metals.



# Greenhouse Gas Emissions

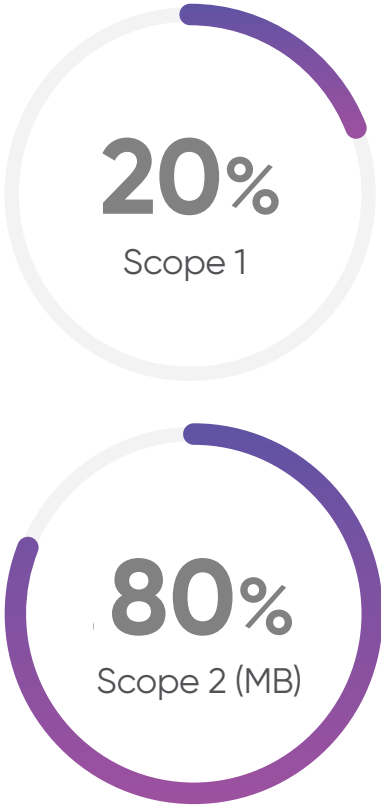
In 2023 we focused on taking climate action across our family of companies to make progress towards our science-based targets, which took many forms across our enterprise from Ohio to Hawai'i and Canada to India. We account for GHG emissions in our operations using three standard scopes<sup>1</sup>:

- **Scope 1:** Direct emissions from assets owned and controlled by altafiber, namely from our fleet, refrigerants, boilers, and generators.
- **Scope 2:** Indirect emissions from electricity purchased and consumed by altafiber.
- **Scope 3:** Other indirect emissions produced upstream and downstream of altafiber's operations, including business-related travel, employee commutes, and energy used by our customers and supply chain partners. Although we're not yet measuring Scope 3 emissions, we acknowledge their importance and commit to assessing them in the future.

Our long-term target is to achieve net-zero emissions by 2040, with an ambitious short-term target of a 40% reduction in absolute emissions from our 2021 baseline by 2030. We announced our SBTi-aligned<sup>2</sup> science-based targets in the fall of 2022.

1. altafiber adheres to the GHG Protocol, including their definitions, tracking and reporting standards  
 2. Note, although our scope 1 & 2 targets adhere to the SBTi's target criteria, until we also track and set targets for our scope 3 emissions we cannot have registered SBTi targets; we are not claiming to have those as of yet.

## altafiber 2023 GHG Emissions by Scope



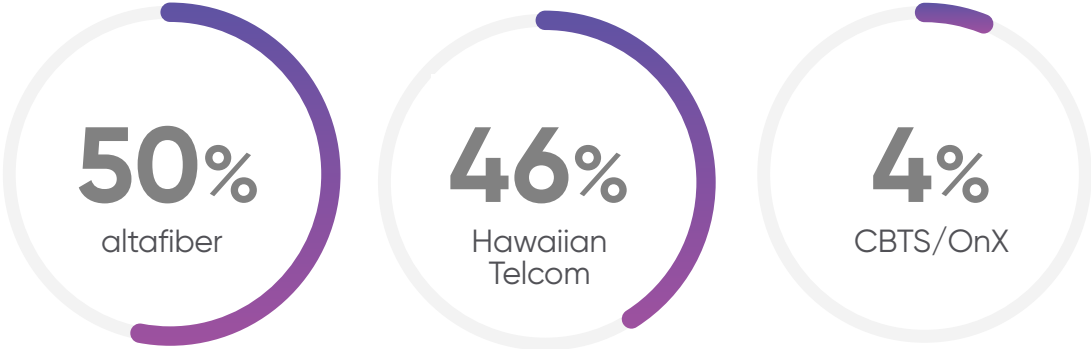
	2021	2022	2023	Percentage Change 2023 vs Baseline
Scope 1	11,975	14,030	14,001	16.9%
Scope 2	65,009	61,468	55,692	-11.0%

Our two incumbent local exchange carrier (ILEC) businesses, altafiber (the former Cincinnati Bell) and Hawaiian Telcom, are responsible for 96% of our carbon emissions. The climate action plans for those businesses lay out our strategy to:

- Migrate our customers from the energy-intensive copper network.
- Optimize and modernize our facilities, equipment, and fleet.
- Transition our corporate power usage to clean, renewable energy sources.
- Uncover additional opportunities to minimize our environmental impact.

Reducing our company’s carbon footprint minimizes our impact on the planet and improves the efficiency of our operations around the globe. In our view, environmental sustainability is a win-win-win for our company, customers, and communities.

### 2023 Total GHG Emissions (MT), by Company



### altafiber GHG Emissions Summary

Scope	Activity Type	2021	2022	2023	Percent Change
Scope 1	Stationary combustion	2,151	2,672	<b>2,339</b>	<b>9%</b>
	Mobile combustion	9,248	10,490	<b>10,836</b>	<b>17%</b>
	Fugitive emissions from refrigerants	576	868	<b>826</b>	<b>43%</b>
	Scope 1 - Total	11,975	14,030	<b>14,001</b>	<b>17%</b>
Scope 2	Purchased electricity—location based	64,459	64,086	<b>62,563</b>	<b>-3%</b>
	Purchased electricity—market based	53,411	50,641	<b>48,546</b>	<b>-9%</b>
	Purchased Electricity Leased Facilities	9,034	8,792	<b>7,146</b>	<b>-21%</b>
	Scope 2-Total (location based)	73,494	72,878	<b>66,709</b>	<b>-5%</b>
	Scope 2 - Total (market based)	62,446	59,433	<b>55,692</b>	<b>-11%</b>
	Total GHG Emissions (MB)	74,420	73,463	<b>69,693</b>	<b>-6%</b>
Total GHG Emissions (LB)		85,468	86,909	<b>83,710</b>	<b>-2%</b>





Solar array on rooftop at Hawaiian Telcom.

## Seeking Renewable Energy Sources

Recognizing that our business requires substantial energy to serve our customers effectively, altafiber is working diligently to generate more energy from renewable, carbon-free sources where possible. Leading the way within altafiber, Hawaiian Telcom's 63 solar photovoltaic (PV) systems generated 3.6 Gigawatt-hours (GWh) of its energy through onsite solar arrays.

In southwest Ohio altafiber is growing to serve customers in new areas, adding fiberoptic infrastructure and the network equipment and offices that support our new customers. We added a new rooftop 70.5kW solar array to provide 100% the power needed by our Dayton, Ohio regional office and store. The array became operational in August of 2023.

We developed a program to add more than 1MW of new on-site solar on facility roofs, and we evaluated partnerships for future power purchase agreements to meet a more significant portion of our energy needs with grid-connected renewables in the future. These actions advanced a key component of our climate action plans - to add on- and off-site renewable energy resources to meet our power needs.



Solar array on rooftop at the altafiber Dayton office.

# Transforming our Network

Our greenhouse gas inventory reveals an essential truth about our business—it takes tremendous energy to power and cool altafiber’s legacy copper network equipment. In fact, we estimate our copper network is directly responsible for the vast majority (65%) of our carbon emissions. In comparison, our newer, faster fiber-optic network only accounts for 8% of our carbon emissions. **The sharp contrast illustrates the urgent need to serve our customers through a more efficient fiber infrastructure and, in turn, retire our copper network.**

A key component of our climate action plan is to serve our customers via fiber-optic network, and aggressively decommission our legacy copper network.

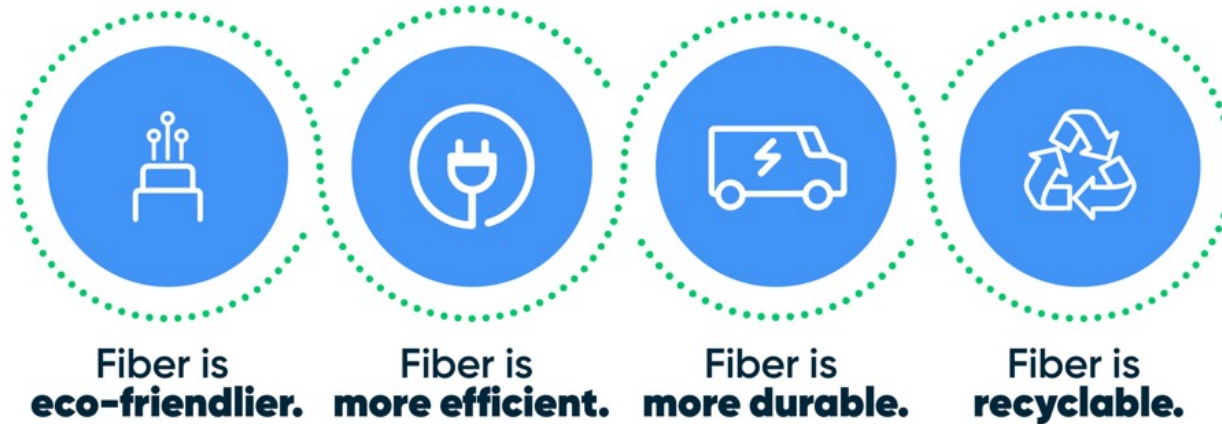
At the end of 2023 we celebrated the retirement of two copper network facilities, saving energy use and emissions:

- We closed an Optical Remote Module (ORM) in Fort Wright, Kentucky. It will save 32,000 kWh of power and 10.4 metric ton of CO<sub>2</sub>-equivalent emissions per year.
- We decommissioned a legacy Class 5 telephone switching system (5ESS) in Norwood, Ohio. It will save 155,600 kWh of power and 50 metric ton of CO<sub>2</sub>-equivalent emissions per year.

