

Financial and Operating Information

As of September 30, 2023

verizon

Table of Contents

Condensed Consolidated Statements of Income	3
Condensed Consolidated Balance Sheets	4
Consolidated - Selected Financial and Operating Statistics	5
Condensed Consolidated Statements of Cash Flows	6
Consumer – Selected Financial Results	7
Consumer – Selected Operating Statistics	8
Business – Selected Financial Results	9
Business – Selected Operating Statistics	10
Supplemental Information	11
Non-GAAP Reconciliations and Notes	12

Condensed Consolidated Statements of Income

(dollars in millions, except per share amounts)

Unaudited	2021		2022			2023				
	Full Year	1Q	2Q	3Q	4Q	Full Year	1Q	2Q	3Q	Year to date
Operating Revenues										
Service revenues and other	\$110,449	\$ 27,218	\$ 27,115	\$ 27,666	\$ 27,626	\$109,625	\$ 27,152	\$ 27,319	\$ 27,523	\$ 81,994
Wireless equipment revenues	23,164	6,336	6,674	6,575	7,625	27,210	5,760	5,277	5,813	16,850
Total Operating Revenues	133,613	33,554	33,789	34,241	35,251	136,835	32,912	32,596	33,336	98,844
Operating Expenses										
Cost of services	31,234	7,227	6,932	7,293	7,185	28,637	7,078	6,986	7,084	21,148
Cost of wireless equipment	25,067	7,123	7,488	7,308	8,577	30,496	6,426	5,778	6,353	18,557
Selling, general and administrative expense	28,658	7,172	7,496	7,422	8,046	30,136	7,506	8,253	7,995	23,754
Depreciation and amortization expense	16,206	4,236	4,321	4,324	4,218	17,099	4,318	4,359	4,431	13,108
Total Operating Expenses	101,165	25,758	26,237	26,347	28,026	106,368	25,328	25,376	25,863	76,567
Operating Income	32,448	7,796	7,552	7,894	7,225	30,467	7,584	7,220	7,473	22,277
Equity in earnings (losses) of unconsolidated businesses	145	(3)	41	2	4	44	9	(33)	(18)	(42)
Other income (expense), net	312	(924)	49	(439)	2,687	1,373	114	210	170	494
Interest expense	(3,485)	(786)	(785)	(937)	(1,105)	(3,613)	(1,207)	(1,285)	(1,433)	(3,925)
Income Before Provision For Income Taxes	29,420	6,083	6,857	6,520	8,811	28,271	6,500	6,112	6,192	18,804
Provision for income taxes	(6,802)	(1,372)	(1,542)	(1,496)	(2,113)	(6,523)	(1,482)	(1,346)	(1,308)	(4,136)
Net Income	\$ 22,618	\$ 4,711	\$ 5,315	\$ 5,024	\$ 6,698	\$ 21,748	\$ 5,018	\$ 4,766	\$ 4,884	\$ 14,668
Net income attributable to noncontrolling interests	\$ 553	\$ 131	\$ 116	\$ 124	\$ 121	\$ 492	\$ 109	\$ 118	\$ 122	\$ 349
Net income attributable to Verizon	22,065	4,580	5,199	4,900	6,577	21,256	4,909	4,648	4,762	14,319
Net Income	\$ 22,618	\$ 4,711	\$ 5,315	\$ 5,024	\$ 6,698	\$ 21,748	\$ 5,018	\$ 4,766	\$ 4,884	\$ 14,668
Basic Earnings Per Common Share										
Net income attributable to Verizon	\$ 5.32	\$ 1.09	\$ 1.24	\$ 1.17	\$ 1.56	\$ 5.06	\$ 1.17	\$ 1.10	\$ 1.13	\$ 3.40
<i>Weighted-average shares outstanding (in millions)</i>	4,148	4,201	4,201	4,202	4,204	4,202	4,207	4,208	4,213	4,209
Diluted Earnings Per Common Share ⁽¹⁾										
Net income attributable to Verizon	\$ 5.32	\$ 1.09	\$ 1.24	\$ 1.17	\$ 1.56	\$ 5.06	\$ 1.17	\$ 1.10	\$ 1.13	\$ 3.40
<i>Weighted-average shares outstanding (in millions)</i>	4,150	4,202	4,202	4,204	4,207	4,204	4,211	4,213	4,216	4,214

Footnotes:

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

EPS may not add due to rounding.

