

## **An Update from Verizon on Venezuela**

We have been working hard to keep our customers connected during the recent civil disorder, riots and widespread power outages in Venezuela. However, in light of the overall instability in Venezuela, the legislature's declaration of a state of emergency, and the unavailability of fuel in that country, we must also declare a Force Majeure event for Venezuela to the extent that there is any delay or inability by Verizon or its vendors to provide services. Under Verizon's Service Guide and customer contracts, this declaration relieves Verizon of liability that would otherwise result from any such delays or non-performance.

Although we are taking this action, rest assured that Verizon will continue to devote our resources to mitigate the impact of these events and to restore service to our customers as soon as reasonably possible. As always, your account manager is available to address any questions or concerns you may have regarding your service.

We value the trust you place in us, and we apologize for the inconvenience this may cause you. Thank you for your understanding and patience.