Our networks are performing extremely well, despite massive increases in usage.

- In March, we averaged 800 million voice calls during weekdays, double the volume of a typical Mother’s Day.
- We hit 9 billion text messages in one day last month, and 218,000 terabytes of data on March 23 alone – the equivalent of 106 million hours of streaming content.
- There was a 10-fold increase in collaboration tools, as millions of people settled into the shelter-at-home environment and while millions of students began learning online.
- On March 12, we announced that we are increasing our capital guidance range from $17 to $18 billion to $17.5 - $18.5 billion in 2020.

We’re helping to ensure connectivity and help small businesses.

- Beginning March 13, we announced for the next 60 days, we will waive late fees incurred by any residential or small business customer due to COVID-19 economic circumstances. On April 27, we extended this commitment to keep customers connected through June 30.
- In addition, we will not terminate service to residential or small business customers based on their inability to pay their bills due to disruptions caused by COVID-19.
- Our Small Business Webinar series shares practical advice, insight and tips on how small businesses can survive during these times. Small businesses can register here.
- A weekly streaming series called #PayItForwardLive, which connects big names in entertainment to small businesses, is offering entertainment to those at home and financial support to small businesses through grants via LISC.org, up to $5 million.
We’re helping in hard-hit areas.

We created the Food for Frontline Healthcare Workers initiative, a local program that brings together multiple New York City restaurants with six area hospitals to help both the restaurants’ workers and hospital staff on the frontline provide care to patients. Meals are being provided seven days a week throughout April, at no cost to the hospitals or their employees.

On April 15, we announced an expansion to this program: The Fire Department of the City of New York (FDNY) Emergency Medical Services (EMS) Help Fund. Verizon began a joint effort to provide more than 700 NYC EMS Help Fund members/emergency medical technicians and paramedics with daily meals prepared by New York City restaurants on Sunday. As a result of this partnership, over the next four weeks, nearly 22,000 meals will be provided to EMS Help Fund members in all five boroughs.

We’re committed to those who serve.

Verizon is partnering with first responders, federal agencies, state and local governments, and public health agencies to support COVID-19 response efforts by deploying mobile network assets to support emergency response facilities, supplying emergency wireless communications devices, supporting communications and collaboration services, and providing mobile broadband services.

To date, we have made over $45 million in contributions and donations to nonprofits directed at serving students, healthcare first responders and small businesses.

On April 23, Verizon expanded 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.

We’re here. And we’re ready to help. For more details, email verizon@synnex.com.

We’re supporting learning from home.

› We joined forces with the New York Times to offer all high schools within the U.S. free digital access to NYTimes.com.

› We’re supporting the students and teachers in the Verizon Innovative Learning program, the company’s education initiative targeting Title 1 middle schools, by tripling their data allowances and through free access to educational apps.