**1Q** 

2016 Investor Quarterly



2016



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### **Investor information**

#### Stock market information

Verizon (ticker symbol: VZ) is listed on the New York Stock Exchange and the NASDAQ Global Select Market. Verizon (ticker symbol: VZC) also maintains a standard listing on the London Stock Exchange.

For a schedule of our outstanding debt, please visit: verizon.com/about/investors/schedule-outstanding-debt

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# Verizon delivers continued earnings and operational growth in 1Q

Strong results demonstrate ability to compete effectively as company remains focused on network leadership and developing new markets

First quarter 2016 highlights.

#### **Consolidated**

• \$1.06 in earnings per share (EPS), compared with \$1.02 per share in 1Q 2015.

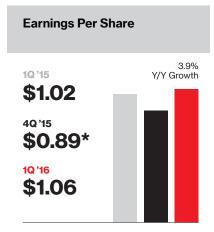
#### **Wireless**

 640,000 retail postpaid net additions; continued low 0.96 percent retail postpaid churn.

#### Wireline

5.0 percent Fios revenue growth;
 98,000 Fios internet and 36,000 Fios video net additions.

New York – As Verizon Communications Inc. (NYSE, Nasdaq: VZ) continues to grow its customer base and gain revenues in new markets, the company today reported first-quarter 2016 earnings of \$1.06 per share, an increase of 3.9 percent compared with first-quarter 2015.



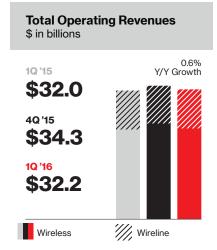
\* Adjusted for non-operational items

"Verizon's strong first-quarter results demonstrate our capacity to compete effectively, while executing on our plan of continued network leadership and seeding new growth markets in mobile video and the Internet of Things," said Chairman and CEO Lowell McAdam.

Since the beginning of the year, Verizon has moved to strengthen America's best networks by announcing its intention to acquire XO Communications' fiber-optic network business and an agreement to deploy a new fiber platform in Boston. Both will support a mix of new technologies, including 5G wireless services. Verizon also completed its sale of local landline businesses in California, Florida and Texas on April 1. The company used the proceeds to pay down debt in second-quarter 2016. In addition, Verizon recently announced plans to expand its video platform by adding unique content from Hearst and Awesomeness TV, and through a joint venture with Hearst to acquire Complex Media.

#### **Consolidated results**

• Total operating revenues in firstquarter 2016 were \$32.2 billion, a 0.6 percent increase compared with firstquarter 2015. Excluding AOL (non-GAAP), which was not part of Verizon a year ago, total operating revenues declined 1.5 percent. AOL had its highest first-quarter revenues in the last five years.



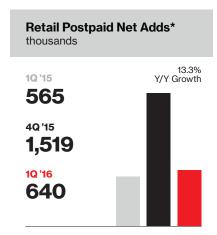
- New revenue streams from IoT (Internet of Things) are growing, with revenues of approximately \$195 million in first-quarter 2016, a year-over-year increase of about 25 percent.
- Cash flows from operating activities totaled \$7.4 billion in first-quarter 2016. This compares with \$10.2 billion in last year's first quarter, which included \$2.4 billion related to a one-time transaction to monetize wireless tower assets. With capital expenditures totaling \$3.4 billion in first-quarter 2016, free cash flow (non-GAAP, cash flow from operations less capital expenditures) totaled \$4.0 billion. Verizon continues to anticipate consolidated capital expenditures of between \$17.2 billion and \$17.7 billion in 2016.
- Operating income was \$7.9 billion, and operating income margin was 24.7 percent. Consistent with last year's first quarter, EBITDA (non-GAAP, earnings before interest, taxes, depreciation and amortization) totaled \$12.0 billion and the consolidated EBITDA margin (non-GAAP) was 37.2 percent in firstquarter 2016.

# Verizon Wireless posts another quarter of profitable growth

In first-quarter 2016, Verizon Wireless posted a balance of quality connections growth and margin expansion.

#### Wireless highlights

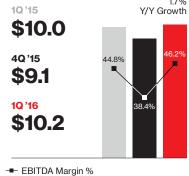
• Verizon reported 640,000 retail postpaid net additions in first-quarter 2016, a seasonally low-volume quarter. These net adds exclude all wholesale connections, including IoT. At the end of first-quarter 2016, Verizon had 112.6 million retail connections, a 3.7 percent year-over-year increase, and 107.2 million retail postpaid connections, a 4.4 percent year-over-year increase.



