

Our Credo

We delight customers with best-in-class experiences.

We focus outward on the customer, not inward. We make it easy for them to do business with us by listening, anticipating and responding to their needs. We know our products and services and can explain their value. We are accountable and we follow through with a sense of urgency.

We have work because our customers value our high-quality service.

We deliver superior experiences through our products, services and actions. Everything we do is built around the best networks, systems and people. Quality and reliability are non-negotiables. Customers choose us because they trust us and can rely on us.

We fight every day to stay lean and agile.

Bureaucracy is an enemy. We break down silos, act fast and take risks every day – especially if they stand in the way of serving our customers. If we fail, we fail forward and become better because of it. We run to a crisis, not away. Change energizes us. When things break, we fix them fast. We work hard, take action and take personal accountability for getting things done. Our actions produce positive measurable results.

We're committed to doing what's right.

Integrity is at the core of who we are. Trust is critical to all our relationships. Our competitors are not enemies; they are challengers who drive us to improve. We are good corporate citizens and share our success with the community to make the world in which we work a better place.

We know teamwork makes us better.

We embrace inclusivity and personal development because they're the right thing to do. We respect and trust one another, communicating openly, candidly and directly. We voice our opinion, exercise constructive dissent and rally around the agreed-upon action. Great ideas can come from anyone, regardless of their role or title. We listen, value every perspective and let the best ideas win based on their own merit.

Everything we do is built on our strong foundation and values.

We work 24x7 because our customers depend on us 24x7. We know our best was good for today. Tomorrow we'll do better.

We are Verizon.