Condensed Consolidated Balance Sheets

(dollars in millions)

Unaudited	12/31/21	3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23
Assets								
Current assets								
Cash and cash equivalents	\$ 2,921	\$ 1,661	\$ 1,857	\$ 2,082	\$ 2,605	\$ 2,234	\$ 4,803	\$ 4,210
Accounts receivable	24,742	24,474	24,740	24,475	25,332	23,748	24,108	24,559
Less Allowance for credit losses	896	859	831	805	826	892	922	957
Accounts receivable, net	23,846	23,615	23,909	23,670	24,506	22,856	23,186	23,602
Inventories	3,055	3,659	3,646	3,133	2,388	2,381	1,896	2,240
Prepaid expenses and other	6,906	6,645	8,087	10,861	8,358	8,251	7,503	8,067
Total current assets	36,728	35,580	37,499	39,746	37,857	35,722	37,388	38,119
Property, plant and equipment	289,897	292,568	296,700	300,870	307,689	310,519	313,424	316,767
Less Accumulated depreciation	190,201	192,725	195,390	197,866	200,255	203,532	206,154	209,277
Property, plant and equipment, net	99,696	99,843	101,310	103,004	107,434	106,987	107,270	107,490
Investments in unconsolidated businesses	1,061	1,074	1,113	1,083	1,071	1,052	1,015	929
Wireless licenses	147,619	148,083	148,724	149,292	149,796	150,485	151,337	155,465
Goodwill	28,603	28,629	28,638	28,548	28,671	28,674	28,647	28,642
Other intangible assets, net	11,677	11,432	11,286	11,196	11,461	11,246	11,097	10,952
Operating lease right-of-use assets	27,883	27,494	27,098	26,588	26,130	25,947	25,345	25,086
Other assets	13,329	13,581	14,479	15,633	17,260	17,603	17,856	18,147
Total assets	\$ 366,596	\$ 365,716	\$ 370,147	\$ 375,090	\$ 379,680	\$ 377,716	\$ 379,955	\$ 384,830
Liabilities and Equity								
Current liabilities								
Debt maturing within one year	\$ 7,443	\$ 13,421	\$ 12,873	\$ 14,995	\$ 9,963	\$ 12,081	\$ 14,827	\$ 12,950
Accounts payable and accrued liabilities	24,833	18,169	20,956	22,235	23,977	19,273	20,067	26,140
Current operating lease liabilities	3,859	3,847	3,912	3,961	4,134	4,177	4,211	3,906
Other current liabilities	11,025	11,148	11,483	11,950	12,097	12,237	12,299	12,681
Total current liabilities	47,160	46,585	49,224	53,141	50,171	47,768	51,404	55,677
Long-term debt	143,425	139,961	136,184	132,912	140,676	140,772	137,871	134,441
Employee benefit obligations	15,410	15,104	15,125	15,912	12,974	12,750	12,357	12,226
Deferred income taxes	40,685	41,341	42,154	42,094	43,441	43,667	44,055	44,434
Non-current operating lease liabilities	23,203	22,932	22,597	22,175	21,558	21,303	20,745	20,773
Other liabilities	13,513	14,618	17,506	20,073	18,397	17,237	17,021	18,191
Total long-term liabilities	236,236	233,956	233,566	233,166	237,046	235,729	232,049	230,065
Equity								
Common stock	429	429	429	429	429	429	429	429
Additional paid in capital	13,861	13,874	13,872	13,467	13,420	13,523	13,523	13,524
Retained earnings	71,993	73,891	76,401	78,545	82,380	84,543	86,448	88,416
Accumulated other comprehensive loss	(927)	(906)	(1,320)	(1,700)	(1,865)	(2,177)	(1,921)	(1,428)
Common stock in treasury, at cost	(4,104)	(4,023)	(4,020)	(4,015)	(4,013)	(3,832)	(3,830)	(3,828)
Deferred compensation – employee stock ownership plans and other	538	497	654	742	793	397	544	628
Noncontrolling interests	1,410	1,413	1,341	1,315	1,319	1,336	1,309	1,347
Total equity	83,200	85,175	87,357	88,783	92,463	94,219	96,502	99,088
Total liabilities and equity	\$ 366,596	\$ 365,716	\$ 370,147	\$ 375,090	\$ 379,680	\$ 377,716	\$ 379,955	\$ 384,830

Consolidated - Selected Financial and Operating Statistics

(dollars in millions)

