

1Q 2021 EARNINGS

April 21, 2021

verizon✓

“Safe Harbor” Statement

NOTE: 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,” “believes,” “estimates,” “expects,” “hopes,” “forecasts,” “plans” 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: cyber attacks impacting our networks or systems and any resulting financial or reputational impact; natural disasters, terrorist attacks or acts of war or significant litigation and any resulting financial or reputational impact; the impact of the COVID-19 pandemic on our operations, our employees and the ways in which our customers use our networks and other products and services; disruption of our key suppliers’ or vendors’ provisioning of products or services, including as a result of the COVID-19 pandemic; material adverse changes in labor matters and any resulting financial or operational impact; the effects of competition in the markets in which we operate; failure to take advantage 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; changes in the regulatory environment in which we operate, including any increase in restrictions on our ability to operate our networks or businesses; our high level of indebtedness; 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 treaties, or in their interpretation; 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.

Consolidated Earnings Summary

| | 1Q 2021 |
|---------------------------|---------------|
| Reported EPS | \$1.27 |
| <i>Special item:</i> | |
| Loss on spectrum licenses | \$0.04 |
| Adjusted EPS* | \$1.31 |

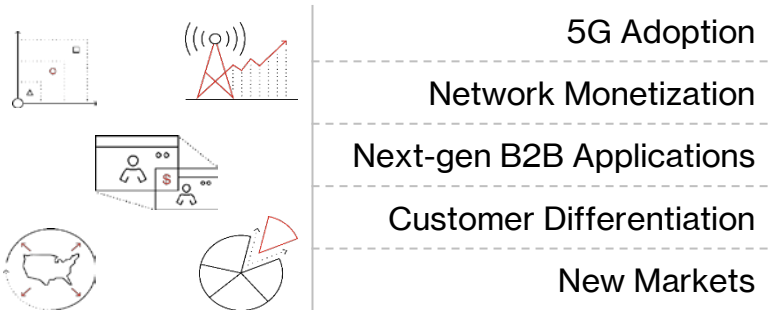
Note: Amounts may not add due to rounding.
* Non-GAAP measure.

Execution Strengthening Core and Driving Growth

Strengthening Core Fundamentals



Executing Five Vectors of Growth



- Network leadership
 - Mix & Match driving value and migrations to premium offerings
 - Leadership in Brand and ESG
-
- Continued expansion of 5G UW coverage and availability
 - First European Private 5G deal; Private MEC with AWS
 - New B2B partnerships spanning multiple verticals and markets

1Q 2021: Operational and Financial Highlights

Operations

Network & C-Band Deployment

- Tower partnerships to speed C-Band deployment
- One Fiber and mmWave build on track

Commercial Activity

- Strong momentum exiting 1Q
- Revenue growth across Consumer, Business and Media

Financials

- Strategy execution driving top line revenue growth of 4% Y/Y
- Commitment to industry best cost profile; achieved \$10B cumulative cash savings target ahead of plan
- Adjusted EPS* growth of 4% led by expansion in Adjusted EBITDA*
- Reaffirming 2021 financial guidance with incremental C-Band capital spend

* Non-GAAP measure.

Consolidated 1Q 2021 Financial Summary

\$32.9B

Total revenue
(up 4.0% Y/Y)

