Welcome  Brady Connor, SVP Investor Relations

Opening remarks  Hans Vestberg, Chairman & CEO

Consumer update  Sowmyanarayan Sampath, EVP & CEO, Consumer Group

Business update  Kyle Malady, EVP & CEO, Business Group

Network update  Joe Russo, EVP & President, GN&T

Q&A

Closing remarks  Hans Vestberg, Chairman & CEO
“Safe harbor” Statement

In this presentation we have made forward looking statements. These statements are based on our estimates and assumptions and are subject to risks and uncertainties. Forward looking statements include the information concerning our possible or assumed future results of operations. Forward looking statements also include those preceded or followed by the words “anticipates,” “assumes,” “believes,” “estimates,” “expects,” “forecasts,” “hopes,” “intends,” “plans,” “targets” or similar expressions. For those statements, we claim the protection of the safe harbor for forward looking statements contained in the Private Securities Litigation Reform Act of 1995. We undertake no obligation to revise or publicly release the results of any revision to these forward looking statements, except as required by law. Given these risks and uncertainties, readers are cautioned not to place undue reliance on such forward looking statements. The following important factors, along with those discussed in our filings with the Securities and Exchange Commission (the “SEC”), could affect future results and could cause those results to differ materially from those expressed in the forward looking statements: the effects of competition in the markets in which we operate, including the inability to successfully respond to competitive factors such as prices, promotional incentives and evolving consumer preferences; failure to take advantage of, or respond to competitors’ use of, developments in technology and address changes in consumer demand; performance issues or delays in the deployment of our 5G network resulting in significant costs or a reduction in the anticipated benefits of the enhancement to our networks; the inability to implement our business strategy; adverse conditions in the U.S. and international economies, including inflation and changing interest rates in the markets in which we operate; cyber attacks impacting our networks or systems and any resulting financial or reputational impact; damage to our infrastructure or disruption of our operations from natural disasters, extreme weather conditions, acts of war, terrorist attacks or other hostile acts and any resulting financial or reputational impact; disruption of our key suppliers’ or vendors’ provisioning of products or services, including as a result of geopolitical factors or the potential impacts of global climate change; material adverse changes in labor matters and any resulting financial or operational impact; damage to our reputation or brands; the impact of public health crises on our operations, our employees and the ways in which our customers use our networks and other products and services; changes in the regulatory environment in which we operate, including any increase in restrictions on our ability to operate our networks or businesses; allegations regarding the release of hazardous materials or pollutants into the environment from our, or our predecessors’, network assets and any related government investigations, regulatory developments, litigation, penalties and other liability, remediation and compliance costs, operational impacts or reputational damage; our high level of indebtedness; significant litigation and any resulting material expenses incurred in defending against lawsuits or paying awards or settlements; an adverse change in the ratings afforded our debt securities by nationally accredited ratings organizations or adverse conditions in the credit markets affecting the cost, including interest rates, and/or availability of further financing; significant increases in benefit plan costs or lower investment returns on plan assets; changes in tax laws or regulations, or in their interpretation, or challenges to our tax positions, resulting in additional tax expense or liabilities; and changes in accounting assumptions that regulatory agencies, including the SEC, may require or that result from changes in the accounting rules or their application, which could result in an impact on earnings.

As required by SEC rules, we have provided a reconciliation of the non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures in materials on our website at www.verizon.com/about/investors.
Actions we have taken

01 Launched myPlan

02 Created regional structure

03 Local marketing

04 New sales compensation plans

05 Customer service evolution
Verizon Approach

01 Best Network
02 Exclusive Value Proposition
03 Mobile & Home
04 Personalization
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<td>Mobility</td>
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<td>Brand</td>
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Actions we have taken

01 Sustained Volumes
02 Executed Pricing Actions
03 Cost Containment
04 Wireline Transformation
05 Marketing & Product Focus
2024 Priorities

01 Customer Experience
02 Grow Service Revenue
03 Drive Efficiencies
04 Grow Volumes

Execution Excellence
Global Networks & Technology

Joe Russo
EVP & President of Global Networks and Technology (GN&T)
Actions we have taken

01  Market Structure

02  Aggressively Deployed Ultra Wideband

03  Optimized for Customer Experience

04  Broadband Growth

05  Reducing Capital Intensity
Global Networks & Technology

01 Build the Best Networks
   Differentiated Experience & NAAS

02 Best 5G Products + Technology
   5G Revenue Enabling

03 Best Cost
   Transformation + Efficiency

04 Best Customer Experience
   Transparency + Response

05 Best Culture
Q&A