Unaudited	12/31/21	3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23
Total debt	\$ 150,868	\$ 153,382	\$ 149,057	\$ 147,907	\$ 150,639	\$ 152,853	\$ 152,698	\$ 147,391
Unsecured debt	\$ 136,666	\$ 137,280	\$ 132,485	\$ 131,397	\$ 130,631	\$ 132,018	\$ 131,356	\$ 126,440
Net unsecured debt ⁽¹⁾	\$ 133,745	\$ 135,619	\$ 130,628	\$ 129,315	\$ 128,026	\$ 129,784	\$ 126,553	\$ 122,230
Unsecured debt / Consolidated Net Income (LTM)				6.6x	6.0x	6.0x	6.1x	5.9x
Net unsecured debt / Consolidated Adjusted EBITDA ⁽¹⁾⁽²⁾				2.7x	2.7x	2.7x	2.6x	2.6x
Common shares outstanding end of period (in millions)	4,198	4,200	4,200	4,200	4,200	4,204	4,204	4,204
Total employees ('000)	118.4	118.5	119.4	119.5	117.1	115.5	114.2	110.5
Quarterly cash dividends declared per common share	\$ 0.6400	\$ 0.6400	\$ 0.6400	\$ 0.6525	\$ 0.6525	\$ 0.6525	\$ 0.6525	\$ 0.6650

Footnotes:

(1) Non-GAAP financial measure.

(2) Consolidated Adjusted EBITDA excludes the effects of non-operational items and special items.

Condensed Consolidated Statements of Cash Flows

(dollars in millions)

Unaudited	12 Mos. Ended 12/31/21	3 Mos. Ended 3/31/22	6 Mos. Ended 6/30/22	9 Mos. Ended 9/30/22	12 Mos. Ended 12/31/22	3 Mos. Ended 3/31/23	6 Mos. Ended 6/30/23	9 Mos. Ended 9/30/23
Cash Flows from Operating Activities								
Net Income	\$ 22,618	\$ 4,711	\$ 10,026	\$ 15,050	\$ 21,748	\$ 5,018	\$ 9,784	\$ 14,668
Adjustments to reconcile net income to net cash provided by operating activities:								
Depreciation and amortization expense	16,206	4,236	8,557	12,881	17,099	4,318	8,677	13,108
Employee retirement benefits	(3,391)	(210)	(121)	479	(2,046)	54	108	161
Deferred income taxes	4,264	627	1,514	1,595	2,973	331	633	822
Provision for expected credit losses	789	328	665	1,048	1,611	530	1,061	1,596
Equity in losses (earnings) of unconsolidated businesses, net of dividends received	36	7	(18)	(13)	(10)	10	49	69
Changes in current assets and liabilities, net of effects from acquisition/disposition of businesses	(890)	(3,492)	(1,959)	(458)	(456)	(774)	(620)	972
Other, net	(93)	614	(999)	(2,383)	(3,778)	(1,198)	(1,672)	(2,598)
Net cash provided by operating activities	39,539	6,821	17,665	28,199	37,141	8,289	18,020	28,798
Cash Flows from Investing Activities								
Capital expenditures (including capitalized software)	(20,286)	(5,821)	(10,491)	(15,811)	(23,087)	(5,958)	(10,070)	(14,164)
Cash received (paid) related to acquisitions of businesses, net of cash acquired	(4,065)	—	247	248	248	—	—	—
Acquisitions of wireless licenses	(47,596)	(1,838)	(2,275)	(2,890)	(3,653)	(598)	(1,085)	(1,859)
Collateral receipts (payments) related to derivative contracts, net	(21)	(277)	(2,075)	(4,857)	(2,265)	367	824	162
Proceeds from disposition of business	4,122	—	—	33	33	—	—	—
Other, net	693	(59)	(62)	(43)	62	79	131	253
Net cash used in investing activities	(67,153)	(7,995)	(14,656)	(23,320)	(28,662)	(6,110)	(10,200)	(15,608)
Cash Flows from Financing Activities								
Proceeds from long-term borrowings	33,034	3,604	3,617	4,605	7,074	504	1,503	1,999
Proceeds from asset-backed long-term borrowings	8,383	3,545	5,053	5,939	10,732	1,754	3,705	4,656
Net proceeds from (repayments of) short-term commercial paper	—	3,791	2,560	4,514	106	342	(167)	333
Repayments of long-term borrowings and finance lease obligations	(14,063)	(6,556)	(7,405)	(8,001)	(8,616)	(1,325)	(2,600)	(5,568)
Repayments of asset-backed long-term borrowings	(4,800)	(1,650)	(2,695)	(3,647)	(4,948)	(931)	(2,383)	(3,729)
Dividends paid	(10,445)	(2,654)	(5,378)	(8,066)	(10,805)	(2,744)	(5,487)	(8,231)
Other, net	(3,832)	165	411	(797)	(2,072)	17	(157)	(1,101)
Net cash provided by (used in) financing activities	8,277	245	(3,837)	(5,453)	(8,529)	(2,383)	(5,586)	(11,641)
Increase (decrease) in cash, cash equivalents and restricted cash	(19,337)	(929)	(828)	(574)	(50)	(204)	2,234	1,549
Cash, cash equivalents and restricted cash, beginning of period	23,498	4,161	4,161	4,161	4,161	4,111	4,111	4,111
Cash, cash equivalents and restricted cash, end of period	\$ 4,161	\$ 3,232	\$ 3,333	\$ 3,587	\$ 4,111	\$ 3,907	\$ 6,345	\$ 5,660

Footnotes:

Certain amounts have been reclassified to conform to the current period presentation.