\$12.2B

Adjusted EBITDA*
(Adjusted EBITDA margin of 37.0%)*

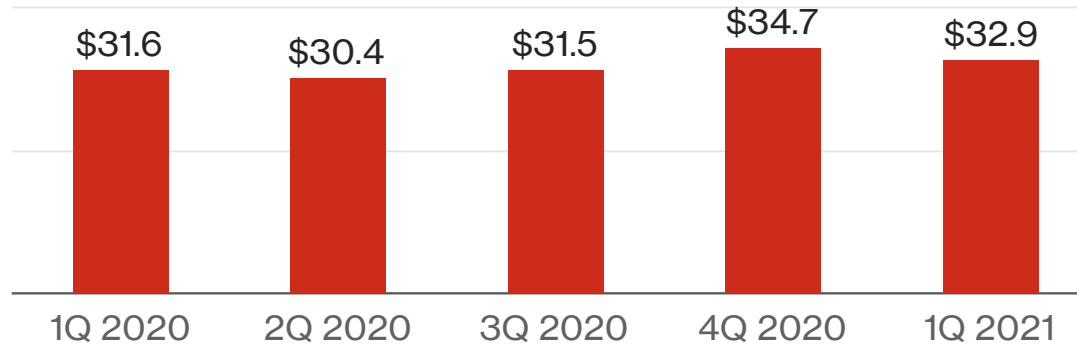
\$1.31

Adjusted EPS*
(up 4.0% Y/Y)

* Non-GAAP measure.

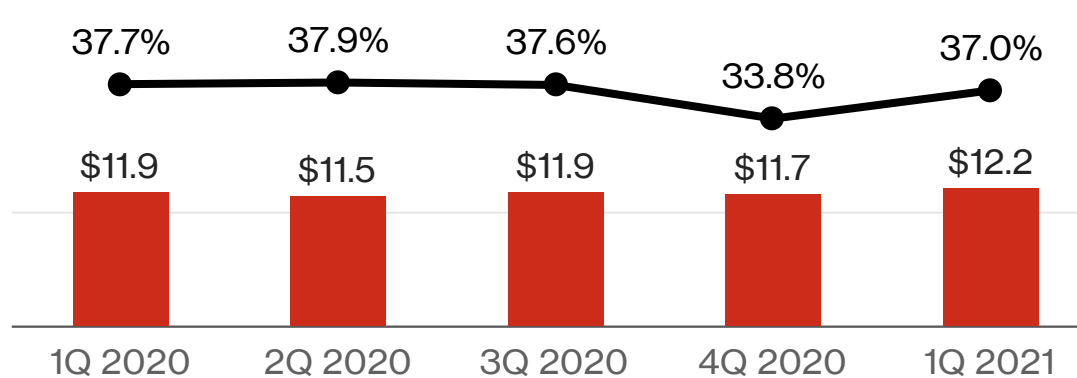


Total revenue (\$B)



**Y/Y Growth
4.0%**

Adjusted EBITDA* (\$B)



—●— Margin %*

**Y/Y Growth
2.0%**

Core business strength driving revenue growth

Consumer 1Q 2021 Key Metrics



6.4M

Postpaid device activations



(326K)

Retail postpaid net adds*



98K

Fios internet net adds



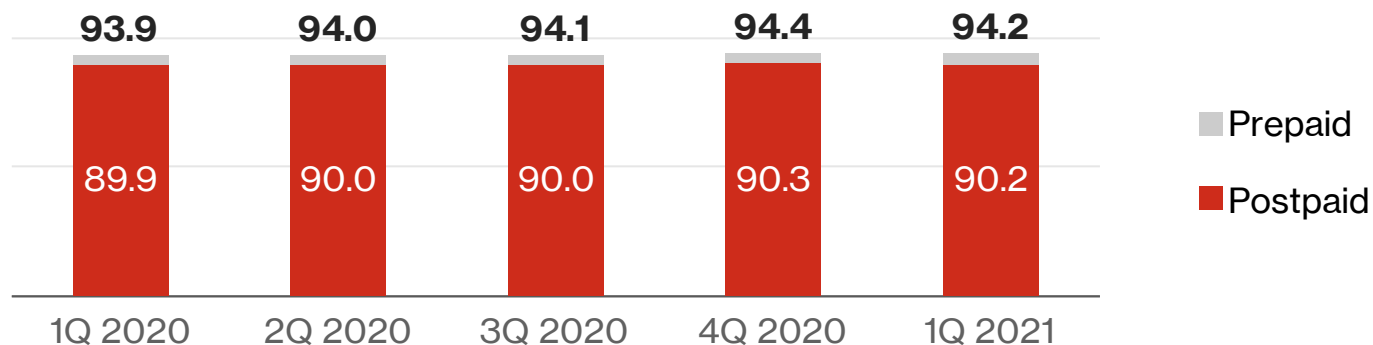
(82K)