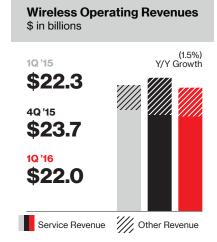
\* Excludes acquisitions and adjustments

- Customer retention remained high, with retail postpaid churn at a low 0.96 percent in first-quarter 2016, a year-over-year improvement of 7 basis points.
- Segment operating income was \$7.9 billion, and segment operating income margin was 35.8 percent. In first-quarter 2016, Verizon Wireless generated \$10.2 billion in EBITDA (non-GAAP), a year-over-year increase of 1.7 percent. Segment EBITDA margin (non-GAAP) was 46.2 percent, compared with 44.8 percent in first-quarter 2015.





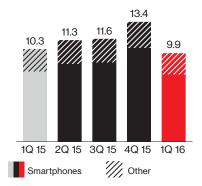
• Total revenues were \$22.0 billion in first-quarter 2016, a decline of 1.5 percent compared with first-quarter 2015 as more customers continued to choose unsubsidized device payment plans. Service revenues plus installment billings increased 1.6 percent, comparing first-quarter 2016 with first-quarter 2015.



• The percentage of phone activations on installment plans grew to 68 percent in first-quarter 2016, compared with 67 percent in fourth-quarter 2015. The company expects this percentage to grow to 70 percent in second-quarter 2016. About 48 percent of postpaid phone customers are on an unsubsidized pricing plan, and service revenue declines are expected to flatten when this base exceeds 50 percent. Verizon expects the decline in service revenues to slow throughout the year and ultimately turn positive by the end of 2017.

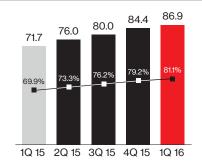
• The composition of the 640,000 retail postpaid net adds was strong: Verizon added 452,000 4G smartphones to its postpaid base in first-quarter 2016. Due to declines in 3G and basic phones, postpaid phone net adds were a negative 8,000. Tablet net adds totaled 507,000 in the quarter.

#### Retail Postpaid Device Activations millions



 Verizon ended first-quarter 2016 with a total of 73.8 million smartphones.
 This is 85 percent of the total phone base, with 4G devices more than 81 percent of the retail postpaid connections base.

### 4G LTE Devices millions



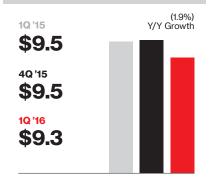
-- Percent of Retail Postpaid Connections

- Growth in 4G device adoption is driving increased data and video usage. Approximately 92 percent of Verizon's total data traffic is on the LTE network. Overall data traffic on LTE has increased by approximately 50 percent year over year.
- Wireless capital expenditures totaled \$2.2 billion in first-quarter 2016 and are expected to ramp up throughout the year.

# Fios remains the growth driver in wireline segment

In the wireline segment, Fios fiberoptic-based services remain the driver of revenue growth and now represent about 81 percent of consumer revenues.

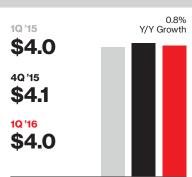
#### Wireline Operating Revenues \$ in billions



#### Wireline highlights

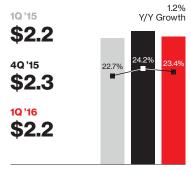
- Verizon added 98,000 net new Fios internet connections and 36,000 net new Fios video connections in first-quarter 2016. Total Fios revenues grew 5.0 percent, to \$3.5 billion, comparing first-quarter 2016 with first-quarter 2015, including consumer Fios revenue growth of 4.7 percent.
- In first-quarter 2016, consumer revenues were \$4.0 billion, an increase of 0.8 percent compared with first-quarter 2015.





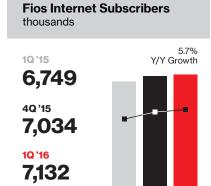
• Segment operating income was \$0.6 billion, and segment operating income margin was 6.3 percent. In first-quarter 2016, wireline generated \$2.2 billion in EBITDA (non-GAAP), a year-over-year increase of 1.2 percent. Segment EBITDA margin (non-GAAP) was 23.4 percent, compared with 22.7 percent in first-quarter 2015.