Our climate action plan is making an impact, with more savings to come! We have a phased plan to continue copper decommissioning. This will result in a dramatic decrease in our energy use and carbon footprint. And, like many of our climate-saving actions, this network transformation also offers significant operational savings—making it both a financial and environmental success.



# That's why we chose a simple message for our customers in 2023 – Fiber is Greener!



## Fiber is an undeniably greener alternative to copper cable.

- Delivers more data with less energy by leveraging passive optical networking technology, which operates partly without electricity.
- Requires fewer maintenance and service calls, which equates to fewer truck rolls and lower vehicle emissions.
- Is made of raw materials that can be produced domestically from widely available resources, compared to copper, which is difficult and costly to mine.

# Reducing our Fleet Footprint

Much of altafiber's scope 1 carbon footprint comes from our company's vehicle fleet, which is essential to our customer service, installation, repair and construction activities. The carbon emissions from our fleet have been trending up, not down, as we serve customers in ever-larger areas.

After studying the carbon emissions, age, and use cases of our fleet, our emissions reduction strategy is to:

- Modernize our fleet by replacing aging models with newer models reducing the average age of our vehicles.
- Reduce the overall number of vehicles in the fleet, while using our fleet more effectively.
- Procure and deploy electric vehicles (EVs) where commercially available and cost competitive, and provide in-house charging infrastructure for these new fleet vehicles.



We recognize that an aging vehicle is not the most energy-efficient means of servicing our customers. The modernization of our fleet isn't just a priority of our climate action plan but also contributes to employee safety and satisfaction, our overall efficiency on the road and reduces operating expenses in the medium-to long-term.

In 2023 we:

- Reduced the overall size of our fleet from over 1,300 to 1,230 vehicles.
- Purchased 116 new vehicles as direct replacements for older models, reducing our average age of vehicle in our Hawai'i business by 2 years.
- Ordered seven electric sedans to deploy in our sales and network maintenance functions.
- Switched to biodiesel to fuel our construction fleet on Maui, where island-made biodiesel is an available and sustainable choice.

We also vetted existing and new business relationships to find partners in fleet modernization. We hosted Brightdrop at our Cincinnati, Ohio fleet operations center to evaluate the Brightdrop EV 400 as a potential new fiber splicing vehicle. We also met in Hawaiian Telcom with Altec to evaluate their Jobsite Energy Management System (JEMS) to reduce engine idling and emissions during boom operations. Expanding our use of EVs, hybrid, and more efficient internal combustion engine vehicles will help optimize our fleet's fuel efficiency, reduce maintenance burden and operating costs, and promote employee productivity.



# Corporate Headquarters Goes Green

In 2023, altafiber consolidated its Cincinnati, Ohio headquarters from seven floors in the Atrium Two building to just two, with a goal of making our office space more open, modern, collaborative and technology-rich. While eliminating excess office space created by our hybrid work environment, the renovated floors are more welcoming and accommodating to an intermittent workforce seeking to meet and collaborate in person.

This project is a manifestation of cross-cutting ESG goals advancing corporate cultural, health and green building principles.

altafiber enrolled its Atrium 2 office in the Cincinnati 2030 District in 2019, so the renovation included upgrades to meet the District's energy, water and employee wellness criteria. It also is applying for LEED for Commercial Interiors green building certification.

The office renovation:

- Met the Cincinnati 2030 District's performance criteria by reducing the overall energy use intensity of the space to well below 46 kBtu/sf, the 50% reduction from the 2003 CBECS baseline required within the District. We also implemented and documented seven "optimizations" from the 2030 District's Occupant Health Guide.
- Reduced lighting power density by 25% or greater, utilized over 75% ENERGY STAR certified new electronics, and completed enhanced commissioning of all energy systems.







- Protected indoor air quality by providing ample ventilation, adding MERV 13 filters to fresh air entering the space, adding live plants throughout the space, and carefully sourcing of no- or low-emitting materials (e.g., low VOC paints and furniture) for healthier indoor air.
- Reduced water used by flow and flush fixtures by 30%.
- Re-skinned and reused furniture to reduce the project's material impact, and recycled more than 75% of the projects construction debris.
- Provided a greener, healthier workspace and reducing waste by carefully selecting products with chemical transparency, end-of-life takeback programs, and/or recycled content.

Learnings from the Atrium Two renovation will inform more consolidation and renovation across our real estate portfolio to create effective, welcoming and green workspace that reflects the future of the company.



## Providing Net-Zero-Carbon Fiber Optic Internet

We are growing our multi-gigabit fiber optic network into new markets in Ohio, Kentucky, and Indiana. Our aim is to grow our business without a commensurate increase in our greenhouse gas emissions. This means that our new facilities will have to procure or produce at least as much renewable energy as they consume, where possible, via onsite photovoltaic (PV) arrays that convert solar energy into onsite electric power.

Our newest central office in Middletown, Ohio was built to house the equipment for our 10-Gig XGS-PON fiber network to reach new customers in Ohio's Butler, Warren and Montgomery Counties. The new equipment housed there is 100% fiber optic, which is a dramatically more energy efficient way to provide essential internet services. Our own studies show serving customers with fiber will have 1/20th the carbon footprint as compared to our own service to customers in our legacy (ILEC) territory.

The efficiency of fiber made it possible to install a small on-site photovoltaic array adjacent to the new Middletown office, which will produce 116,300 kilowatt-hours of power annually, enough to meet 100% of our energy needs for this location. This is a model for how we intend to grow and serve new and future customers without growing emissions.



The US Green Building Council also recognized our new Dayton, Ohio office and retail store with a Leadership in Energy and Environmental Design (LEED) Silver certification for its exceptional energy and water efficiency and indoor environmental quality. In fall 2023, we added a solar PV system to the building's roof, sized to produce 100% of the building's power needs, making it a net zero energy building once it's been in operation at least a year. We are modeling how to grow with high-performance, net-zero energy offices and retail for our employees and customers.

**The sustainable building practices we demonstrated this year with our new Dayton, Ohio office and storefront and the Middletown central office were a proving ground for net-zero-carbon expansion for our company.**



Our newest central office in Middletown, Ohio, is the first new central office the company has built since the mid-1980s.





## Upcycled Computers Donated to Maui Residents in Need

Inspired by the J. Walter Cameron Center's Laptop Relief Program, employees from Hawaiian Telcom joined forces with several other businesses to donate 100 upcycled computers to West Maui residents affected by the devastating August 2023 wildfire.

The employees saved Hawaiian Telcom laptops destined for the recycling bin and replaced the hard drives, extending the life of each device for many more years. The computers were delivered to the J. Walter Cameron Center in Wailuku where they were matched with residents in need.

Consumer Sales Manager Cory Wahlberg (pictured, left), who spearheaded the effort on behalf of Hawaiian Telcom, volunteered along with Marisa Fujimoto (pictured, right) to help distribute the computers on December 22, 2023.

The donation is a part of Hawaiian Telcom's ongoing support for Maui's recovery. To date, Hawaiian Telcom has contributed over \$3 million to support the families, businesses, and organizations impacted by the devastating Maui wildfires.

# Material Flows

Our company's success is rooted in constant technological innovation and transformation. We are conscious of material value and the environmental lifecycle as we constantly update our network equipment, and also update the modems, routers, servers, set-top boxes, phones, and other equipment in our customers' homes and businesses.

We're constantly looking for ways to repurpose and redeploy equipment with remaining functional life and value – within our company or to vibrant salvage and resale markets. If equipment age or functionality prevents reuse, we recycle 100% of our end-of-life electronics via partnerships with Responsible Recycling (R2) certified recycling companies.

## Refurbishing Equipment

The lifecycle of electronic devices can be short. When a customer returns or replaces a piece of on-premises equipment, we aim to keep these products out of the landfill and extend their practical use by refurbishing them. We collect used devices from our customers to give these electronics a second chance to serve. An in-house refurbishment team at altafiber resets certain used equipment to the original factory settings before returning devices to the field. We also partner with a third party to refurbish remote controls, cables, and other devices—cleaning, sanitizing, testing, and repackaging them for reuse. These robust salvaging efforts keep precious materials out of the waste stream while saving our company's and customers' money by reusing products whenever possible.

## Resale & Recycling of Electronic Waste (eWaste)

Technology advances rapidly, and not all recovered devices can be reused within our network. Our next-best option is to find salvage and reuse opportunities in the resale market, aided by several third-party resellers. Our last option is responsible recycling of eWaste. End-of-life electronics go to a Responsible Recycling (R2) certified partner, following strict data protection protocols to ensure that any information stored on the device is destroyed before recycling. Through our partnerships with R2 eWaste recyclers, we return these precious materials back into the technical economy to be repurposed.



**We recycled at least 841,000 pounds of materials from our operations, including extracted cables, mixed electronics waste, servers and modems.**





## eWaste Collection Days

As part of our commitment to recycling, we host eWaste collection events twice a year for the communities we serve. We invite our customers and neighbors to drop off old electronics—computer monitors, TVs, toasters, or radios. We'll accept anything with a power cord if it keeps materials out of the landfill. During our 2023 eWaste collection events, we collected 1,100 cubic feet of e-waste from our neighbors in the Midwest, and 4,000 pounds in Hawai'i.





