

Verizon and COVID-19

During these unprecedented times, Verizon stands ready to serve our customers and public safety providers. We understand the heightened worry and concern brought by this pandemic, our primary goal is to keep our customers, employees and society connected to the things that matter most to them: their family, friends and business customers.

For consumers:

Verizon is prepared to serve customers during the COVID-19 crisis. First, we're 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. While more than half of our wireless customer base is on an unlimited data plan, we recognize there are many who may need additional connectivity during these trying times. We're here for our customers and to make sure they have what they need to stay connected.

As has always been the case, there are no data caps on Verizon home broadband and home voice services. For new lines of service or upgrades, Verizon is waiving activation fees.

To help those struggling in these uncertain times, Verizon is offering new affordable internet plans for low-income households. Qualified customers can purchase Fios 200/200Mbps home internet service for just \$19.99/month with a free year of Disney+ and no router rental charges for two months. We're also waiving wireless data overage charges for customers who may be financially affected by the COVID-19 crisis.

As you have likely heard, Verizon signed the FCC's "Keep America Connected" pledge and committed, for the duration of the pledge, 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.

To help ensure consumers have access to trusted and reliable news and content, we created a coronavirus hub page, <https://news.yahoo.com/coronavirus>, across the Yahoo ecosystem.

As the COVID-19 pandemic causes millions to remain indoors, we are also giving individuals and families more ways to learn and stay entertained at no additional cost. To do so, we expanded efforts to aid consumers dealing with work-from-home and shelter-in-place realities with the More at Home...on Us program. The More at Home...on Us program provides learning tools from Quizlet, Epic and Chegg Study, as well as entertainment channels such as SHOWTIME and Epix, among others. This opens new avenues to engage with student learning services and original TV programming at a time when such tools, news and entertainment are most vital to consumers.

For first responders, government, schools, and public health organizations:

Verizon is also partnering with first responders, governments, schools, and public health agencies to deliver on critical missions. We closely monitor our networks' demands to make sure they are working for all of our customers, including hospitals, first responders, and government agencies serving on the front lines of fighting this pandemic. We offer priority access to our networks for EMTs and first responders and we're deploying portable cell sites to add network capacity at Emergency Operations

Centers, mobile testing sites, and quarantine areas nationwide. The Verizon Response Team is currently leading nearly 160 engagements in the United States and has deployed mobile cell sites, WiFi hotspots, free charging stations and other solutions that help boost network performance and enable communications.

Along with public and private healthcare agencies, Verizon is delivering solutions that allow healthcare professionals to stay connected to patients and each other, including the enablement of coronavirus testing through connected technologies, such as mobile hotspots, smartphones and tablets. The delivery of a reliable, secure network helps healthcare workers stay connected to patient records, on-premise laboratory results and other critical information they need when time to diagnosis and care is critical.

In addition, Verizon is also:

- *enabling connectivity at multiple federal, state and local mobile command centers to accelerate testing at critical remote testing sites,*
- *standing up technology to allow thousands of doctors to work remotely, alleviating stress on hospitals,*
- *delivering connectivity to support COVID-19 field efforts at testing and triage centers*
- *enabling remote processing for healthcare insurance claims for mobile and remote users by augmenting contact centers, and*
- *expanding telehealth options by increasing access to tablets and devices for patients*
- *Verizon has also deployed portable cell sites at Emergency Operations Centers (EOCs), coronavirus mobile testing sites and quarantine areas in Arizona, Georgia, Louisiana, New Jersey, New York, Oregon, South Carolina, Texas and Washington, to increase network capacity at these locations.*

Verizon is also working with education, government and healthcare agencies to provide remote connectivity options, call centers, interactive voice response services (IVRs) and conferencing solutions. For the more than 250 schools that are Verizon Innovative Learning schools, we tripled the data allowance provided to them through our VILS program. This week, Verizon announced that it is working with the Los Angeles Unified School District to provide internet connectivity for students who don't have internet access at home.

Other initiatives include:

- *standing up a COVID-19 hotline for a state's department of health,*
- *working with school systems to provide MiFi devices to enable remote learning,*
- *working with a city government to add capacity to 311 systems,*
- *setting up an integrated voice response system for a state department of health to allow better management of incoming calls,*
- *providing additional phones to multiple agencies to allow more workers the ability to work remotely,*
- *working with a federal agency to improve integrated voice response systems to better manage call queue,*
- *activating conference lines for county governments to enable essential functions to continue, and*
- *supporting conference bridges for multiple state and federal agencies*

Verizon is investing in the U.S. economy and donating to critical organizations nationally and internationally. We're increasing our capital guidance range from \$17 - \$18 billion to \$17.5 - \$18.5 billion in 2020. We're supporting communities through a combined \$13 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.

On top of that, we're 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 Business is partnering with a number of small businesses preparing daily meals to feed healthcare workers. This program brings together multiple New York City restaurants with six area hospitals in an effort to help both the restaurants' workers and hospital staff on the front line providing care to patients. Meals are being provided seven days a week throughout the month of April, at no cost to the hospitals or their employees. The ordering and delivery process is managed by Grubhub, which donated its service to help this cause.

See links below for greater detail on what we are doing. Our interest, commitment and actions are based on our customer/your constituent needs and our capabilities that we hope are aligned and supported by our partners in government and community.

<https://www.verizon.com/about/news/verizon-helps-eliminate-worry>

<https://www.verizon.com/about/news/verizon-help-customers-and-small-businesses>

<https://www.verizon.com/about/news/our-response-coronavirus>