Consumer - Selected Financial Results

(dollars in millions)

Unaudited	2022				2023		
	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Operating Revenues							
Service	\$ 18,126	\$ 18,149	\$ 18,421	\$ 18,443	\$ 18,456	\$ 18,641	\$ 18,850
Wireless equipment	5,374	5,708	5,558	6,528	4,878	4,430	4,902
Other	1,792	1,747	1,861	1,799	1,523	1,487	1,505
Total Operating Revenues	25,292	25,604	25,840	26,770	24,857	24,558	25,257
Operating Expenses							
Cost of services	4,446	4,284	4,566	4,450	4,432	4,367	4,419
Cost of wireless equipment	5,813	6,221	5,963	7,137	5,191	4,626	5,133
Selling, general and administrative expense	4,552	4,738	4,730	5,044	4,921	4,988	4,886
Depreciation and amortization expense	3,162	3,211	3,232	3,111	3,214	3,247	3,272
Total Operating Expenses	17,973	18,454	18,491	19,742	17,758	17,228	17,710
Operating Income	\$ 7,319	\$ 7,150	\$ 7,349	\$ 7,028	\$ 7,099	\$ 7,330	\$ 7,547
Operating Income Margin	28.9 %	27.9 %	28.4 %	26.3 %	28.6 %	29.8 %	29.9 %
Segment EBITDA⁽¹⁾	\$ 10,481	\$ 10,361	\$ 10,581	\$ 10,139	\$ 10,313	\$ 10,577	\$ 10,819
Segment EBITDA Margin⁽¹⁾	41.4 %	40.5 %	40.9 %	37.9 %	41.5 %	43.1 %	42.8 %

Footnotes:

(1) Non-GAAP financial measure.

The segment financial results and metrics above exclude the effects of special items (other than the effects of acquisition-related intangible asset amortization), which the Company's chief operating decision maker does not consider in assessing segment performance.

Certain intersegment transactions with corporate entities have not been eliminated.

Consumer - Selected Operating Statistics

Unaudited	2022				2023		
	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Connections ('000):							
Wireless retail postpaid	91,414	91,475	91,478	91,856	92,192	92,474	92,704
Wireless retail prepaid	23,772	23,138	23,076	22,664	22,331	21,646	21,420
Total wireless retail	115,186	114,613	114,554	114,520	114,523	114,120	114,124
Wireless retail postpaid phones	75,422	75,197	74,997	74,857	74,611	74,465	74,407
Fios video	3,495	3,409	3,314	3,234	3,160	3,091	3,013
Fios internet	6,596	6,626	6,684	6,740	6,803	6,854	6,923
Fixed wireless access (FWA) broadband	216	384	621	884	1,140	1,390	1,641
Wireline broadband	6,925	6,938	6,976	7,016	7,062	7,098	7,151
Total broadband	7,141	7,322	7,597	7,900	8,202	8,488	8,792
Gross Additions ('000):							
Wireless retail postpaid	2,481	2,622	3,045	3,889	3,210	2,928	3,152
Net Additions Detail ('000):							
Wireless retail postpaid	(126)	84	28	979	321	304	251
Wireless retail prepaid	(80)	(229)	39	(175)	(351)	(304)	(207)
Total wireless retail	(206)	(145)	67	804	(30)	—	44
Wireless retail postpaid phones	(292)	(215)	(189)	41	(263)	(136)	(51)
Fios video	(78)	(86)	(95)	(80)	(74)	(69)	(78)
Fios internet	55	30	58	56	63	51	69
FWA broadband	112	168	234	262	256	251	251
Wireline broadband	37	13	38	40	46	36	53
Total broadband	149	181	272	302	302	287	304
Churn Rate:							
Wireless retail postpaid	0.95 %	0.93 %	1.10 %	1.06 %	1.05 %	0.95 %	1.04 %
Wireless retail postpaid phones	0.77 %	0.75 %	0.88 %	0.86 %	0.84 %	0.76 %	0.85 %
Wireless retail prepaid	3.69 %	3.90 %	3.90 %	4.90 %	4.31 %	4.24 %	4.39 %
Wireless retail	1.51 %	1.53 %	1.66 %	1.83 %	1.69 %	1.58 %	1.68 %
Revenue Statistics (in millions):							
Wireless service revenue	\$ 15,217	\$ 15,236	\$ 15,517	\$ 15,539	\$ 15,599	\$ 15,762	\$ 15,963
Fios revenues	\$ 2,911	\$ 2,895	\$ 2,902	\$ 2,914	\$ 2,889	\$ 2,886	\$ 2,897
Other Wireless Statistics:							
Wireless retail postpaid ARPA ⁽¹⁾	\$ 123.96	\$ 124.16	\$ 127.76	\$ 128.02	\$ 130.06	\$ 131.83	\$ 133.47
Wireless retail postpaid upgrade rate	4.8 %	5.6 %	5.1 %	5.6 %	4.0 %	3.5 %	3.6 %
Wireless retail postpaid accounts ('000) ⁽²⁾	33,514	33,386	33,251	33,183	33,034	32,976	32,938
Wireless retail postpaid connections per account ⁽²⁾	2.73	2.74	2.75	2.77	2.79	2.80	2.81
Wireless retail prepaid ARPU ⁽³⁾	\$ 30.89	\$ 31.26	\$ 31.18	\$ 31.53	\$ 30.71	\$ 31.42	\$ 31.87