## Reclaiming Copper Cable

Beyond our electronics-related efforts, we also have a robust copper cable recovery program. As we upgrade to higher-performing fiber networks, we partner with Green Planet 21 to reclaim copper cabling and return their raw materials back to the tech industry. Since 2012, this partnership has reclaimed almost 15 million pounds of copper cabling. In 2023 alone, we reclaimed and recycled 684,000 additional pounds in the Midwest and Hawai'i combined, returning precious metals and plastics via recycling to become new products.

Hawaiian Telcom partnered with its co-owners of two retired undersea cable systems to recover and recycle of 1,164 kilometers of cable from the sea floor in 2023, an increase over the amount recovered in 2022. The project hopes to salvage up to 11,000 km of the out-of-use cable from the sea floor.

**As we retire copper infrastructure in favor of a greener fiber network, we're committed to responsibly returning these precious materials back into the technical economy, avoiding fresh extraction of metals to make new products.**

This ongoing network transformation benefits our customers by delivering more data with fewer resources via more environmentally friendly materials, supporting a more sustainable business as we look toward a greener future.

# 15M

**POUNDS OF  
CABLE RECOVERED  
Since 2012**

# 1.1KM

**CABLE RECOVERED  
FROM THE SEA  
FLOOR**





## CBTS Climate Action Plan

altafiber subsidiary, CBTS Technology Solutions LLC, is an IT services company focused on supporting enterprise and midmarket business customers with solutions and services including Application Modernization, Cybersecurity, IT Consulting, Cloud, Unified Communications, and Infrastructure Solutions. CBTS has offices across the U.S., Canada, and India.

In 2023 a stakeholder group from across CBTS formulated a unique climate action plan to reduce its emissions at least 40% by 2023 and to achieve net-zero emissions by 2040. CBTS is responsible for approximately 3,000 metric tons of CO<sub>2</sub>-equivalent scope 1 and scope 2 emissions. This collective effort identified four key actions to reduce emissions:

- Migration of CBTS's Toronto data center to a third-party provider.
- Transition of fleet to a leasing model and reduction of fleet activities
- Implementation of energy efficiency practices at offices
- Purchase of renewable energy credits (RECs)

Due to the geographically distributed nature of CBTS's business leased offices are responsible for much of its Scope 2 emissions. To take action across its leased spaces, the team created three new policies:

- A green building operations policy, which provides guidance and recommendations on how to reduce emissions at existing offices.
- A green lease policy, which provides requirements and preferences for new office leases.
- A green data center leasing and management policy

Creating our business-specific plan signifies a critical step to meet CBTS's climate goals. The momentum from the planning process has already shifted to implementation of the plan.





# Climate Risk Management

In 2023 we completed a climate risk assessment for Hawaiian Telcom's infrastructure across the state of Hawai'i, complementing the risk assessment completed for altafiber's Midwest geography in 2022. The results of the risk assessment will enable our network, operations, safety, and risk management functions to proactively consider, plan and design for changes in climate. The risk assessment used ArcGis software to combine our maps of Hawaiian Telecom's current and planned infrastructure with the best available maps showing scenarios of sea level rise, coastal erosion, high wave/king tide flooding, and passive flooding for 2030 and 2050.

The best agreed upon science for the state of Hawai'i suggests a range of potential climactic changes based on varying economic and emissions scenarios, suggesting for example, 0.36-0.42 feet of sea level rise by 2030 and 0.82-1.1 feet by 2050. As we design a robust, new fiber network to serve Hawai'i for generations, we chose to map the estimated effects of sea level rise of 0.5 feet and one foot to visualize and inform our planning and engineering work. For this analysis, we consulted government-sanctioned scientific sources at the federal and state levels, including future climate modeling projections from:

- The State of Hawai'i Sea Level Rise Viewer prepared by the Pacific Islands Ocean Observing System (PacIOOS);
- The Coastal Flood Zones model, conducted by Sobis Inc. under State of Hawai'i Department of Land and Natural Resources Contract;
- The Annual High Wave Flooding Model is produced by the University of Hawaii Soest Coastal Geology group (2022).





**As Hawai'i's most trusted telecom provider, we must consider how sea level rise and extreme storm events might impact our field crews, equipment, and customer service reliability as we strive to deliver an elevated product and experience.**



altafiber's risk management team is incorporating these findings into our internal processes and procedures to ensure we make smart business decisions to protect our most valuable business assets. Above all, we remain committed to strengthening our network resilience, reducing service outages, reducing carbon emissions, and enhancing the connections we've built in our communities as we pursue a more resilient and sustainable future.



## Social Impact







## Respect in the Workplace

We are committed to fostering a respectful, inclusive work environment free from harassment and discrimination. Our Anti-Harassment Policy and corporate Code of Conduct reinforce this commitment.

**We believe it is everyone's shared responsibility to create a workplace free from harassment and discrimination.**

As such, we provide multiple avenues for employees to report incidents or violations, always respecting their privacy in the process. Employees do not need to follow a typical chain of command – they can submit their report to a supervisor, an HR team member, any officer of the company, or call the anonymous EthicsPoint hotline. The company handles these complaints promptly and confidentially by taking necessary corrective action, up to and including termination. We take harassment seriously.





altafiber President and CEO Leigh Fox posts monthly blogs and includes a space for employees to ask questions about anything related to altafiber's business.

## A Culture of Open Communication

In addition to offering official avenues for employees to report violations, we also provide informal lines of communication throughout the company – giving employees plenty of opportunities to voice concerns, ask questions, and share ideas.

During COVID, for example, our employees faced an influx of new questions and concerns. To address these issues, altafiber President and CEO Leigh Fox started posting daily blogs to share information with employees. His internal blog, which has since shifted to weekly and

then on to monthly updates, includes a space for employees to ask questions about anything related to altafiber's business.

He offers open and honest responses to the team, helping to alleviate their concerns while reinforcing the company's mission, vision, and values.

In addition to his regular emails, our CEO also meets with teams throughout the company to openly discuss specific areas of the business in smaller group settings. Similarly, altafiber's

other executives foster the same culture of open communication by sharing information with our employees. For example, CFO Josh Duckworth sends monthly financial updates to illustrate the company's performance in more detail to help employees understand the numbers behind the business.

These direct communication avenues with our executives at every level of the company help employees feel connected to our leadership while bolstering the team mentality that connects us.



**We conduct surveys to understand what benefits our employees actually care about so we can make better investments in their overall satisfaction and well-being.**

## Employee Compensation and Benefits

We invest in our employees' financial success with benefits including:

- Competitive compensation plans
- Company matching for both Roth and traditional retirement savings plans
- Tuition reimbursement
- Leadership training
- Career mapping

We invest in our employees' health and wellness with benefits including:

- Medical, dental, and vision insurance
- Health savings accounts
- Basic, supplemental, and dependent life insurance
- Short- and long-term disability benefits
- Voluntary benefits like identity theft protection, pet insurance, critical illness, and more
- Membership in Active&Fit Direct program, which includes gym memberships, free online fitness classes, and other discounts
- Enhanced employee assistance program
- Wellness programs and opportunities to get involved in community development initiatives

We invest in our employees' work/life balance with other great perks, including:

- Paid vacations and holidays
- Parental leave and adoption assistance
- Employee Volunteer Program
- Cooperative Discount Program
- Credits for altafiber services
- Hybrid work environment
- Flexible scheduling where possible





Our partnerships are critical to helping us retain and harness the strong talent that sets altafiber apart.

## Labor Relations

At altafiber, we have a long history of working with both the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW). We partner with union leaders to discuss critical issues, including safety, working conditions, customer service, and employee well-being. Through these relationships, we work together to improve our operational processes and business performance while innovating new solutions.

As part of our commitment to provide high-quality service and solid career opportunities, our collective bargaining agreements provide competitive wages, safe working conditions, and valuable benefits. We respect the ability of our employees to choose whether or not to engage in concerted activity, join labor unions and engage in collective bargaining in compliance with federal and local laws.



# Employee Resource Groups

altafiber believes that connections are made stronger when we embrace the diversity in our employees, customers, and shareholders. To help facilitate these connections, the company launched its Employee Resource Groups in 2017, and dedicated Culture Office employees to oversee this initiative.

Today, altafiber and its family of companies support 13 Employee Resource Groups. ERGs are given an annual budget to execute on their internal and external goals. Each ERG has an executive sponsor to provide guidance when needed and consists of a leadership team that changes periodically. ERGs establish goals and programming, and are inclusive and open to anyone who supports the mission of the group.

Additionally, ERGs are an important part of our volunteering efforts and donate time to organizations they care about.
















Examples include (shown clockwise):

- **The VALOR** (Veterans and Allies Linking Our Resources) Employee Resource Group hosts an annual flag-placing event on the graves of Veterans at Gate of Heaven Cemetery in Cincinnati. More than 100 employees and family members participate.
- **ARROW** (Advancing Resources and Representation of Women) members volunteer at Sweet Cheeks Diaper Bank to provide baby supplies to families in need and support survivors of domestic violence through Women Helping Women.
- **BEAD** (Building Employee Awareness of Disability) members volunteer with organizations like 1N5 and Madi's House to support young adults who struggle with mental illness.
- **CBYP** (Connecting & Building Young Professionals) members in Hawai'i coordinate a food drive to help with Hawai'i Foodbank's Annual Food Drive Day. Volunteers encourage food and electronic donations to nourish Hawai'i families in need.