### Wireline Segment EBITDA \$ in billions



■ EBITDA Margin %

• By the end of first-quarter 2016, about 78 percent of consumer Fios internet customers subscribed to data speeds of 50 megabits per second or higher. Customer demand remained strong for Custom TV, which represented about 38 percent of Fios video sales in the guarter.



- Quantum subscribers % of consumer Fios Internet subscribers
- During the first quarter, Verizon
  Enterprise Solutions entered into
  new agreements with or began
  servicing a number of clients, including
  1-800-Flowers, the Commonwealth
  of Virginia, Dana Holding Corporation,
  the Florida Sheriffs Association,
  Promeditec, PSE&G, South Australia
  Health & Medical Research Institute,
  and Wyndham Worldwide.

# Details of non-operational items and other impacts

Verizon's first-quarter 2016 earnings of \$1.06 per share included a non-cash pre-tax loss of \$165 million for a pension mark-to-market adjustment. Verizon expects settlement accounting to impact each of the remaining quarters in 2016. Additionally, the company recognized a pre-tax gain of \$142 million on a spectrum license transaction.

On an after-tax basis, the loss on settlement accounting and the gain on the spectrum transaction each amounted to approximately 2 cents per share, effectively offsetting each other in first-quarter 2016. For comparability, there were no special items of a non-operational nature in first-quarter 2015.

Wireline results for first-quarter 2016 included the operations sold to Frontier on April 1. Verizon recognized a full-quarter benefit of about 3 cents per share due to these assets being classified as held for sale in first-quarter 2016, compared with 2 cents per share recognized in first-quarter 2015.

For illustrative purposes on a preliminary basis, excluding operations sold to Frontier, recast total wireline revenues (non-GAAP) were approximately \$8.0 billion in first-quarter 2016. This is comparable to first-quarter 2015. Recast wireline segment EBITDA margin (non-GAAP) for first-quarter 2016 was approximately 19 percent without these operations, which were more profitable than the remaining properties.

Verizon will provide nine quarters of historical financials for the wireline segment, excluding these properties, later in second-quarter 2016.

In early April 2016, Verizon used proceeds from the Frontier transaction together with cash on hand to complete tender offers and early redemptions for \$10.7 billion in debt, which enabled the company to retire higher-cost debt and achieve lower borrowing costs. Verizon reiterates that by 2018-2019 the company expects to return to its credit-rating profile prior to the acquisition of Vodafone's indirect 45 percent interest in Verizon Wireless in early 2014.

#### **Earnings outlook**

Verizon continues to expect full-year 2016 adjusted earnings to be at a level comparable to the company's strong full-year 2015 adjusted earnings. However, given the status of labor contract negotiations, there will be pressure on second-quarter earnings due to the timing of cost reductions.

NOTE: See the accompanying schedules and www.verizon.com/about/investors for reconciliations to generally accepted accounting principles (GAAP) for non-GAAP financial measures cited in this document.

Verizon Communications Inc. (NYSE, Nasdaq: VZ), headquartered in New York City, generated nearly \$132 billion in 2015 revenues. Verizon operates America's most reliable wireless network, with 112.6 million retail connections nationwide. The company also provides communications and entertainment services over America's most advanced fiber-optic network, and delivers integrated business solutions to customers worldwide.

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Center at www.verizon.com/news/. News releases are also available through an RSS feed. To subscribe, visit www.verizon.com/about/rss-feeds/.

#### Forward-looking statements

In this communication 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," "hopes" 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. 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: adverse conditions in the U.S. and international economies; the effects of competition in the markets in which we operate; material changes in technology or technology substitution; disruption of our key suppliers' provisioning of products or services; changes in the regulatory environment in which we operate, including any increase in restrictions on our ability to operate our networks; breaches of network or information technology security, natural disasters, terrorist attacks or acts of war or significant litigation and any resulting financial impact not covered by insurance; 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; material adverse changes in labor matters, including labor negotiations, and any resulting financial and/or operational impact; significant increases in benefit plan costs or lower investment returns on plan assets; changes in tax laws or treaties, or in their interpretation; 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; and the inability to implement our business strategies.

