

# You run to an emergency, and we've got your back every step of the way.

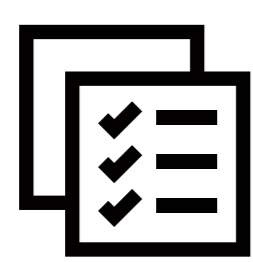


You put yourself on the line each and every day, and we join the millions in expressing gratitude for your bravery and efforts.

That's why we're proud of our decades-long commitment to supporting public safety agencies with the nation's largest and most reliable 4G LTE network, with unparalleled redundancy and backup systems you can count on.

## We put first responders first.

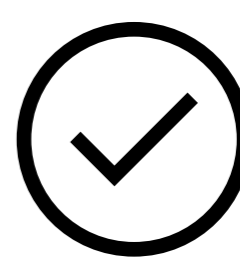
Here are three key ways we make sure you stay connected:



Custom public safety plans for first responders provide priority data access without any speed caps at any time.



Agencies that support first responders receive full access without a speed cap on a line, unless it uses more than 25GB per month for three consecutive months.



During times of emergency, Verizon will lift any speed caps or other limitations affecting any first responders or public safety customers.

## Reliable communications are key.

We continue to invest to make sure your communications work when you need them.



Ninety-eight percent of Verizon sites stayed operational during Hurricane Harvey.

# \$126B

We've also invested more than \$126 billion in network infrastructure since 2000 and invest billions more each year to expand and improve our network.

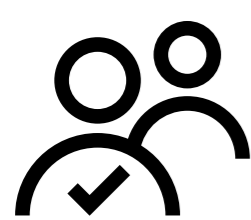
# Ranked #1

#1 overall network in the U.S. ten times in a row and undefeated in overall reliability, speed, data, call and text according to RootMetrics national rankings.<sup>1</sup>

## A network advantage you can measure

With 2.57 million square miles of 4G LTE coverage in the U.S., no other provider comes close to matching the size of the Verizon network serving you. In fact, we have over 450,000 more square miles than the closest competitor, or roughly the size of California and Texas combined.

## You're ready, and so are we.



The Verizon Response Team (VRT) works hand in hand with local emergency officials and is available 24/7/365 to ensure you stay connected.



We strategically place network assets like cells on wheels (COWs), cells on light trucks (COLTs), and other equipment to enhance coverage when natural disasters impair connectivity.



Backup generators, HVAC and fiber rings at cell sites and switching centers keep the network running for you when commercial power is lost.



We built our network structures in hurricane-prone areas to withstand category 5 winds.



We locate cell sites and switch facility HVAC systems on elevated platforms in flood-prone areas.



We prearrange fuel deliveries with tankers poised and in position to quickly respond to hard-hit areas if commercial power is lost.

## We're here for the long haul.

# \$75M

Verizon donated \$75 million to disaster recovery and community projects throughout the U.S., including Puerto Rico, with \$16.1 million supporting recovery efforts from Hurricanes Harvey, Maria and Irma, the California wildfires and other disasters.



## Thousands of Employees

Employees from Verizon call centers served and volunteered to collect donations for the Hand-in-Hand telethon to benefit those impacted by Hurricanes Harvey and Irma.



## Learn more.

Find more details about our commitment to first responders by visiting [www.verizon.com/publicsafety](http://www.verizon.com/publicsafety)



<sup>1</sup> Rankings based on the RootMetrics® U.S. National RootScore® Report: 1H 2018. Tested with best commercially available smartphones on four national mobile networks. Network details & coverage maps at [vzw.com](http://vzw.com). © 2018 Verizon. INF1600818