ERG Name	ERG Mission	Members
	<b>Asian Champion Employees:</b> To develop bold, visible & authentic Asian Pacific business and community leaders by leveraging our cultural strengths and unique experiences.	49
	<b>Advancing Resources and Representation of Women:</b> To empower women to be more confident leaders through community and capacity building at all levels in the organization.	166
	<b>Building Employee Awareness of Disability:</b> To recognize the talents & potential of those with or providing care for disabilities through connection, community, & a powerful voice.	58
	<b>Black Organizational Leadership Development:</b> To provide employees, specifically those of African ancestry with support, resources and opportunities for professional growth, and community engagement	101
	<b>Connecting and Building Young Professionals:</b> To empower the interests of young professionals by fostering a sense of community, providing opportunities for personal and professional development.	176
	<b>Conexión:</b> To highlight the richness of the Hispanic Culture that represents another facet of diversity within the company.	221
	<b>Families &amp; Caregivers:</b> To support employees with resources, activities, and opportunities that embrace all families and promotes healthy work life balance.	53
	<b>FitFluence:</b> To improve and maintain personal health and fitness by connecting employees with similar fitness goals.	170
	<b>Go Green Initiative:</b> To engage employees and community members who are interested in going green and in sustainability.	83
	<b>Polynesian Connection:</b> To be a resource to the company in regards to the culture, language, and people. To celebrate the uniqueness of all cultures and to be a hui where all employees can network together for a sense of belonging.	34
	<b>PRIDE:</b> To foster an accepting, inclusive, and safe environment for all employees, regardless of an individual's personal identity.	89
	<b>STUDIO:</b> To bring together employees who love the arts and creative expression.	56
	<b>VALOR:</b> Veterans and Allies Linking Our Resources: To support active members of the military and Veterans.	133

# Volunteerism

Our employees are at the heart of our commitment to support the community through volunteerism. We encourage our employees to “give where you live” through collective team-oriented events and individual commitments.

## Employee Volunteer Program

Through our Employee Volunteer Program (EVP), we actively promote volunteerism within our company culture. This program grants employees up to 40 paid work hours annually to dedicate to causes close to their hearts.

Since the inception of EVP in March 2017, altafiber employees have collectively volunteered over 28,000 hours, showcasing our shared commitment to giving back.

## Community Impact

Our dedication to community engagement is evident in the tangible impact we make. In 2023 alone, altafiber employees logged over 8,400 volunteer hours across various local schools, churches, nonprofits, charities, and community organizations.

While nearly 80% of our employees participate in volunteer activities, we are proud to note that 27% also volunteer outside of work hours, demonstrating our employees’ commitment to making a difference in our community.



**28k  
HOURS**



**\$600+k Cash Equivalent**



In Cincinnati, employees traditionally partner with organizations like Keep Cincinnati Beautiful to beautify parts of the city. In 2023, we donated more than 900 hours at various projects in East Price Hill for our Annual Day in the Community – leaving one local neighborhood with over 440 acres of land cleaned free of trash and debris, new trees planted, mulch spread, a beautiful new mural painted, and much more.







In Hawai'i, employees rallied together in support of our Maui community and 'ohana (family) that were affected by the devastating Maui wildfires. Whether it was collecting much needed supplies, sorting through donations, helping pack trucks at the Hawai'i State Capitol, or manning phones at the Maui Ola telethon, employees stepped up to share their aloha.





As part of their ongoing Corporate Social Responsibility commitment, the CBTS India leadership team visited Kaakkum Karangal, an orphanage for children ages 6-15 in Chennai and donated sundry and stationery supplies like examination plastic pads, pens, pencils, rulers, erasers, and carry pouches.

They also partnered with New Hope and New Life, an organization that serves the needy in Chennai, to deliver the collected items to benefit the children and adults.







## Diversity, Equity, and Inclusion (DEI)

Our most important asset at altafiber is our team of roughly 5,000 valued employees who provide our customers with innovative technologies and outstanding experiences. We strongly believe that our employees deserve at least the same level of investment that we devote to our technology platforms – if not more.

To that end, we strive to provide a diverse, equitable, inclusive environment that supports all employees fairly. In 2021, we developed a Diversity, Equity, and Inclusion (DEI) strategy to create and sustain a welcoming environment that empowers every employee to continue altafiber's relentless focus on innovation and continuous improvement.





**Our commitment to DEI is centered on several firmly held beliefs, including:**

- All employees deserve equal compensation for performing equal work, regardless of race, gender, religion, or other characteristics and abilities. Equitable pay enables us to attract and retain the best employees in the telecom industry—ultimately increasing productivity and enhancing innovation while reducing turnover.
- All employees should feel comfortable bringing their whole selves to work without bias or discrimination. We know that both visible and invisible barriers can inhibit engagement and prevent talented individuals from participating in our mission, so we are working to knock down these barriers and build up our teams.
- All employees have unique perspectives and abilities that make our collective team stronger. Diversity is not limited to race, gender, or other visible attributes. We want to foster a well-rounded diversity of thoughts, life experiences, opinions, and viewpoints, as we steer toward a common goal of innovation.
- All employees must understand and embrace the diversity of the communities we serve. For example, we know that consumers in Hawai'i gravitate toward marketing materials that represent local people, voices, lifestyles, places, and values. Our Hawaiian Telecom colleagues possess a robust knowledge of their customers that is critical to our success there. These local connections set us apart from our national competitors.

Fostering a diverse, equitable, and inclusive workplace requires strategic intention at every level of our organization—from the top of the C-suite to the frontlines.

**In the words of our CEO, Leigh Fox, "Culture doesn't change overnight, and it isn't something one person alone impacts. Culture is something that we all must be a part of."**

While we are proud of our progress so far by establishing and implementing a formal strategy, we recognize that we have opportunities to improve as we progress on our Diversity, Equity, and Inclusion journey.

# Workforce Development

Recruit, develop, advance, and retain good people.

Our workforce development pillar focuses on:

- Building diverse talent recruitment pools through meaningful partnerships and pipelines.
- Educating our managers about gaps and biases that exist in the hiring process.
- Providing equitable developmental opportunities that allow all employees to gain valuable skills and experience.
- Exploring equitable advancement opportunities for all employees through a comprehensive career mapping program.

**The goal of these workforce development initiatives is to increase the representation of historically underrepresented groups throughout our organization. We actively engage in partnerships that allow us to increase underrepresentation.**

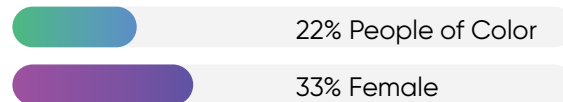
Recruiting and retaining diverse candidates equips us to meet our business' and customers' complex needs, creating a robust workplace where we can innovate and lead our rapidly changing industry.

## Recognizing the Value of Diversity at altafiber

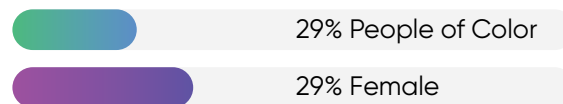


\* Legally employees are not required to specify gender or race.

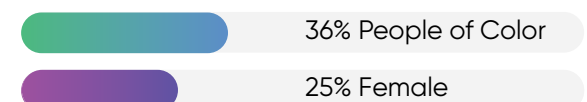
### Board of Directors



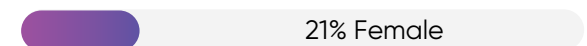
### U.S. Management



### U.S. Workforce



### Global Workforce





# Learning & Development

For 150 years, altafiber has been connecting consumers and businesses through our relentless focus on innovation and continuous investments in technology. Staying on the cutting edge of technological innovation requires a dedication to lifelong learning and development. As such, one of our top priorities at altafiber is giving our employees the support, skills, and capabilities they need to grow with us while delivering excellent customer experiences along the way.

We strongly believe that our employees deserve the same levels of investment that we direct into our technology platforms. To that end, we invest in training and development programs throughout every level of our organization to help employees enhance their abilities and advance their careers. In 2023, altafiber invested \$906,800 in employee development programs, totaling more than 122,000 hours - an average of 45 hours per employee. Prioritizing continued individual growth and learning directly impacts our service delivery and overall growth potential as a company.

**Our Learning and Development efforts at altafiber aim to empower and equip every employee to achieve their goals and objectives.**

We want each team member to feel valued, engaged, and supported as soon as they join the altafiber family. As a company with an ambitious purpose built on innovation, keeping our people sharp is vital to meeting the future demands of digital transformation.

Over the last five years, altafiber has built robust Learning and Development programs that equip employees with the skills they need to succeed and grow. We aim to make our employees experts in what they do through:

- Training Programs
- Tuition Assistance
- Internship & Mentorship Programs
- Management & Leadership Development



## Training Programs

From entry-level onboarding to long-term career mapping, we offer learning opportunities that equip our employees to grow with our company.

**With live, instructor-led, and self-paced personal and professional development courses, altafiber employees have the tools they need to advance.**

This includes a company-wide subscription to LinkedIn Learning, an online training platform with more than 18,000 courses related to business, sustainability, diversity, and inclusion. We supplement that with a growing curriculum of in-house training programs developed by our own subject matter experts, tailored to altafiber's unique business approach and operating principles.

## Onboarding

Our commitment to our employees starts on day one, with an onboarding program that acclimates new hires to altafiber's culture, key pillars, and priorities.