#### **Condensed** Consolidated Statements of Income

(dollars in millions, except per share amounts)

		(dollars in millions, except per snare amour	
Unaudited	3 Mos. Ended 3/31/16	3 Mos. Ended 3/31/15	% Change
Operating Revenues			
Service revenues and other	\$ 28,217	\$ 28,611	(1.4)
Wireless equipment revenues	3,954	3,373	17.2
Total Operating Revenues	32,171	31,984	0.6
Operating Expenses			
Cost of services	7,614	6,988	9.0
Wireless cost of equipment	4,998	5,108	(2.2)
Selling, general and administrative expense	7,600	7,939	(4.3)
Depreciation and amortization expense	4,017	3,989	0.7
Total Operating Expenses	24,229	24,024	0.9
Operating Income	7,942	7,960	(0.2)
Equity in losses of unconsolidated businesses	(20)	(34)	(41.2)
Other income, net	32	75	(57.3)
Interest expense	(1,188)	(1,332)	(10.8)
Income Before Provision for Income Taxes	6,766	6,669	1.5
Provision for income taxes	(2,336)	(2,331)	0.2
Net Income	\$ 4,430	\$ 4,338	2.1
EBITDA	\$ 11,959	\$ 11,949	0.1
EBITDA Margin	37.2%	37.4%	
Net income attributable to noncontrolling interests	\$ 120	\$ 119	0.8
Net income attributable to Verizon	4,310	4,219	2.2
Net income	\$ 4,430	\$ 4,338	2.1
Basic Earnings per Common Share			
Net income attributable to Verizon	\$ 1.06	\$ 1.03	2.9
Weighted average number of common shares (in millions)	4,080	4,116	
Diluted Earnings per Common Share <sup>(1)</sup> Net income attributable to Verizon	\$ 1.06	\$ 1.02	3.9
Weighted average number of common shares — assuming dilution (in millions)	4,085	4,121	

#### Footnotes:

<sup>(1)</sup> Diluted Earnings per Common Share includes the dilutive effect of shares issuable under our stock-based compensation plans, which represents the only potential dilution.

Certain reclassifications have been made, where appropriate, to reflect comparable operating results.

#### **Condensed** Consolidated Balance Sheets

			(dollars in millions)
Unaudited	3/31/16	12/31/15	\$ Change
Assets			
Current assets			
Cash and cash equivalents	\$ 5,846	\$ 4,470	\$ 1,376
Short-term investments	-	350	(350)
Accounts receivable, net	12,485	13,457	(972)
Inventories	1,142	1,252	(110)
Assets held for sale	720	792	(72)
Prepaid expenses and other	3,422	1,959	1,463
Total current assets	23,615	22,280	1,335
Plant, property and equipment	222,669	220,163	2,506
Less accumulated depreciation	139,658	136,622	3,036
Less decumulated depreciation	83,011	83,541	(530)
Investments in unconsolidated businesses	821	796	25
Wireless licenses	86,830	86,575	255
Goodwill	25,364	25,331	33
Other intangible assets, net	25,304 8,216	8,338	(122)
Non-current assets held for sale	•	10,267	165
	10,432	*	
Other assets Total Assets	6,298 \$ 244,587	7,047 \$ 244,175	(749) \$ 412
Total Assets	φ 244,307	Ψ 244,175	Ψ 412
Liabilities and Equity			
Current liabilities			
Debt maturing within one year	\$ 6,265	\$ 6,489	\$ (224)
Accounts payable and accrued liabilities	18,118	19,362	(1,244)
Liabilities related to assets held for sale	452	463	(11)
Other	8,477	8,738	(261)
Total current liabilities	33,312	35,052	(1,740)
Long-term debt	103,615	103,240	375
Employee benefit obligations	29,665	29,957	(292)
Deferred income taxes	45,568	45,484	84
Non-current liabilities related to assets held for sale	974	959	15
Other liabilities	11,350	11,641	(291)
Equity			
Common stock	424	424	
Contributed capital	11,191	11,196	(5)
Reinvested earnings	13,253	11,246	2,007
Accumulated other comprehensive income	459	550	(91)
Common stock in treasury, at cost	(7,279)	(7,416)	137
• • • • • • • • • • • • • • • • • • • •	(1,219)	(1,410)	137
Deferred compensation — employee stock ownership plans	F00	400	405
and other	593	428	165
Noncontrolling interests	1,462	1,414	48
Total equity	20,103	17,842	2,261
Total Liabilities and Equity	\$ 244,587	\$ 244,175	\$ 412

### **Verizon** – Selected Financial and Operating Statistics

Unaudited	3/31/16	12/31/15
Total debt (in millions)	\$ 109,880	\$ 109.729
Net debt (in millions)	\$ 104,034	\$ 105,259
Net debt / Adjusted EBITDA <sup>(1)</sup>	2.2x	2.3x
Common shares outstanding end of period (in millions)	4,076	4,073
Total employees	173,300	177,700
Quarterly cash dividends declared per common share	\$ 0.565	\$ 0.565

#### Footnotes:

<sup>(1)</sup> Adjusted EBITDA excludes the effects of non-operational items.

