Verizon’s purpose is to create the networks that move the world forward. We recognize that our networks are instrumental in helping society respond to the COVID-19 pandemic. Consistent with the Broadband Commission’s Agenda for Action, Verizon has worked to: (1) sustain and extend resilient and secure network infrastructure, including for emergency responders; (2) increase affordability, availability and accessibility of services and devices; and (3) support safe use of online services for informed and educated societies.

**Resilient Connectivity**

Verizon has focused particular attention on the connectivity needs of those on the frontlines, including first responders and healthcare providers. We have deployed portable cell sites to add network capacity at Emergency Operations Centers, mobile testing sites, and quarantine areas across the United States. To date, our Response Team has supported more than 270 such engagements.

**Affordable Access**

Since the pandemic began, we have offered new pricing plans, provided additional data, and offered flexibility in payments and late fees. Early on, we joined other broadband providers in responding to the Federal Communications Commission’s call to Keep Americans Connected. By pledging our support for this initiative, we affirmed that we would not terminate service nor charge late fees to any residential or small business customers through June 30 as a result of their inability to pay their bills due to disruptions caused by the pandemic.

**Safe Use of Online Services for Informed and Educated Societies**

*Access for Students*

The pandemic has created a critical need for online access for America’s students. In response, Verizon tripled the normal data allowances, to 30GB per month, for schools that are part of Verizon
Innovative Learning, the company’s philanthropic initiative targeting Title 1 middle schools. We expect the data increase to benefit up to 116,000 students and teachers. We also worked with school systems to enable remote learning through the provision of MiFi devices, connectivity, or both.

*Promoting Safety Online*

Verizon has worked to empower parents to help keep their children safe online. We are working to increase the adoption of parental controls through public outreach and guidance.

*Providing Access to Information*

Verizon Media has created a coronavirus hub, covid19.yahoo.com, across the Yahoo ecosystem that includes news about the pandemic, including specific content for specific markets.

**Lessons Learned**

- **Values matter.** By leaning into our values, we have been able to be nimble in making decisions at a time when our business has faced unprecedented challenges. We know that we must address the needs of employees, customers, and society, in addition to the needs of shareholders. It is easier to make decisions to assume short-term costs when we are guided by a long-term commitment to responsible business conduct.

- **Build for a Crisis.** The resilience of our network despite surging demand during the pandemic reflects years of investment intended to ensure that we can serve our customers even in times of crisis. In order to maintain the performance of our networks going forward, we recently increased our guidance with respect to 2020 capital expenditures from $17 - $18 billion to $17.5 - $18.5 billion.

- **Recognize the Opportunity to Innovate.** Times of crisis force new ways of thinking, and we have developed innovative solutions to address the needs of our customers and our employees during this time. For example, we have virtualized many command center functions to make it easier for our engineers working on network repairs and the deployment of mobile assets to remain socially distanced. These experiences have taught us to be mindful of the need to question preconceived notions of “the right way” to do things and to always be looking for ways to improve.