**Our goal, over the first few weeks of employment, is to make each teammate feel welcome and understand how they contribute to the company.**

In 2023, 351 new employees joined the altafiber team. Each new hire receives specialized, role-specific, skill-based training that equips them for their individual jobs, whether in sales, field operations, network operations, or customer service. Our field technicians, for example, undergo an eight-week training program covering everything from installing fiber to the interpersonal skills of interacting with customers. We update these training programs constantly to equip our employees for changing roles in this fast-paced industry.

## ESG Training

Our Learning and Development team, Diversity, Equity, and Inclusion, and Social Impact teams collaborate to develop employee training around altafiber's ESG efforts and the role each employee plays in reaching our ESG goals.

**Over the past three years, we've focused on developing ESG and DEI training modules about the key pillars and strategies covered in this report.**

For example, as part of our commitment to making altafiber an inclusive work environment, all new altafiber employees must complete a course on unconscious bias within two weeks of hire. All new people managers are required to participate in two courses about inclusive leadership and servant leadership. All employees participated in company-wide diversity training in 2023 centered on overcoming biases and telling your personal story.

Our goal is not just ensuring that employees understand altafiber's ESG and DEI strategies but equipping them to serve as ambassadors of this philosophy by living the key tenets every day.





## Career Mapping

As part of our commitment to give every employee a clear path toward advancement, our HR team has worked with each department over the last couple of years to establish a Career Mapping program. By defining jobs, projects, and roles to align with specific skills, competencies, and proficiency levels, this program sets performance benchmarks to help employees advance their careers.

We do not just provide avenues for our employees to reach their individual goals; we help them carve out a personalized path toward their dreams and then pave the way with unique learning opportunities. These career maps are published openly for employees to help chart their path within their departments or in a completely different function within the company.

## Tuition Assistance & Certifications

Continual education is integral to the growth and development of our workforce, so we are committed to investing in employees seeking advanced degrees and certifications. Through our Tuition Reimbursement Program, altafiber provides employees with up to \$5,250 per year to fund the pursuit of a Bachelor's, Master's, or PhD degree related to our business.

As an additional layer on top of our tuition reimbursement program, in 2023 altafiber partnered with several nationwide universities to provide employees with tuition discount options for themselves and family members. To enhance our diversity, equity, and inclusive initiatives we established a direct bill program for our employees who qualify. This allows them to obtain their degree with no out of pocket expenses to them. This effort enhances equitable access to higher education for those who may not have the funds to pay for tuition up front as is traditional.

Recognizing that college degrees often only scratch the surface of external learning options, altafiber also offers a Certification Program that covers the expenses of technical certifications from third-party vendors, plus an additional bonus to employees who get certified. These certifications enhance our employees' technical knowledge and skills while positioning altafiber as an industry leader. In 2023, altafiber invested over \$174,000 in its employees through these two programs alone.



**We do not just provide avenues for our employees to reach their individual goals; we help them carve out a personalized path toward their dreams and then pave the way with unique learning opportunities.**

## Internship & Mentorship Programs

Our internship and mentorship programs focus on connecting our employees to the company and each other while unlocking new skills and growth opportunities.

### Internship Program

Our internship program provides an entry-level experience incorporating all aspects of altafiber's culture and innovative work environment. Interns are exposed to the fast-paced world of technology and communications, with opportunities to impact all areas of the business. We employed 20 interns in 2023 and are partnering with numerous educational and community organizations to source a diverse and inclusive candidate pool.

### Mentorship Programs

We launched a mentoring program for new hires called the Peer Assisted Learning (PAL) Program in 2021. Since many of our new team members are remote employees based all around the country, we created this program to pair up new hires with more experienced employees to see the company culture from a different lens while connecting with colleagues beyond their departments.



# Management & Leadership Development

Our growth depends on our ability to identify future leaders and prepare them to lead altafiber forward. We promote from within whenever possible, leveraging our management and leadership training programs to prepare our employees for each stage of career advancement.

## Management Development Program

The transition from individual contributor to manager is often a challenging one. To assist our new people managers, these individuals participate in our Management Development Program, where they learn the skills to manage a team of people effectively. This program covers topics like:

- Coaching, Goal Setting, and Performance Management
- Effective Communication
- Servant Leadership
- Conflict Resolution
- Inclusive Leadership
- Moving from Individual Contributor to Manager

## Leadership Development Program

Directors and employees recognized with growth potential at altafiber go through a yearlong Leadership Development Program that delves deeper into key leadership principles in action. The first six months of the program teach directors the traits that define our leadership approach at altafiber:

- Effective Communication
- Results Orientation
- Change Management
- Strategic Planning
- Sound Judgment
- Business Perspective

Over the remaining six months, participants put these principles into practice. The program culminates with a group project focused on solving a specific business issue and proposing the solution to altafiber CEO Leigh Fox and the executive team. Participants also receive one-on-one executive coaching throughout the Leadership Development Program. This investment is critical to help future leaders implement these leadership traits in real-world situations.

Together, these programs prepare our employees to take on larger leadership roles as the company grows, which in turn drives altafiber's growth.



The Bell Charitable Foundation celebrated 20 Greater Cincinnati-based organizations that have received funding over the past 18 months.

# Philanthropic Giving

Philanthropy is in our fiber. We firmly believe that nurturing our community not only strengthens us but also elevates connections.

**In the words of altafiber CEO Leigh Fox, "Giving back is ingrained in our very essence."**

We see it not just as an opportunity but as our duty to enact positive change. With long legacies as Cincinnati and Hawai'i's hometown providers, our roots run deep, and as we expand our reach, our commitment to supporting these communities we call home remains steadfast.

Through our corporate donations, sponsorships, employee giving, and other philanthropic endeavors, altafiber has invested over \$4.4 million in supporting over 250 organizations across our regions. While financial contributions are important, we understand that true philanthropy encompasses more than just monetary aid. It's about investing our time, skills, and services to remain actively engaged in uplifting our communities.



# Bell Charitable Foundation

The establishment of the Bell Charitable Foundation (BCF) in 2022 underscores our commitment to our legacy while embracing the future as altafiber. Through the BCF, we aim to invest in organizations aligned with our strategic pillars. These pillars guide our grant funding priorities, ensuring our support of meaningful change in our communities.

### Economic and Social Mobility

We partner with nonprofits committed to ending poverty and lifting at-risk populations to promote economic success in our community.

### Access to Technology

We believe in the constant evolution of technology and support partnerships that provide access to tech education and resources.

### Health and Well-Being

We support partnerships that promote access to equitable, high-quality care to positively change health outcomes for our neighbors in need.

### Environmental Sustainability

We strive to protect the long-term productivity and health of the natural resources in our community to meet future social and economic needs.

Our philanthropic efforts extend across the regions we serve, including Ohio, Kentucky, Indiana, Hawai'i, and beyond. We provide grants to 501(c)(3) charitable organizations within these areas, striving to maximize our impact on both the organizations and the communities they serve.

In 2023, BCF awarded \$1.5 million in grants, expanding our support to more than 50 community organizations, amplifying our reach and impact. In the Greater Cincinnati area, we had a 2023 Grants Reception, bringing together over 50 local non-profits, highlighting their efforts and featuring speakers from non-profit organizations and BCF leadership.

Additionally, in 2023, we reaffirmed our commitment to digital equity with a \$1 million pledge and launched the foundation in Hawai'i. As part of the Hawai'i launch, which took place during Hawaiian Telcom's 140 anniversary year, we dedicated \$140,000 in a special round of grants for digital equity. We also pledged a historic \$3 million towards Maui wildfire relief efforts, underscoring our commitment to support the communities affected.



## 2023 BCF Grants

Below are the nonprofits we supported within each of the four pillars in 2023 for altafiber and Hawaiian Telcom.





# Community Partnerships

Understanding we cannot achieve our DEI goals alone, we are committed to building meaningful partnerships with other organizations and institutions that support our mission. Our goal is to increase our outreach to these groups as we develop mutually beneficial relationships over the long term.

## Educational Partnerships

Connecting with educational partners allows us to develop diverse talent pools over time. These pipelines will help bring new generations of potential candidates to our company in the future.

In 2023, we worked closely with the University of Cincinnati's Business Fellows program and Freshman Honors program as well as Per Scholas, a skills training organization for diverse candidates seeking careers in technology. Our goal was to advance the reach of our internship program and attract highly skilled talent. We worked on cultivating relationships with these organizations, getting involved in their programs and connecting with potential candidates to join our 2023 Internship program. 90% of our interns are hired through our educational partnerships.

## Professional Partnerships

Partnering with professional organizations and associations leads to long-term relationships that help us develop a pipeline of talented candidates. We are establishing partnerships with a variety of organizations that will allow us to tap into diverse professional talent pools to enhance our business and grow our team.

## Community Partnerships

Our deep roots in the communities we serve differentiate us from our national competitors. Our company is a longstanding supporter of local organizations focused on enhancing our communities' education, healthcare, employment opportunities, and economic development opportunities.

Some of the community organizations we partner with include:



# Elevating Education at Taft

Robert A. Taft Information Technology High School is a public high school in downtown Cincinnati within the Cincinnati Public Schools district.