Certain reclassifications have been made, where appropriate, to conform to the current period's presentation.

#### **Condensed** Consolidated Statements of Cash Flows

			(dollars i	n millions)
Hannel Mark	3 Mos. Ended	3 Mos. Ended	Φ.	Ohaaaa
Unaudited	3/31/16	3/31/15	\$	Change
Cash Flows from Operating Activities				
Net Income	\$ 4,430	\$ 4,338	\$	92
Adjustments to reconcile net income to net cash provided by				
operating activities:				
Depreciation and amortization expense	4,017	3,989		28
Employee retirement benefits	356	284		72
Deferred income taxes	167	823		(656)
Provision for uncollectible accounts	353	383		(30)
Equity in losses of unconsolidated businesses,				
net of dividends received	29	44		(15)
Changes in current assets and liabilities, net of effects from				
acquisition/disposition of businesses	(1,162)	(888)		(274)
Other, net	(771)	1,196		(1,967)
Net cash provided by operating activities	7,419	10,169		(2,750)
Cash Flows from Investing Activities				
Capital expenditures (including capitalized software)	(3,387)	(3,665)		278
Acquisitions of investments and businesses, net of cash acquired	(161)	(2)		(159)
Acquisitions of wireless licenses	(131)	(9,555)		9,424
Other, net	243	46		197
Net cash used in investing activities	(3,436)	(13,176)		9,740
The cash assa in investing assistics	(0,100)	(10,170)		0,1 40
Cash Flows from Financing Activities				
Proceeds from long-term borrowings	_	6,497		(6,497)
Repayments of long-term borrowings and capital lease obligations	(376)	(5,576)		5,200
Increase (decrease) in short-term obligations, excluding current maturities	(40)	482		(522)
Dividends paid	(2,302)	(2,153)		(149)
Proceeds from sale of common stock	3	_		3
Purchase of common stock for treasury	_	(5,000)		5,000
Other, net	108	2,545		(2,437)
Net cash used in financing activities	(2,607)	(3,205)		598
Increase (decrease) in cash and cash equivalents	1,376	(6,212)		7,588
Cash and cash equivalents, beginning of period	4,470	10,598		(6,128)
Cash and cash equivalents, end of period	\$ 5,846	\$ 4,386	\$	1,460
and and additional one of police	Ψ 0,010	Ψ +,000	Ψ	1,-100

#### Wireless - Selected Financial Results

(dollars in millions)

Unaudited	3 Mos. Ended 3/31/16	3 Mos. Ended 3/31/15	% Change
Operating Revenues			
Service	\$ 16,809	\$ 17,914	(6.2)
Equipment	3,954	3,373	17.2
Other	1,241	1,041	19.2
Total Operating Revenues	22,004	22,328	(1.5)
Operating Expenses			
Cost of services	1,942	1,851	4.9
Cost of equipment	4,998	5,108	(2.2)
Selling, general and administrative expense	4,891	5,369	(8.9)
Depreciation and amortization expense	2,293	2,190	4.7
Total Operating Expenses	14,124	14,518	(2.7)
Operating Income	\$ 7,880	\$ 7,810	0.9
Operating Income Margin	35.8%	35.0%	
Segment EBITDA	\$ 10,173	\$ 10,000	1.7
Segment EBITDA Margin	46.2%	44.8%	

#### Footnotes:

The segment financial results and metrics above are adjusted to exclude the effects of non-operational items, as the Company's chief operating decision maker excludes these items in assessing business unit performance.

Intersegment transactions have not been eliminated.

Certain reclassifications have been made, where appropriate, to reflect comparable operating results.