Footnotes:

(1) Wireless retail postpaid ARPA - average service revenue per account from retail postpaid accounts.

(2) Statistics presented as of end of period.

(3) Wireless retail prepaid ARPU - average service revenue per unit from retail prepaid connections.

Where applicable, the operating results reflect certain adjustments, including those related to the 3G network shutdowns, migration activity among different types of devices and plans, customer profile changes, and adjustments in connection with mergers, acquisitions and divestitures.

Certain intersegment transactions with corporate entities have not been eliminated.

Business - Selected Financial Results

(dollars in millions)

Unaudited	2022				2023		
	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Operating Revenues							
Enterprise and Public Sector	\$ 3,978	\$ 3,867	\$ 3,940	\$ 3,908	\$ 3,787	\$ 3,784	\$ 3,787
Business Markets and Other	3,076	3,130	3,236	3,330	3,104	3,109	3,184
Wholesale	655	629	661	662	603	590	556
Total Operating Revenues	7,709	7,626	7,837	7,900	7,494	7,483	7,527
Operating Expenses							
Cost of services	2,606	2,559	2,653	2,665	2,582	2,543	2,536
Cost of wireless equipment	1,310	1,268	1,344	1,440	1,234	1,152	1,220
Selling, general and administrative expense	2,059	2,050	2,063	2,112	2,033	2,152	2,105
Depreciation and amortization expense	1,061	1,074	1,079	1,098	1,094	1,103	1,127
Total Operating Expenses	7,036	6,951	7,139	7,315	6,943	6,950	6,988
Operating Income	\$ 673	\$ 675	\$ 698	\$ 585	\$ 551	\$ 533	\$ 539
Operating Income Margin	8.7 %	8.9 %	8.9 %	7.4 %	7.4 %	7.1 %	7.2 %
Segment EBITDA⁽¹⁾	\$ 1,734	\$ 1,749	\$ 1,777	\$ 1,683	\$ 1,645	\$ 1,636	\$ 1,666
Segment EBITDA Margin⁽¹⁾	22.5 %	22.9 %	22.7 %	21.3 %	22.0 %	21.9 %	22.1 %

Footnotes:

(1) Non-GAAP financial measure.

Our Business segment's wireless and wireline products and services are organized by the primary customer groups targeted by these offerings. During the first quarter of 2023, Verizon reorganized the customer groups within its Business segment. Previously, this segment was comprised of four customer groups: Small and Medium Business, Global Enterprise, Public Sector and Other, and Wholesale. Following the reorganization, there are now three customer groups: Enterprise and Public Sector, Business Markets and Other, and Wholesale. Enterprise and Public Sector combines the customers previously included in Global Enterprise and Public Sector and Other (excluding BlueJeans and Connect customers) as well as the commercial wireline customers previously included in Small and Medium Business. Business Markets and Other combines the customers previously included in Small and Medium Business (excluding commercial wireline customers), the BlueJeans customers previously included in Global Enterprise and Public Sector and Other, and the Connect customers previously included in Public Sector and Other. The Wholesale customer group remained unchanged. Prior period operating revenue results within the Business segment have been recast for these reorganized customer groups. There was no change to the composition of our reportable segments and total segment results, nor the determination of segment profit.