For more than 20 years, altafiber has partnered with Taft to provide layers of support, including:

- \$240,000 of financial support to provide the best educational experience possible.
- For example, we donate gift cards to reward honor roll students for their achievements every quarter.
- Two \$5,000 annual scholarships are awarded to graduating seniors each year, renewable for up to four years.
- In 2023, altafiber employees volunteered 240 hours to tutor and mentor Taft seventh graders once a week during the school year. On average, students involved in the mentorship program see a 6.5% increase in test scores.



**\$500k+**  
Technology  
Support



**87 Tutors**  
and a  
**6.5%**  
Increase in  
Test Scores



**\$230k**  
Donations:  
School Supplies  
Honor Roll  
Recognition



**36**  
Internships



**88 Student**  
Scholarships  
and  
**\$1.2m**  
Tuition





## ArtsWave: Supporting arts in the community

ArtsWave received a substantial contribution of \$433,000, with a commendable 77% participation rate from employees. Particularly noteworthy was Hawaiian Telcom's achievement, surpassing their 2022 donation by more than 750%. The significant uptick in donations was inspired by the company's 140 year anniversary and in tribute to King David Kalakaua, who granted Hawaiian Telcom a charter to provide telephone service. King Kalakaua was renowned for his love of hula, and Hawaiian Telcom's ArtsWave beneficiary was a small non-profit that needed financial support to bring back the annual keiki (children's) hula competition it had hosted pre-COVID. Employees responded with generous donations leading to Hawaiian Telcom's 2023 donation of nearly \$70,000. This outstanding donation contributed significantly to a total of half a million dollars raised for the arts.

# Enabling Digital Equity

“Broadband Internet is essential in order for individuals across all demographics to access education, employment, and healthcare opportunities.” says Christi Cornette, Chief Administrative Officer/Bell Charitable Foundation Board Member. “Digital equity is a natural focus for the Bell Charitable Foundation and will benefit our current and future partner organizations and those they serve.”

The Bell Charitable Foundation in July 2023 announced a \$1 million commitment to create digital equity in the communities it serves over the next five years through a series of focused grants to organizations that are expanding access to broadband Internet. Recipients of our 2023 digital equity grants include:

- **Uptown Consortium – Avondale Access to Digital Skills Training Program:** Focused on facilitating digital training & technical support that meets the needs of different target audiences in Avondale.
- **YWCA of Greater Cincinnati:** Emergency Domestic Violence Shelter Services Technology Support: Providing pre-paid cellphones for survivors, digital safety training, and raising awareness of our Text for Help service.
- **BYOC (Build Your Own Computer) Camps and Clubs Scholarships:** Teaches youth computer technology, exposing them to the technology world and helping them find their interests.
- **Hawaii Cares Choices – Digital Health Equity:** Implementing eHealth and Telehealth programs to enhance the quality and serviceability of palliative and hospice care patients in East Hawai‘i.
- **Purple Mai‘a – Digital Transitions:** Providing incarcerated women at the Women’s Community Correctional Center with basic computer and software skills to aid in their transition from prison back to their communities.
- **Center for Tomorrow’s Leaders:** Empowering Tomorrow’s Generation of Tech-Savvy Minds: A 3-year program across seven schools state-wide that facilitates technology within student-led projects that address school, community, and statewide issues.
- **HawaiiKidsCAN – Hawaii Tutoring+:** Ensure parents and seniors in the family are supported with the digital skills and devices they need to access resources and navigate the program, especially to those in rural areas.
- **Acton Digital Academy: iKupuna: Elevating Youth, Enriching Kupuna:** Equipping young minds with digital skills and providing inter-generational engagement while teaching kupuna (seniors) basic technology skills and internet knowledge.
- **Palama Settlement: Digital Learning Bridge for Kalihi-Palama Low-Income Youth:** Train at-risk youth annually on core basics such as digital graphic skills using illustrator and adobe software, then progress to classes in screen printing, videography, animation, game development, robotics, and 3D modeling.





**" We partner with public and private organizations to provide affordable, reliable access to the Internet," says Leigh Fox, CEO at altafiber. "We can solve the access piece, but we need help solving the affordability model. That's where these partnerships become more and more important."**

## Affordable Connectivity Program

altafiber and Hawaiian Telcom are proud to participate in the Affordable Connectivity Program (ACP), a Federal Communications Commission (FCC) benefits program that subsidizes up to \$30 per month of internet service. The program aims to help eligible households (below 200% of the poverty line) afford the high-speed WiFi they need to work, learn, and connect.

While many internet providers participated in the ACP under the American Rescue Plan, most companies approached the subsidy as a \$30 discount on existing plans. At altafiber, we also designed a new, low-cost \$30 monthly plan to provide WiFi at no cost to eligible households.

## Connected Communities

As part of our "elevated commitment to community," we strive to deliver low-barrier, high-speed Internet access in underserved areas. This includes public-private partnerships to accelerate our fiber network expansion so that we can bridge the entire digital divide, not just a piece of it.

- A powerful example is our partnerships with Campbell, Kenton, and Boone Counties in Kentucky. These partnerships represent a \$181 million investment to expand fiber-to-the-premises gigabit Internet to all 207,000 Northern Kentucky businesses and residents in these counties. The build was substantially completed in 2023 and includes a public WiFi component.
- altafiber partnered with multiple community stakeholders to deliver high-speed Internet to K-12 students living in the underserved Rochester Hills community in Monroe, Ohio.
- altafiber awarded Lawrenceburg High School a \$20,000 Elevating Education technology grant to support the school's Esports program. altafiber also delivers gigabit Internet connectivity to the school.
- altafiber announced new partnerships with Warren County and Butler County that will bring gigabit high-speed broadband fiber Internet access to approximately 112,000 addresses over the next 36-48 months.
- Hawaiian Telcom worked with the Hawai'i Department of Transportation to build HI Connect, a state pilot program that not only helped to build out fiber infrastructure to underserved communities but also provided free broadband service to several communities with a large concentration of Asset Limited, Income Constrained, Employed (ALICE) families throughout the state.



- These public-private partnerships are supplementing our already substantial investment into expanding the fiber footprints in Greater Cincinnati and Hawai'i, where we've now passed a combined total of 1 million addresses. Hawaiian Telcom is the only Hawai'i internet service provider that has invested more than \$1 billion over the last ten years to expand and support its network and serve its customers.

- In 2023 Hawaiian Telcom achieved a significant milestone by expanding fiber to more than 50 percent of the state.

- Hawaiian Telcom teams enabled 64,000 additional homes and businesses with access to our future-proof fiber network, the most we've enabled in a single year.

- This expansion included the entire island of Lāna'i and more than 95% of the island of Moloka'i as well as parts of Pahoia and Kailua Kona on Hawai'i Island, Wailuku, Kihei, and Makawao on Maui, and Lihu'e and Kilauea on Kaua'i.

- In 2024, Hawaiian Telcom plans to enable another 60,000 additional locations with fiber.





Boone County ribbon-cutting event to announce improvements to their public WiFi infrastructure.

## Public WiFi

Combining technology and community development expertise, our Smart City organization – branded as UniCity – works with governments to problem-solve through innovative city solutions. Building on a foundation of connectivity through fiber and high-speed public Wi-Fi networks, UniCity works with cities to customize a suite of technology applications to drive success in these key areas:

- Economic growth
- Neighborhood-based enhancements
- Public safety
- Data-driven policy decision making

The UniCity team is leveraging altafiber's ongoing fiber build through public-private partnerships that are increasing digital equity and increasing access to education, employment, and healthcare opportunities throughout our footprint.

Recent examples include:

- **Boone County:** altafiber's Smart City organization – UniCity – is funding \$500,000 worth of improvements to Boone County's public Wi-Fi infrastructure.
- **Dayton:** We've partnered with multiple Dayton-based organizations to bring high-speed Wi-Fi to more than 1,000 residents living in five housing communities, as well as the Boys & Girls Club of Dayton.
- **Cincinnati Metro Housing Authority (CMHA):** This partnership delivers high-speed internet and free public Wi-Fi to over 1,200 families in six CMHA properties.
- **Housing Authority of Covington:** This partnership provides complimentary high-speed Wi-Fi to more than 600 apartments in Kentucky.

# Supplier Diversity

## Cultivate and grow relationships with diverse suppliers

One of our key business imperatives is forging partnerships with diverse suppliers, whether they are a:

- Minority Business Enterprise (MBE)
- Women Business Enterprise (WBE)
- Veteran Business Enterprise (VBE)
- Disabled Business Enterprise (DBE)

Forging partnerships with diverse suppliers keeps our company innovative and competitive and ensures we find the best solutions for our customers while directly (and indirectly) supporting traditionally underserved businesses.

We routinely receive requests from current and potential customers asking what we're doing to support supplier diversity and economic inclusion. Driven by this demand, we currently report our diverse supplier spending to a handful of customers and report on our economic inclusion efforts upon request from current and potential customers.

We recognize there are significant opportunities to develop a robust supplier diversity program, and we commit to developing formal strategies to engage more of these suppliers in the future.



# Governance



# How We Govern

Strong corporate governance is the key to driving our company's success and building sustainable long-term value for our stakeholders. Our governance practices and operating principles were established when we were a publicly traded company known as Cincinnati Bell Inc., subject to strict regulatory scrutiny. Following our acquisition by Macquarie in September 2021, altafiber is a privately owned company and no longer held to certain public-company compliance requirements—but we still hold ourselves to the same high standards we always have.