Fios video net adds

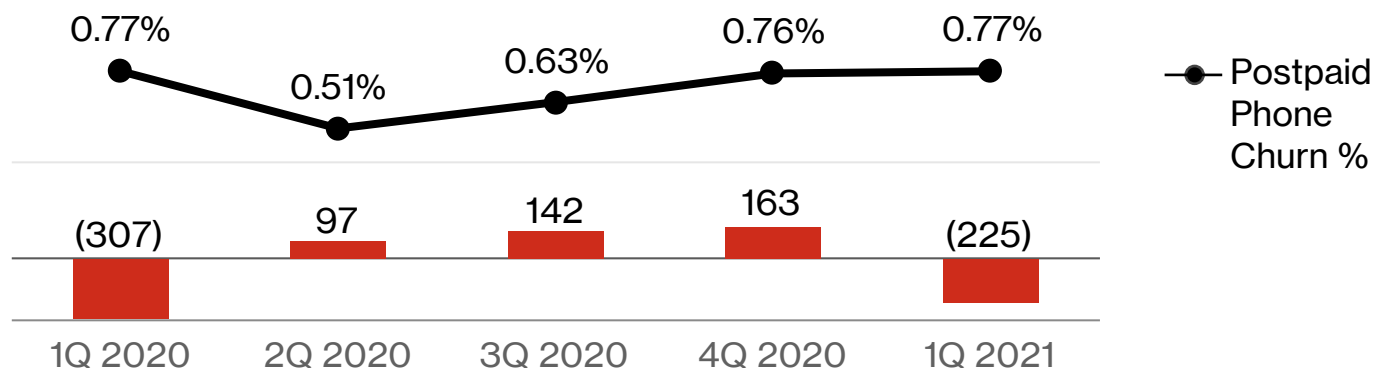
* Includes certain adjustments.



Wireless retail connections (M)



Wireless retail postpaid phone net adds* (K)



Strong volumes exiting 1Q

Consumer 1Q 2021 Financial Summary

\$22.8B

Total revenue
(up 4.7% Y/Y)

\$13.7B

Wireless service revenue
(up 1.5% Y/Y)

\$4.2B

Wireless equipment revenue
(up 24.1% Y/Y)

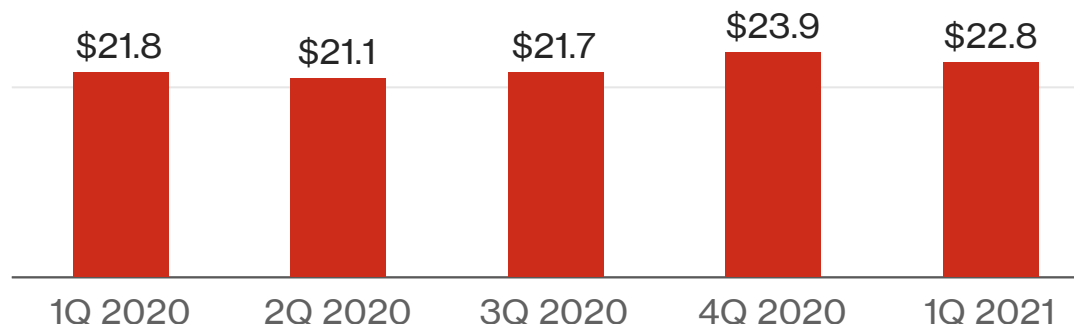
\$10.4B

Segment EBITDA*
(Segment EBITDA margin of 45.5%)*

* Non-GAAP measure.