The segment financial results and metrics above exclude the effects of special items (other than the effects of acquisition-related intangible asset amortization), which the Company's chief operating decision maker does not consider in assessing segment performance.

Certain intersegment transactions with corporate entities have not been eliminated.

Business - Selected Operating Statistics

Unaudited	2022				2023		
	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Connections ('000):							
Wireless retail postpaid	27,809	28,208	28,584	28,733	28,820	29,105	29,455
Wireless retail postpaid phones	17,353	17,586	17,795	17,782	17,703	17,856	18,019
Fios video	71	70	69	67	65	64	63
Fios internet	361	367	370	373	377	380	383
FWA broadband	217	316	442	568	726	870	1,038
Wireline broadband	475	474	471	468	466	464	461
Total broadband	692	790	913	1,036	1,192	1,334	1,499
Gross Additions ('000):							
Wireless retail postpaid	1,502	1,582	1,566	1,644	1,607	1,590	1,618
Net Additions Detail ('000):							
Wireless retail postpaid	395	430	360	455	312	308	330
Wireless retail postpaid phones	256	227	197	176	136	144	151
Fios video	—	(1)	(1)	(2)	(2)	(1)	(1)
Fios internet	5	6	3	3	4	3	3
FWA broadband	82	88	108	117	137	133	133
Wireline broadband	(2)	(1)	(3)	(3)	(2)	(2)	(3)
Total broadband	80	87	105	114	135	131	130
Churn Rate:							
Wireless retail postpaid	1.34 %	1.37 %	1.42 %	1.38 %	1.50 %	1.48 %	1.47 %
Wireless retail postpaid phones	1.06 %	1.07 %	1.10 %	1.06 %	1.16 %	1.10 %	1.14 %
Revenue Statistics (in millions):							
Wireless service revenue	\$ 3,125	\$ 3,182	\$ 3,273	\$ 3,265	\$ 3,290	\$ 3,351	\$ 3,367
Fios revenues	\$ 295	\$ 298	\$ 304	\$ 304	\$ 307	\$ 308	\$ 308
Other Operating Statistics:							
Wireless retail postpaid upgrade rate	3.4 %	3.1 %	3.3 %	3.6 %	2.8 %	2.7 %	2.9 %

Footnotes:

Where applicable, the operating results reflect certain adjustments, including those related to the 3G network shutdowns, migration activity among different types of devices and plans, customer profile changes, and adjustments in connection with mergers, acquisitions and divestitures.

Certain intersegment transactions with corporate entities have not been eliminated.

Supplemental Information - Total Wireless Operating and Financial Statistics

The following supplemental schedule contains certain financial and operating metrics which reflect an aggregation of our Consumer and Business segments' wireless results.

Unaudited	2022				2023		
	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Connections ('000)							
Retail postpaid	119,223	119,683	120,062	120,589	121,012	121,579	122,159
Retail prepaid	23,772	23,138	23,076	22,664	22,331	21,646	21,420
Total retail	142,995	142,821	143,138	143,253	143,343	143,225	143,579
Retail postpaid phones	92,775	92,783	92,792	92,639	92,314	92,321	92,426
Net Additions Detail ('000)							
Retail postpaid phones	(36)	12	8	217	(127)	8	100
Retail postpaid	269	514	388	1,434	633	612	581
Retail prepaid	(80)	(229)	39	(175)	(351)	(304)	(207)
Total retail	189	285	427	1,259	282	308	374
Account Statistics							
Retail postpaid accounts ('000) ⁽¹⁾	35,224	35,132	35,034	35,002	34,877	34,855	34,855
Retail postpaid connections per account ⁽¹⁾	3.38	3.41	3.43	3.45	3.47	3.49	3.50
Retail postpaid ARPA ⁽²⁾	\$ 144.87	\$ 145.50	\$ 149.82	\$ 149.95	\$ 152.27	\$ 154.51	\$ 156.13
Retail prepaid ARPU ⁽³⁾	\$ 30.89	\$ 31.26	\$ 31.18	\$ 31.53	\$ 30.71	\$ 31.42	\$ 31.87
Churn Detail							
Retail postpaid phone	0.83 %	0.81 %	0.92 %	0.89 %	0.90 %	0.83 %	0.90 %
Retail postpaid	1.04 %	1.03 %	1.17 %	1.14 %	1.15 %	1.07 %	1.15 %
Retail prepaid	3.69 %	3.90 %	3.90 %	4.90 %	4.31 %	4.24 %	4.39 %
Retail	1.48 %	1.50 %	1.62 %	1.74 %	1.65 %	1.56 %	1.63 %
Retail Postpaid Connection Statistics							
Upgrade rate	4.5 %	5.0 %	4.7 %	5.1 %	3.7 %	3.3 %	3.4 %
Revenue Statistics (in millions) ⁽⁴⁾							
Wireless service	\$ 18,342	\$ 18,418	\$ 18,790	\$ 18,804	\$ 18,889	\$ 19,113	\$ 19,330
Wireless equipment	6,336	6,674	6,575	7,625	5,760	5,277	5,813
Wireless other	1,818	1,800	1,922	1,851	1,515	1,486	1,507
Total Wireless	\$ 26,496	\$ 26,892	\$ 27,287	\$ 28,280	\$ 26,164	\$ 25,876	\$ 26,650