Although we've always been committed to our customers, as a publicly traded company we were accountable to our stockholders. altafiber now has the flexibility to make business decisions in the best interests of our customers, employees, and other stakeholders. This approach fuels our growth to ensure long-term value creation for our investors, continuous innovation for our customers, and endless opportunities for our employees.

Bound by professional experience, sound judgment, integrity, competence, diversity, and dedication, altafiber's Board of Directors meets four times annually to provide oversight and guidance to the senior management team. The board oversees strategic planning, operations, financial budgets, and business performance to ensure that the company adheres to the highest standards of corporate governance. Our board and management bring together strong operational and financial expertise to guide altafiber's strategy so we can provide innovative network solutions that connect our customers.

To ensure employees and directors understand their responsibilities for upholding altafiber's reputation, the board regularly reviews and updates our regulatory obligations and governance practices as documented in our Code of Ethics and Code of Conduct. Internal and external quarterly audits establish checks and balances to ensure that these guidelines comply with all applicable laws and regulations as we continue to raise the standard of service to our customers and the communities we serve.



# Board of Directors

The Board of Directors features a diverse mix of corporate and public leaders who collaborate with altafiber’s senior management team as it implements and executes on the company’s strategic plan.

The Board also oversees operations, financial budgets, and business performance to ensure that altafiber adheres to the highest standards of corporate governance.

Importantly, altafiber begins quarterly Board Meetings with an update on safety, which reflects the company’s commitment to providing employees with a safe workplace environment.

The Board is also deeply engaged in our sustainability and social initiatives, which are a core part of altafiber’s investments in the communities we serve.

### Our Board

- 100% directors are independent
- 3 of 9 directors are women



**Kelly Atkinson**  
Former Chief Commercial Officer  
Brinks Home



**Felix Bernshteyn**  
Principal  
Ares Management LLC



**Scott Graves**  
Partner, Co-Head  
of Private Equity Group,  
Portfolio Manager and Head of  
Special Opportunities  
Ares Management LLC



**F. Gregory Guerra**  
Former President, Chief Operating  
Officer, and Chief Strategy Officer  
Segra



**Colleen Hanabusa**  
Former Congresswoman  
representing the First Congressional  
District of the State of Hawai’i  
U.S. Congress



**John Komeiji**  
Chair of the Maunakea Stewardship  
and Oversight Authority



**Anton Moldan**  
Senior Managing Director  
Macquarie Asset Management



**Doug Wiest**  
Senior Operating Partner  
Macquarie Infrastructure  
and Real Assets



**Christina M. Wire**  
Vice President of Global Operations  
YouTube

# Meet our Leaders

Learn more about our leadership team

Learn more about our corporate governance



**Leigh R. Fox**

President & Chief Executive Officer



**Joshua T. Duckworth**

Chief Financial Officer



**Christi H. Cornette**

Chief Administrative Officer



**Ronald S. Beerman**

Chief Network Officer



**Mary E. Talbott**

Chief Legal Officer



**Kevin J. Murray**

Chief Information Officer



**Jason E. Praeter**

President – Consumer & Small Business



**Gregory M. Wheeler**

President – Business Markets



**Paul Khawaja**

Senior Vice President  
OnX Canada



**Jeff Lackey**

President  
CBTS



**Su Shin**

President  
Hawaiian Telcom



# Economic Impact

The economic impact of altafiber includes the economic output, jobs, and wages supported in the Cincinnati MSA by the expenditures of altafiber and the philanthropic and sponsorship support provided to the local community. The fiscal benefits represent the subsequent impacts on earnings and sales tax revenue for state and local governments. Additionally, the community benefits of altafiber include the philanthropic and sponsorship support provided to local organizations in the Cincinnati Region. Between 2018 and 2022, altafiber supported **\$6.7 billion** in economic output, **41,321 jobs**, and **\$2.8 billion** in wages in the Cincinnati MSA.



## Fiscal Impacts

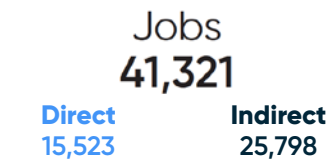
Total Tax Revenue

**\$171,937,722**

- State Earnings Tax Revenue: **\$85,459,596**
- Local Earnings Tax Revenue: **\$51,481,705**
- Sales Tax Revenue: **\$34,996,421**

The fiscal benefits of altafiber represent the earnings and sales tax revenue generated for state and local governments as a result of the expenditures made by altafiber. Between 2018 and 2022, the direct capital and operations expenditures of altafiber and the resulting indirect output created \$171.9 million in tax revenue for state and local governments.

### Total Economic Impact of altafiber's Capital and Operations Expenditures and Philanthropic and Sponsorship Support, 2018 – 2022





**Adhering to this Code of Ethics impacts our financial performance and reputation in the marketplace—most importantly, we behave ethically because it’s the right thing to do.**

## Code of Ethics

Whether we’re governed publicly by the Securities and Exchange Commission (SEC) or privately by Macquarie, we remain committed to doing the right thing all the time. Integrity, fairness, and accountability remain our guiding principles as we strive to conduct business honestly and ethically.

While our Code of Ethics applies explicitly to our senior financial officers and directors, altafiber expects every employee to:

- Uphold the highest standards of personal and professional integrity.
- Comply with all applicable laws, rules, and regulations.
- Avoid any appearances of impropriety or conflicts of interest.
- Protect the confidentiality of private information about the company and its customers.
- Deal fairly and respectfully with colleagues, customers, competitors, and vendors.
- Report any possible violations of this Code of Ethics using the anonymous Ethics Hotline.

The company responds promptly to possibly illegal or unethical conduct and takes corrective actions when necessary to prevent undesirable situations from escalating while protecting our stellar reputation.

Ultimately, altafiber’s continued success depends on our employees, officers, and directors upholding these high standards. Adhering to this Code of Ethics impacts our financial performance and reputation in the marketplace—most importantly, we behave ethically because it’s the right thing to do.



# Code of Conduct

As a supplement to our Code of Ethics, altafiber's Code of Conduct provides clear guidelines to explain how employees should behave when conducting day-to-day business-related activities. Together with our corporate mission, values, and culture, this code creates a framework to help employees make sound decisions, even in complex situations.

As detailed in our Code of Conduct, altafiber is committed to fostering professional behaviors and environments that:

- Promote courteous, respectful interactions free from harassment, discrimination, or retaliation.
- Embrace diversity and differences in opinion and perspective.
- Provide equal employment opportunities for all employees and applicants.
- Assure the privacy of communications and prohibit wiretapping and eavesdropping.
- Place professional responsibilities and corporate principles above personal gain.
- Encourage employees to make objective decisions while avoiding conflicts of interest.
- Reflect our standards of service excellence in every interaction.
- Safeguard company property and proprietary information.
- Maintain a safe, productive, healthy workplace.

Integrity is not just a corporate commitment; it's the personal responsibility of every employee, and we hold everyone accountable for their actions while representing altafiber. Adhering to these high standards is vital to maintaining the trust and confidence of the communities we serve—because it's the right thing to do, not merely because it's a company policy.



**Integrity is not just a corporate commitment; it's the personal responsibility of every employee, and we hold everyone accountable for their actions while representing altafiber.**



# Safety

We are committed to maintaining a safe, healthy workplace because people are our most valuable asset at altafiber. We expect our employees and contractors to comply with all applicable laws, safety regulations, and internal policies, following the latest standards and best practices to help make altafiber a safer workplace. We developed and implemented an SMS (safety management system) with seven guiding principles to create a formal, organization-wide approach to safety management and assurance.

Our Safety team regularly updates our internal safety policies, developing online and instructor-led training programs to keep our employees safe. The trainings not only teach safe techniques for executing our work but also behaviors and awareness to help employees avoid potential hazards, which instills a culture of safety in our team.

New field technicians at altafiber go through several months of intensive job-specific training that combines classroom learning, instructor-led courses, on-the-job mentorship from experienced technicians, and time on a transitional crew to ensure a smooth transition to independent work. This training protects our technicians from potential hazards they may encounter in the field. Topics include:

- Bucket truck operation
- Driving safety
- Electrical safety
- Emergency action plan
- Hazard recognition
- Ladder safety
- Pole climbing
- Situational awareness
- Work area protection

After the initial onboarding, all altafiber field staff receive annual safety recertifications in these critical areas. These training programs also teach employees to identify and immediately report unsafe conditions and behaviors around them. Our safety team responds promptly to incidents and near misses, investigating root causes and creating preventative action plans to mitigate future issues.



# Safety on the Road

In service organizations like alfiber, with a fleet of 1,230 vehicles constantly serving customers, driving safety is a top concern. We recently bolstered our companywide training program through the Smith System Driver Improvement Institute to keep our employees safe behind the wheel. Hawaiian Telcom was already using this driver training program, and we decided to roll it out across our entire fleet in 2022. The safety team is now certified to teach the Smith System, which includes classroom learning as well as behind-the-wheel driving instruction.

We also use telematics in our fleet vehicles to monitor real-time driving information. Our fleet tracking system uses GPS technology and onboard diagnostics to collect data such as vehicle speed, harsh braking, seat belt use, and fuel consumption. Using this data, we developed scorecards to measure our employees' driving performance, which helps us identify any need for additional driver training. In 2023, alfiber fleet drivers collectively scored 89.7% safety compliance, while Hawaiian Telcom drivers achieved 96%, with our goal being at or above 95% compliance.