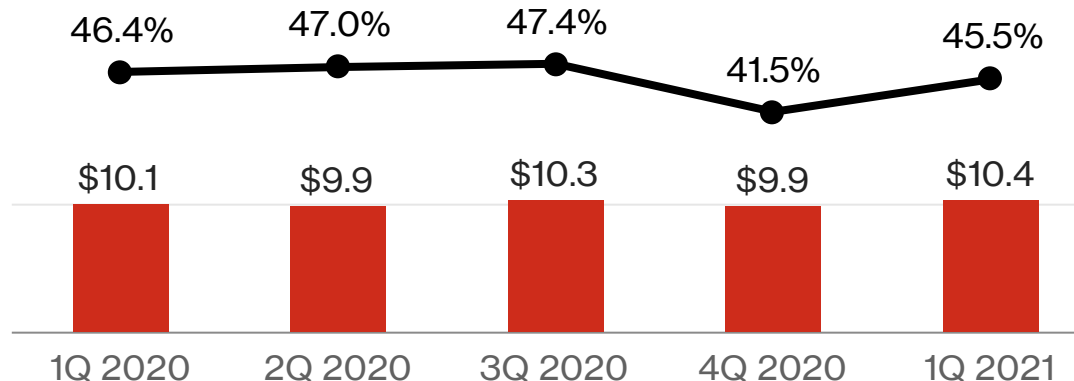


Total revenue (\$B)



Y/Y Growth
4.7%

Segment EBITDA* (\$B)



Segment
EBITDA
Margin %*

Y/Y Growth
2.8%

Accelerating revenue growth

Business 1Q 2021 Key Metrics



2.0M

Postpaid device activations

- Gross adds down 22.1%
- Phone gross adds down 24.8%
- Upgrade rate of 3.3%



156K

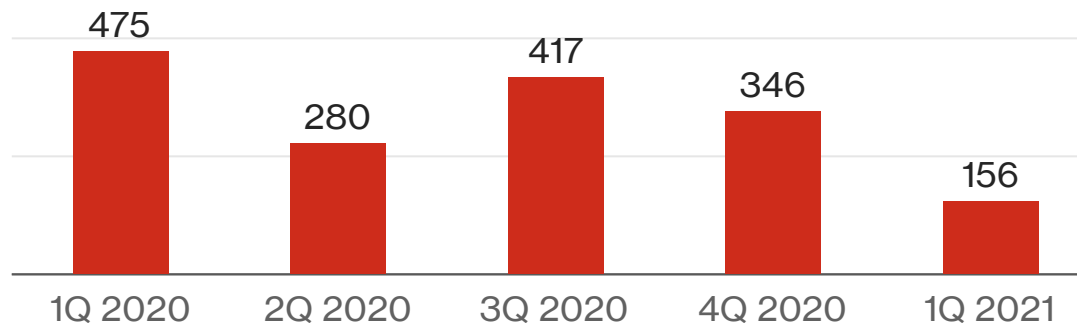
Wireless retail postpaid net adds*

- 47K Phone net adds*
- 79K Tablet net adds*

* Includes certain adjustments.

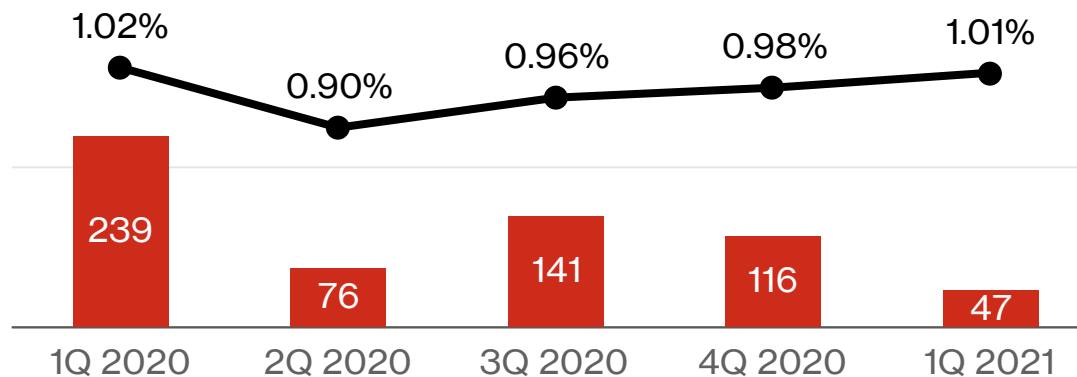


Wireless retail postpaid net adds* (K)