Footnotes:

- (1) Statistics presented as of end of period.
- (2) Wireless retail postpaid ARPA - average service revenue per account from retail postpaid accounts.
- (3) Wireless retail prepaid ARPU - average service revenue per unit from retail prepaid connections.
- (4) Intersegment transactions between Consumer or Business segment with corporate entities have not been eliminated.

Where applicable, the operating results reflect certain adjustments, including those related to the 3G network shutdowns, migration activity among different types of devices and plans, customer profile changes, and adjustments in connection with mergers, acquisitions and divestitures.

Definitions - Non-GAAP Measures

Non-GAAP Measures

Verizon's Financial and Operating Information includes financial information prepared in conformity with generally accepted accounting principles in the United States (GAAP) as well as non-GAAP financial information. It is management's intent to provide non-GAAP financial information to enhance the understanding of Verizon's GAAP financial information and it should be considered by the reader in addition to, but not instead of, the financial statements prepared in accordance with GAAP. Each non-GAAP financial measure is presented along with the corresponding GAAP measure so as not to imply that more emphasis should be placed on the non-GAAP measure. We believe that providing these non-GAAP measures in addition to the GAAP measures allows management, investors and other users of our financial information to more fully and accurately assess both consolidated and segment performance. The non-GAAP financial information presented may be determined or calculated differently by other companies and may not be directly comparable to that of other companies.

EBITDA and EBITDA Margin Related Non-GAAP Measures

Consolidated earnings before interest, taxes, depreciation and amortization (EBITDA), Segment EBITDA and Segment EBITDA Margin are non-GAAP financial measures that we believe are useful to management, investors and other users of our financial information as they are widely accepted financial measures used in evaluating the profitability of a company and its operating performance in relation to its competitors.

Consolidated EBITDA is calculated by adding back interest, taxes and depreciation and amortization expense to net income.

Segment EBITDA is calculated by adding back segment depreciation and amortization expense to segment operating income. Segment EBITDA Margin is calculated by dividing Segment EBITDA by total segment operating revenues.

Consolidated Adjusted EBITDA, Consolidated Adjusted EBITDA Margin and Consolidated Adjusted EBITDA Forecast

Consolidated Adjusted EBITDA, Consolidated Adjusted EBITDA Margin and Consolidated Adjusted EBITDA Forecast are non-GAAP financial measures that we believe provide relevant and useful information to management, investors and other users of our financial information in evaluating the effectiveness of our operations and underlying business trends in a manner that is consistent with management's evaluation of business performance. We believe that Consolidated Adjusted EBITDA, Consolidated Adjusted EBITDA Margin and Consolidated Adjusted EBITDA Forecast are used by investors to compare a company's operating performance to its competitors by minimizing impacts caused by differences in capital structure, taxes and depreciation and amortization policies. Further, the exclusion of non-operational items and special items enables comparability to prior period performance and trend analysis.

Consolidated Adjusted EBITDA is calculated by excluding from Consolidated EBITDA the effect of the following non-operational items: equity in losses and earnings of unconsolidated businesses and other income and expense, net, and the following special items: severance charges, asset rationalization, business transformation costs and non-strategic business shutdown. Severance charges recorded during 2023 and 2022 relate to involuntary separations under our existing plans. Severance charges recorded during 2021 relate to voluntary separations under our existing plans. Asset rationalization relates to certain real estate and non-strategic assets that we have made a decision to cease use of as part of our transformation initiatives in 2023. Business transformation costs recorded during 2023 primarily relate to costs incurred in connection with strategic partnership initiatives in our managed network support services for certain Verizon Business customers. Non-strategic business shutdown relates to the shutdown of our BlueJeans business offering in 2023.

