

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



## New & Notable



Donated \$10 million in advertising inventory through Verizon Media to support mental and public health response efforts to the Child Mind Institute, Crisis Text Line, Empower Work, Mental Health Foundation, and the Trevor Project. The inventory will be used to raise awareness and mobilize resources, deepening Verizon Media's longstanding commitment to supporting the health of the global community at large. As part of its well-being initiative, the company also launched Yahoo Life, a site focused on news, resources and content dedicated to wellbeing.



Introduced the Care Smart watch, a new wearable that provides safety and well-being for seniors and creates a simple way to keep families connected with loved ones.



Expanding our best wireless unlimited pricing to nurses and teachers. They join active-duty military, veterans and people who work as first responders who already benefit from this ongoing pricing for their personal accounts and for their families.



Deploying portable cell sites to add network capacity to crisis centers nationwide. The Verizon Response Team (VRT) is active on a nationwide basis, with more than 270 engagements at pop-up healthcare facilities and drive-thru coronavirus testing sites, quarantine facilities on military bases and airports as well as support for medical and emergency operation centers.



Announced #WeKeepPlaying with Yahoo Sports and the Women's Sports Foundation – a first of its kind live event bringing together some of the most iconic women in professional sports to inspire young athletes during the COVID-19 crisis.



Cofounded "People + Work Connect" with Accenture, Lincoln Financial Group, and ServiceNow to help people get back to work. This employer-to-employer initiative brings together companies laying off or furloughing people with companies in urgent need of workers.



Deployed a new virtual assistant tool to serve residential and small business customers who need repairs for their wireline voice, data or video services that enables technicians to assist customers without entering residences or premise

# 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 14 million 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.



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 has announced \$45 million to date in contributions and donations 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 with a new employee resource page and 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>.



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