Y/Y Growth
(67.2%)

Wireless retail postpaid phone net adds* (K)



—●— Postpaid
Phone
Churn %

Market share leader and partner of choice

Business 1Q 2021 Financial Summary

\$7.8B

Total revenue
(up 1.3% Y/Y)

\$3.1B

Wireless service revenue
(up 6.2% Y/Y)

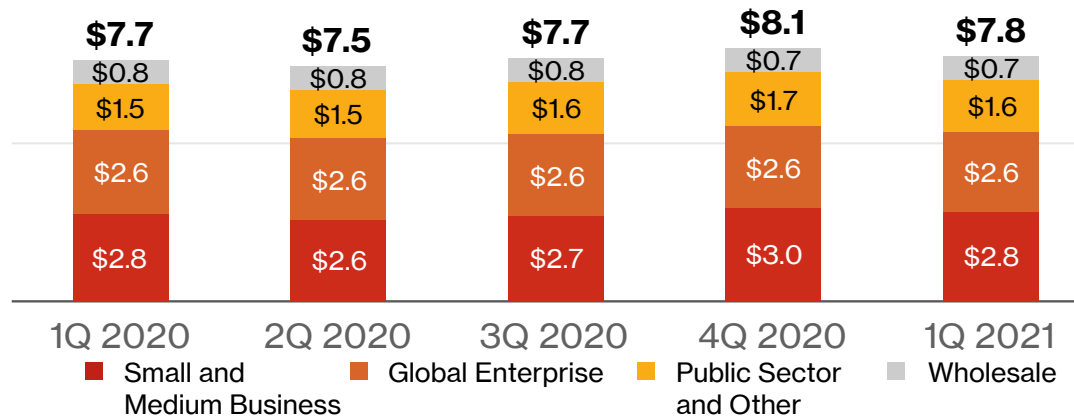
\$1.9B

Segment EBITDA*
(Segment EBITDA margin of 24.6%)*

Note: Amounts may not add due to rounding.
* Non-GAAP measure.

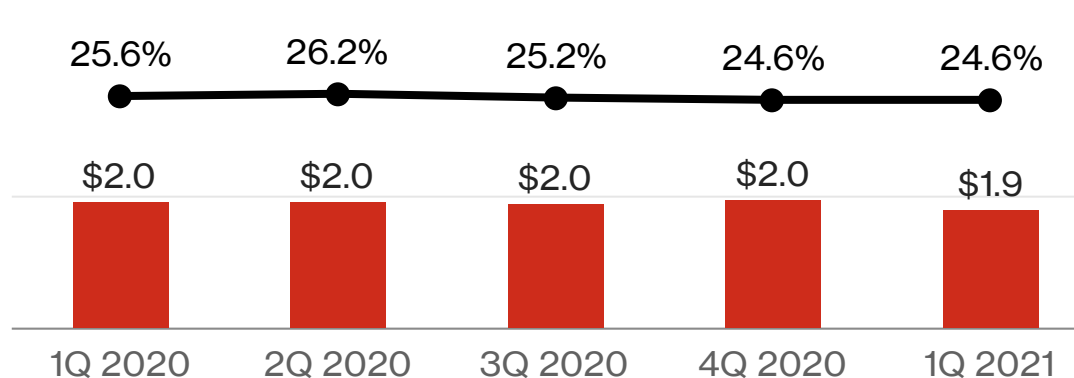


Total revenue (\$B)



**Y/Y Growth
1.3%**

Segment EBITDA* (\$B)



