

# We're here. And we're ready.



## Verizon is prepared to serve customers during COVID-19 crisis



Meeting the shifting demands of customers by ensuring our fiber optic and wireless networks continue to perform well.



Waiving wireless data overage charges to support customers who may be financially affected by the COVID-19 crisis.



Signed the FCC's "Keep America Connected" pledge and committed to not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic, and to waive any late fees that they incur because of their economic circumstances related to the coronavirus pandemic.



Waiving internet and voice service charges for current Lifeline customers for two billing cycles.



Adding 15GB of data for no charge to the plans of wireless and small business customers on metered plans, 15GB of 4G LTE hotspot data to wireless customers on unlimited plans, and 15GB of data to Jetpack plans.



Providing consumers with free learning tools from Quizlet, Epic! and Chegg Study, as well as free access to dozens of news channels, sports replays of classic NBA and NHL games, and entertainment channels such as SHOWTIME, Epix, HBO, Cinemax, and Starz.



Continuing our long-standing practice of placing no data caps on Verizon home broadband and home voice services.



Offering free international calling to CDC level 3 countries to keep customers connected.



Waiving activation fees on new lines of service or upgrades.



Offering unlimited domestic calling to wireless customers on limited-minute plans through April 30.



Created a coronavirus hub page, <https://news.yahoo.com/coronavirus/>, across the Yahoo ecosystem that aggregates trusted and reliable news and content.

# Verizon is partnering with first responders, governments, schools, and public health agencies to deliver on critical missions



Partnering with the Los Angeles Unified School District to provide internet connectivity for up to 100,000 students.



Partnering with the New York Times to provide all students and teachers in high schools within the U.S. free digital access to [NYTimes.com](https://www.nytimes.com).



Tripled the data allowance for Verizon Innovative Learning schools.



Giving first responders priority access to our networks.



Preparing free meals seven days a week to feed healthcare workers through a program that brings together multiple New York City restaurants with six area hospitals to help both the restaurants' workers and hospital staff on the front lines throughout April.



Delivering connectivity for the USNS Comfort, a US Navy medical treatment facility that includes 1,000 hospital beds, 12 operating rooms, radiology capabilities and a pharmacy. The USNS Comfort is docked in NYC where it was sent to help relieve the pressure on the city's hospitals that are overwhelmed during the coronavirus crisis.



Deploying portable cell sites to add network capacity at Emergency Operations Centers, mobile testing sites and quarantine areas nationwide.



Supporting industry-specific telehealth apps to help healthcare agencies care for patients and enable testing with connected technologies.



Enabled thousands of conference lines for federal, state, local and healthcare organizations to facilitate new, secure work-from-home strategies.



Launched new interactive voice response services (IVRs) to help both healthcare and public sector agencies prioritize and more effectively route incoming coronavirus-related calls.



Working with government agencies to stand up additional call centers and work-from-home solutions to keep employees safe while expanding their ability to respond to public needs during the crisis.

# Verizon is investing in the U.S. economy and donating to critical organizations nationally and internationally



Investing more in our economy by increasing our capital guidance range from \$17 - \$18 billion to \$17.5 - \$18.5 billion in 2020.



Supporting our communities through a combined \$14 million donation to nonprofits directed at supporting students and healthcare first responders, including No Kid Hungry, the American Red Cross, the Center for Disaster Philanthropy (CDP) COVID-19 Response Fund, Direct Relief, and the COVID-19 Solidarity Response Fund in support of the World Health Organization (WHO)'s global response.



Donating \$2.5 million to Local Initiatives Support Corporation, a national nonprofit that invests in economic opportunity for people and communities across America, as part of the launch of Verizon's Pay It Forward Live, a weekly streaming entertainment series in support of small businesses affected by COVID-19. Over the course of the series, all viewers will be encouraged to tag their favorite local businesses and make advance purchases for when the businesses reopen. As consumers engage, Verizon will unlock an additional \$2.5 million in funds, bringing the total donation to a potential \$5 million.

## Verizon is supporting its dedicated employees



Offering enhanced pay to mission-critical employees who must deploy outside their homes to meet critical customer needs and provide essential services.



Allowing more than a third of our installation and maintenance technicians to keep their work vehicles at their homes to support social distancing.



Preparing to re-train and re-deploy thousands of retail employees to work-from-home functions as part of a massive employee transition plan.



Implemented a comprehensive coronavirus leave of absence policy. Those who contract the virus are eligible for up to 26 weeks paid leave. For employees caring for someone who's been infected, for employees directed to stay home due to an underlying medical condition and for employees who have trouble finding childcare at this time, Verizon provides eight weeks of pay at full pay and, if needed, an additional six weeks with 60% of their base wage.



Keeping our employees informed through a daily broadcast called Up To Speed Live open to anyone via twitter: <https://twitter.com/VZUpToSpeed> and on the company's website: <https://www.verizon.com/about/news/speed-uts-live>.



Stood up a resource page for its employees so that they can remain apprised of new developments: [verizon.com/standsready](https://www.verizon.com/standsready).



Providing paid leave of absence support for employees who are unable to work-from-home for health, childcare, or other reasons.