

Verizon's COVID-19 Network Reliability report.

"You don't start coaching the game at kickoff. We work, invest and innovate every day to ensure predictable excellence in our network to meet the everyday needs of our customers and prepare for when they need us most. We are relentless, because that's what our customers deserve."

– Kyle Malady, Chief Technology Officer of Verizon.

Throughout the first 90+ days of the country's COVID response, Verizon's networks performed remarkably well, maintaining pre-COVID reliability levels even in the midst of dramatic usage spikes and shifts in demand. At the same time, Verizon's industry-leading team of engineers and technicians were able to continue and even in some cases accelerate deployment of our 5G network.

 **10.3+**

trillion megabytes of data*

Equivalent to 7.7 billion hours of video calling, 21 trillion songs streamed, or 10.3 trillion Instagram photos (1MB/photo).

 **519+**

billion text messages*

 **58+**

billion phone calls*

 **297+**

billion minutes of talk time*

*Data reporting period: March 1 – May 31.

Customers depended on their connections to fuel their temporary normal.

Type of usage	Peak usage compared to a typical day	Type of usage	Peak usage compared to a typical day
Gaming	+257%	Use of VPN	+81%
Web browsing	+49%	Mobile handoffs	-35%
Social Media	+20%	Wireless calls	800 million+ per day
Use of collaboration tools	10x (more than 1200%)	Wireless minutes of use	+38%
Video streaming	+37%	Text messages	9 billion+ per day

Connected consumers with timely, trusted information during COVID-19

In addition to the significant usage on our wireless and fiber optic networks, Verizon Media properties helped consumers connect and consume timely trusted content during COVID-19. We've had 4.8 billion page views to date with over 602 million users globally accessing our coronavirus content.

Livestreamed events saw a significant spike as consumers tuned in at home to their favorite events. Verizon Media hosted 29 events on our platform over the past two months, generating 87 million streams.

 **4.8**
billion page views

 **602**
million users globally

 **29**
Verizon Media events

 **87**
million streams