● Segment
EBITDA
Margin %*

**Y/Y Growth
(2.8%)**

Strong underlying wireless service revenue growth

Verizon Media Group 1Q 2021



Second consecutive quarter of double-digit Y/Y revenue growth

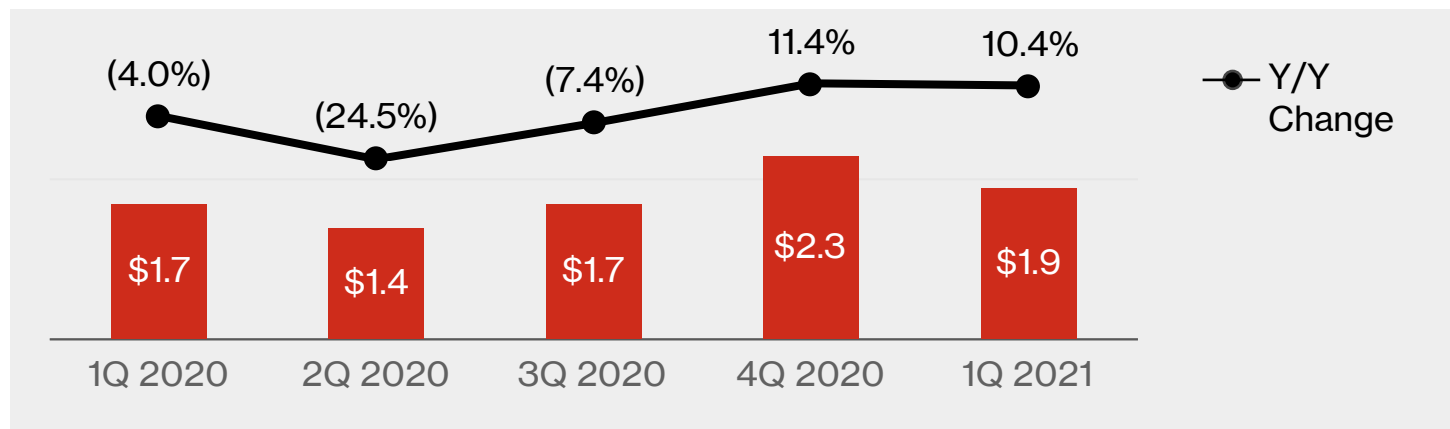


Advertising revenue grew 26% Y/Y driven by user growth and engagement across key verticals



Demand Side Platform revenue grew 45% Y/Y

Total revenue (\$B)



Ad demand and customer engagement driving growth

Consolidated Cash Flow Summary

| (\$ in billions) | 1Q 2020 | 1Q 2021 |
|---|---------|----------------|
| Cash flow from operations | \$8.8 | \$9.7 |
| Capital expenditures | \$5.3 | \$4.5 |
| Free cash flow* | \$3.6 | \$5.2 |
| Dividends paid | \$2.5 | \$2.6 |
| Total debt | \$117.7 | \$158.5 |
| <i>Unsecured debt</i> | \$104.7 | \$147.6 |
| <i>Cash and cash equivalents</i> | \$7.0 | \$10.2 |
| <i>Net unsecured debt*</i> | \$97.7 | \$137.4 |
| Net unsecured debt to adjusted EBITDA* | 2.1x | 2.9x |

Strong cash generation

Note: Amounts may not add due to rounding.

* Non-GAAP measure.

2021 Guidance

| | Prior Guidance | | Current Guidance |
|----------------------------------|-------------------|---|--|
| Service and other revenue growth | 2%+ | ▶ | UNCHANGED |
| Wireless service revenue growth | 3%+ | ▶ | UNCHANGED |
| Adjusted EPS* | \$5.00 – \$5.15 | ▶ | UNCHANGED |
| Adjusted effective tax rate* | 23% – 25% | ▶ | UNCHANGED |
| Capital expenditures | \$17.5B – \$18.5B | ▶ | \$17.5B – \$18.5B +\$2B – \$3B for C-Band |

* Non-GAAP measure.

Looking Ahead in 2021

1
**Accelerate
Multi-Purpose
Network Strategy
with C-Band**

2
**Amplify & Accelerate
Five Vectors of
Growth**

3
**Deliver on 2021
Commitments**

Supplemental Information

1Q 2021

Selected Metrics

| Consumer | 1Q 2021 |
|--|---------|
| Wireless retail postpaid phone gross adds Y/Y change (%) | 4.8% |
| Tablet net adds* (K) | (171) |
| Upgrade rate (%) | 4.5% |

* Includes certain adjustments.