#### Wireless - Selected Operating Statistics

Unaudited	3/31/16	3/31/15	% Change
Connections ('000)			
Retail postpaid	107,171	102,637	4.4
Retail prepaid	5,402	5,945	(9.1)
Retail	112,573	108,582	3.7
	3 Mos. Ended	3 Mos. Ended	
Unaudited	3/31/16	3/31/15	% Change
Net Add Detail ('000) <sup>(1)</sup>			
Retail postpaid	640	565	13.3
Retail prepaid	(177)	(188)	(5.9)
Retail	463	377	22.8
Account Statistics			
Retail Postpaid Accounts ('000)(2)	35,720	35,516	0.6
Retail postpaid connections per account <sup>(2)</sup>	3.00	2.89	3.8
Churn Detail			
Retail postpaid	0.96%	1.03%	
Retail	1.23%	1.33%	
Retail Postpaid Connection Statistics			
Total Smartphone postpaid % of phones activated	92.5%	91.4%	
Total Smartphone postpaid phone base <sup>(2)</sup>	84.7%	79.9%	
Total Internet postpaid base <sup>(2)</sup>	17.3%	14.8%	
4G LTE devices as % of retail postpaid connections	81.1%	69.9%	
Other Operating Statistics			
Capital expenditures (in millions)	\$ 2,190	\$ 2,419	(9.5)

#### Footnotes:

The segment financial results and metrics above are adjusted to exclude the effects of non-operational items, as the Company's chief operating decision maker excludes these items in assessing business unit performance.

Intersegment transactions have not been eliminated.

<sup>(1)</sup> Connection net additions exclude acquisitions and adjustments.

<sup>(2)</sup> Statistics presented as of end of period.

#### Wireline - Selected Financial Results

(dollars in millions)

Unaudited	3 Mos. Ended 3/31/16	3 Mos. Ended 3/31/15	% Change
Operating Revenues			
Consumer retail	\$ 4,022	\$ 3,992	0.8
Small business	568	600	(5.3)
Mass Markets	4,590	4,592	_
Global Enterprise	3,161	3,263	(3.1)
Global Wholesale	1,463	1,524	(4.0)
Other	76	90	(15.6)
Total Operating Revenues	9,290	9,469	(1.9)
Operating Expenses			
Cost of services	5,163	5,287	(2.3)
Selling, general and administrative expense	1,950	2,031	(4.0)
Depreciation and amortization expense	1,588	1,746	(9.0)
Total Operating Expenses	8,701	9,064	(4.0)
Operating Income	\$ 589	\$ 405	45.4
Operating Income Margin	6.3%	4.3%	1011
Segment EBITDA	\$ 2,177	\$ 2,151	1.2
Segment EBITDA Margin	23.4%	22.7%	

#### Footnotes:

The segment financial results and metrics above are adjusted to exclude the effects of non-operational items, as the Company's chief operating decision maker excludes these items in assessing business unit performance.

Intersegment transactions have not been eliminated.

Certain reclassifications have been made, where appropriate, to reflect comparable operating results.

#### Wireline - Selected Operating Statistics

Unaudited	3/31/16	3/31/15	% Change
Connections ('000)			
Fios Video Subscribers	5,863	5,739	2.2
Fios Internet Subscribers	7,132	6,749	5.7
Fios Digital voice residence connections	4,800	4,661	3.0
Fios Digital connections	17,795	17,149	3.8
HSI	2,086	2,497	(16.5)
Total Broadband connections	9,218	9,246	(0.3)
Primary residence switched access connections	4,573	5,397	(15.3)
Primary residence connections	9,373	10,058	(6.8)
Total retail residence voice connections	9,702	10,457	(7.2)
Total voice connections	18,037	19,475	(7.4)
Unaudited	3 Mos. Ended 3/31/16	3 Mos. Ended 3/31/15	% Change
Net Add Detail ('000)			
Fios Video Subscribers	36	90	(60.0)
Fios Internet Subscribers	98	133	(26.3)
Fios Digital voice residence connections	46	59	(22.0)
Fios Digital connections	180	282	(36.2)
HSI	(108)	(92)	17.4
Total Broadband connections	(10)	41	*
Primary residence switched access connections	(211)	(199)	6.0
Primary residence connections	(165)	(140)	17.9
Total retail residence voice connections	(183)	(158)	15.8
Total voice connections	(350)	(320)	9.4
Revenue Statistics			
Fios revenues (in millions)	\$ 3,521	\$ 3,352	5.0
Other Operating Statistics			
Capital expenditures (in millions)	\$ 1,006	\$ 1,077	(6.6)
Wireline employees ('000)	69.2	75.5	
Fios Video Open for Sale ('000)	16,677	15,931	
Fios Video penetration	35.2%	36.0%	
Fios Internet Open for Sale ('000)	17,018	16,264	
Fios Internet penetration	41.9%	41.5%	

#### Footnotes:

The segment financial results and metrics above are adjusted to exclude the effects of non-operational items, as the Company's chief operating decision maker excludes these items in assessing business unit performance.