The safety team is now certified to teach the Smith System, which includes classroom learning as well as behind-the-wheel driving instruction.



## Tracking Safety Metrics

In 2022, we also implemented a Software-as-a-Service solution that integrates our risk, safety, compliance, and insurance claims data into one cloud-based system. This integrated risk management information system allows us to monitor key performance indicators and track the overall effectiveness of our safety efforts as we strive to improve.

We will use this system to track our safety performance over time, with the goal of outperforming the Bureau of Labor Statistics safety rating for the telecommunications industry.

**In 2023, our telecom occupational injuries and illness rate was 1.3 per 100 employees, below the Bureau of Labor Statistics telecom average of 2.2. Our IT occupational injuries and illness rate was 0.0 per 100 employees, below the Bureau of Labor and Statistics average of 0.3.**

Although we've always been committed to safety in the field, occupational safety has recently become a more prominent strategic priority starting at the top of our organization. In 2022 we created an internal safety committee comprised of approximately 20 leader's across the company, focused on driving altafiber's safety culture forward. Through regular safety training, improved data management, and a companywide focus on prevention, we strive to proactively avoid incidents before they occur.



**Occupational safety has recently become a more prominent strategic priority starting at the top of our organization.**





**Our people are our most important asset at altafiber because our team works daily to deliver innovative solutions to our customers. Their knowledge, passion, and diversity are essential to our success. To support them, we strive to make altafiber a great workplace where everyone feels valued and respected.**

## Human and Labor Rights

Our core values—doing the right thing, respecting our differences, investing in the future, valuing team over self, and embracing transparency—reinforce our commitment to upholding basic human rights principles. The altafiber Human and Labor Rights policy outlines these principles, as outlined in the United Nations Guiding Principles on Business and Human Rights and the Universal Declaration of Human Rights.

This policy applies to all employees of altafiber and its subsidiaries. We also encourage our partners and external stakeholders to uphold the principles of this policy. As active members of the communities in which we operate, we are committed to protecting human rights as we conduct business throughout our neighborhood and around the world.

We respect the rights of our workforce and those affected by our operations through:

- Prohibiting forced labor, child labor, human trafficking, and modern slavery.
- Ensuring a safe and healthy workplace and meeting all applicable health and safety regulations.
- Promoting an environment of diversity and inclusion, free from harassment and discrimination.
- Complying with all applicable labor laws related to work hours, wages, and benefits.
- Respecting employee freedom of association and collective bargaining rights.
- Providing avenues for open communication where employees can voice concerns and ideas.

At altafiber, we take a structured approach to embedding human rights principles into our decision-making processes across the company, ensuring that this commitment is reflected in every aspect of our operations.

Our people are our most important asset at altafiber because our team works daily to deliver innovative solutions to our customers. Their knowledge, passion, and diversity are essential to our success. To support them, we strive to make altafiber a great workplace where everyone feels valued and respected.



## Risk Management and Security Governance

We take security seriously at alfiber because our customers count on us to keep them connected. With so many households and businesses entrusting their private data and internet connectivity to alfiber, our commitment to security and risk management can't be compromised.

Our information security program, policies, and procedures are based on the National Institute of Standards and Technology (NIST) Security and Privacy Controls Framework for Information Systems and Organizations. This framework includes administrative, physical, and technical safeguards to protect our company and our valued customers from potential risks.

To ensure a proactive approach to risk management, we have established an Enterprise Risk Management (ERM) Committee that employs the International Organization for Standardization (ISO) risk management standard. The committee leverages a proprietary internal risk management tool to maintain a risk register, which systematically identifies, assesses, prioritizes, and manages risks within the enterprise. This structured approach enables us to conduct formal, periodic reviews of risks, ensuring continuous enhancement of our security posture.

The ERM Committee also governs a cross-functional, executive-level security council that oversees alfiber's security program and Business Resilience/Continuity Program (BRCP). This council meets quarterly to discuss emerging threats, review organizational security policies and standards, and provide strategic guidance and direction for security initiatives within the enterprise.



A large suspension bridge spans across a body of water at dusk. The bridge's steel structure is illuminated with warm lights, and the city skyline in the background is lit up against a twilight sky with soft pink and blue hues.

## Physical Security

At alfiber, all facilities are evaluated based on criteria focused on employee safety, network connectivity, strategic importance, and insured value of assets. Through an authenticated access control system, physical access to alfiber's facilities is limited to employees, approved vendors, and authorized visitors. This ensures that alfiber's resources are appropriately provisioned, granting access only to those who need it to perform their duties.

The security of our central offices, data centers, and other network facilities is even more stringently controlled. Access to these facilities, which require multiple authentication factors, is managed through an online certification program to ensure that employees and contractors have been trained in the necessary security protocols. Access alarms are monitored 24x7x365, and annual security assessments are performed at each facility.



# Employee Security

We conduct thorough background and reference checks on personnel as part of our hiring process; this requirement also applies to all third-party vendors. All altafiber personnel must also sign confidentiality and code of ethics agreements as a condition of employment.

Realizing that we are only as strong as our weakest link, we have implemented a security awareness training program emphasizing each employee's vital role in altafiber's overall security posture. Through web-based and in-person training, surveys, and monthly articles, we're constantly equipping our employees with tools and best practices to protect both the company's and customer's data.

**In 2023, over 95% of altafiber's employees completed the annual security training; meanwhile, at Hawaiian Telcom, 100% completed the training.**

We also execute controlled phishing simulations throughout the year to test employees' ability to identify illegitimate emails. Every employee is tested periodically throughout the year, and we assign remediation training to employees who fail phishing tests. We offer incentives to employees to encourage and reinforce continued vigilance.







**altafiber is required to vet all new third-party vendors and equipment before granting access or deploying in our environment.**

## National Security

As a foreign-owned telecommunication and critical infrastructure provider, altafiber is regularly reviewed by the “Committee for the Assessment of Foreign Participation in the United States Telecommunications Services Sector.” The committee, formerly Team Telecom, advises the Federal Communications Commission (FCC) on national security and law enforcement aspects of foreign involvement in the U.S. telecom sector.

**The committee has strict oversight of our company, requiring rigorous security controls, audits, and reporting. We’re required to submit detailed security reports to the committee every year, and they can audit altafiber at any time.**

For example, altafiber is required to vet, through this committee, all new third-party vendors and equipment before granting access or deploying in our environment. The company also vets high-risk vendors through a rigorous Third-Party Risk Management Program that reviews each company’s security controls and certifications. Each vendor must sign an addendum acknowledging altafiber’s data security and Letter of Authorization (LOA) requirements.

The oversight of the assessment committee ensures the U.S. government that altafiber is tightly controlling the critical infrastructure services we provide while reassuring our customers that we’re following the strictest security standards in the industry.

# Cybersecurity

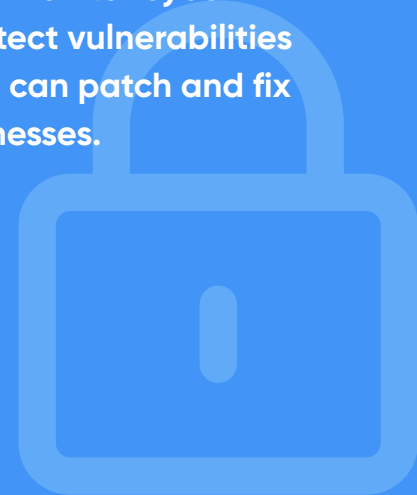
We take a risk-based approach to safeguarding our networks, systems, and data at altafiber. Our network leverages components and capabilities to ensure the highest levels of availability, reliability, performance, and security. For example:

- Intrusion detection and protection technology filters out unwanted traffic and activity.
- Comprehensive endpoint protection software safeguards workstations and servers.
- Multiple levels of email protection keep our inboxes free of cyber threats.
- Vulnerability scanning and attack and penetration testing by qualified internal personnel and third parties assess the strength of our perimeter and internal networks.
- Networks and systems are continually monitored to ensure real-time threat detection, providing comprehensive protection against evolving threats.

We also employ a robust cybersecurity incident response process, which is essential in quickly addressing and mitigating potential cyber threats, safeguarding critical organizational assets, and maintaining operational resilience. Through structured incident detection, classification, and escalation processes, coupled with ongoing enhancements and proactive measures, altafiber ensures a swift response to emerging threats. By continuously refining our incident response capabilities and conducting regular training exercises, we remain vigilant in our efforts to protect against cyber risks and uphold the trust and confidence of our customers.



**Our security teams constantly monitor cyber risks to detect vulnerabilities so that we can patch and fix any weaknesses.**





## Advancing Education and Cybersecurity Initiatives

The leadership role altafiber takes in higher education underscores our commitment to academic excellence and institutional advancement. Leaders from our cybersecurity team chair the Center for Cybersecurity advisory board at Miami University and are active board members at Northern Kentucky University and the University of Cincinnati. Additionally, our team's proactive involvement in supporting Northern Kentucky University's NSA/DHS National Centers of Academic Excellence in Cyber Defense Education (NCAE-CD) reflects our dedication to promoting cybersecurity education and research. We are also active participants in the planning committee and sponsorship of Northern Kentucky's Cybersecurity Symposium, which exemplifies our commitment to fostering collaboration and knowledge sharing in the local cybersecurity community. These highlights underscore our ongoing efforts to drive positive change and contribute to the development of future leaders and innovators in education and cybersecurity.





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