

Dear Senator Cummings,

I am writing to share Verizon's response to the COVID-19 pandemic and its impact on consumers, businesses, and state and local governments that rely on our services.

As you know, the situation facing consumers, businesses, and governments is evolving rapidly. In addition to the increased use of our networks already reported, Verizon has seen a 47 percent increase in the use of collaboration tools. Verizon's wireless and broadband networks handled more than 218,000 terabytes of data on March 23rd alone. That equates to 106 million hours of streaming content, 190 billion photo uploads or 38 billion songs downloaded.

We've worked with the FCC to obtain authorization to use additional spectrum to help meet increased customer demand for broadband. While our network is successfully handling the increased traffic, we want to stay ahead of any challenges that might emerge.

Here are some of the initiatives we have recently announced in response to the coronavirus pandemic to provide relief to customers and communities, including:

- adding an additional 15GB of data for no charge for wireless, hotspot, and Jetpacks;
- waiving wireless data overage charges for customers financially affected by the pandemic;
- a commitment not to terminate service and waive any late fees to any residential or small business customers incurred due to economic circumstances related to coronavirus;
- establishing the [More at Home...on Us](#) program, which will provide free learning tools for students and entertainment channels to consumers;
- tripling the data allowance to our Verizon Innovative Learning schools, which includes middle schools in Burlington, VT;
- providing priority access to the network to first responders; deploying portable cell sites to Emergency Operations Centers, mobile test sites, and quarantine areas;
- increasing capital guidance by \$500 million for 2020; donating \$13 million to nonprofits directed at supporting students and healthcare first responders through No Kid Hungry, the American Red Cross, the Center for Disaster Philanthropy COVID-19 Response Fund, Direct Relief, and the COVID-19 Solidarity Response Fund in support of the World Health Organization'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.

For more information on Verizon's COVID-19 response, please visit <https://www.verizon.com/about/news/our-response-coronavirus> for regular updates. Verizon's goal is to meet the evolving communications needs of consumers during these challenging times.

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