Intersegment transactions have not been eliminated.

<sup>\*</sup> Not meaningful



#### 1Q 2016

# **News items**

### History was made – and shared – during Super Bowl 50

Feb 8, 2016 Super Bowl 50 now holds the unofficial record as the most connected and shared championship game in history. Throughout the week and on game day, Verizon customers used 68.8 terabytes of wireless data in the Bay Area on videos, web searches, social media updates and more. That's the equivalent of 45 million social media posts! This was possible thanks to a \$70 million long-term investment by Verizon to more than triple its 4G LTE wireless data network capacity in the Bay Area for Super Bowl week.

## Verizon 5G trials driving ecosystem towards rapid commercialization

Feb 22, 2016 Verizon and the world's leading technology companies are working to make 5G a reality. Field tests are underway with Verizon and its 5G Technology Forum partners that are innovating and driving the 5G ecosystem. Companies from all areas of telecommunications and technology have collaborated with Verizon to work aggressively on technical alignment and have made significant progress on field networks, testing the characteristics of 5G technology in real-world environments and driving technical standards.

#### Verizon continues focus on network superiority with agreement to purchase XO Communications' fiber business

Feb 22, 2016 In a move to strengthen the foundation of America's best networks, Verizon announced it signed an agreement to purchase XO Communications' fiber-optic network business for approximately \$1.8 billion. Verizon's ownership of XO's fiber-based IP and Ethernet networks will help better serve enterprise and wholesale customers, in addition to densifying its cell network. Separately, Verizon will lease available XO wireless spectrum, with an option to buy XO's entity that holds its spectrum by year-end 2018.

#### Verizon declares quarterly dividend

Mar 4, 2016 The Board of Directors of Verizon Communications Inc. declared a quarterly dividend of 56.5 cents per outstanding share, unchanged from the previous quarter. The dividend is payable May 2 to Verizon Communications shareowners of record at the close of business on April 8.

# Verizon completes sale of landline assets in California, Florida and Texas to Frontier Communications

Apr 1, 2016 Verizon announced the completion of its sale of local landline assets, operations and businesses in California, Florida and Texas to Frontier Communications Corporation. The sale includes broadband, video, voice and Fios operations in the three states.

The transaction concentrates Verizon's landline operations in contiguous northeast markets — which will enhance the efficiency of the company's marketing, sales and service operations across its remaining landline footprint.

# Oysters, cars and smart buildings among top highlights in Verizon's new Internet of Things report

Apr 5, 2016 A new report released by Verizon highlights how the Internet of Things (IoT) is increasingly connecting citizens to their communities, linking patients to their health services and bringing businesses in closer touch with their customers. Highlights include monitoring the safety of an oyster harvest at Ward Aquafarms, expanding capabilities of the automotive LTE solutions, providing mobile patient monitoring solutions for healthcare customers, and creating a residential property sensor network to track availability of shared use equipment such as fitness centers and laundry facilities.

# Verizon, DreamWorks Animation, Hearst and AwesomenessTV to redefine premium mobile video

Apr 6, 2016 Verizon entered into an agreement to purchase an approximate 24.5% stake in AwesomenessTV. DreamWorks Animation will remain the Company's majority stakeholder with an approximate 51% ownership of outstanding shares, while Hearst will own the remaining 24.5%. In addition, Verizon will enter into an agreement with AwesomenessTV to create a firstof-its-kind premium short-form mobile video service featuring leading talent in front of and behind the camera as part of the go90 offering. In addition to the production resources, expertise and marketing know-how of the team at AwesomenessTV, the partners will draw upon the entire Hollywood community – studios, production companies, writers, directors and actors - for content creation.

# Mayor Walsh announces partnership with Verizon to transform city's technology infrastructure

Apr 12, 2016 Mayor Martin J. Walsh announced a new partnership with Verizon to make Boston one of the most technologically advanced cities in the country by replacing its copper-based infrastructure with a state-of-the-art fiber-optic network platform across the city. The new network will offer enormous bandwidth and speeds. Through an investment of more than \$300 million from Verizon over six years, this change will bring increased competition and choice for broadband and entertainment services in Boston, and support the ongoing efforts to spur innovation and economic opportunity in all neighborhoods.