Consolidated Adjusted EBITDA Margin is calculated by dividing Consolidated Adjusted EBITDA by consolidated operating revenues.

We have not provided a reconciliation for our Consolidated Adjusted EBITDA Forecast because we cannot, without unreasonable effort, predict the special items that could arise during 2023.

Net Unsecured Debt and Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio

Net Unsecured Debt and Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio are non-GAAP financial measures that we believe are useful to management, investors and other users of our financial information in evaluating Verizon's ability to service its unsecured debt from continuing operations.

Net Unsecured Debt is calculated by subtracting secured debt and cash and cash equivalents, from the sum of debt maturing within one year and long-term debt. Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio is calculated by dividing Net Unsecured Debt by Consolidated Adjusted EBITDA. For purposes of Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio, Consolidated Adjusted EBITDA is calculated for the last twelve months.

Adjusted Earnings per Common Share (Adjusted EPS) and Adjusted EPS Forecast

Adjusted EPS and Adjusted EPS Forecast are non-GAAP financial measures that we believe are useful to management, investors and other users of our financial information in evaluating our operating results and understanding our operating trends without the effect of special items which could vary from period to period. We believe excluding special items provides more comparable assessment of our financial results from period to period.

Adjusted EPS is calculated by excluding from the calculation of reported EPS the effect of the following special items: amortization of acquisition-related intangible assets, business transformation costs, non-strategic business shutdown and severance, pension and benefits charges.

We exclude the amortization of acquisition-related intangible assets because the amount and timing of such charges are significantly impacted by the timing, size, number and nature of the acquisitions we consummate. While we have a history of significant acquisition activity, we do not acquire businesses on a predictable cycle, and the amount of an acquisition's purchase price allocated to intangible assets and related amortization term are unique to each acquisition and can vary significantly from acquisition to acquisition. Exclusion of this amortization expense facilitates more consistent comparisons of operating results over time between our newly acquired and long-held businesses, and with both acquisitive and non-acquisitive peer companies. We believe that it is important for investors to understand that our non-GAAP financial measure adjusts for the intangible asset amortization but does not adjust the revenue that is generated in part from the use of such intangible assets.

We have not provided a reconciliation for our Adjusted EPS Forecast because we cannot, without unreasonable effort, predict the special items that could arise during 2023.

Definitions - Non-GAAP Measures

Adjusted Effective Income Tax Rate Attributable to Verizon Forecast (Adjusted ETR Forecast)

Adjusted ETR Forecast is a non-GAAP financial measure that we believe is useful to management, investors and other users of our financial information in assessing our effective income tax rate without the effect of special items which could vary from period to period. Adjusted ETR Forecast is calculated by dividing the provision for income taxes by net income attributable to Verizon before tax after adjusting for the effect of special items.

We have not provided a reconciliation for our Adjusted ETR Forecast because we cannot, without unreasonable effort, predict the special items that could arise during 2023.

Free Cash Flow, Free Cash Flow Dividend Payout Ratio and Free Cash Flow Forecast

Free cash flow and free cash flow forecast are non-GAAP financial measures that reflect an additional way of viewing our liquidity that, when viewed with our GAAP results, provide a more complete understanding of factors and trends affecting our cash flows. We believe they are more conservative measures of cash flow since capital expenditures are necessary for ongoing operations. Free cash flow and free cash flow forecast have limitations due to the fact that they do not represent the residual cash flow available for discretionary expenditures. For example, free cash flow and free cash flow forecast do not incorporate payments made or expected to be made on finance lease obligations or cash payments for acquisitions of businesses or wireless licenses. Therefore, we believe it is important to view free cash flow and free cash flow forecast as complements to our entire consolidated statements of cash flows.

Free cash flow is calculated by subtracting capital expenditures (including capitalized software) from net cash provided by operating activities. Free cash flow forecast is calculated by subtracting capital expenditures forecast (including capitalized software) from forecasted net cash provided by operating activities.

Free cash flow dividend payout ratio is a non-GAAP financial measure that we believe is useful to management, investors and other users of our financial information in evaluating Verizon's cash available for return to shareholders. We believe this is a more conservative measure of our ability to fund our dividend payments to shareholders. Free cash flow dividend payout ratio has limitations consistent with free cash flow as discussed above.

Free cash flow dividend payout ratio is calculated by dividing dividends paid to shareholders by free cash flow.

Consolidated Operating Expenses Excluding Depreciation and Amortization and Special Items

Consolidated operating expenses excluding depreciation and amortization and special items is a non-GAAP financial measure that we believe is useful to management, investors and other users of our financial information in evaluating our operating expenses and underlying operating trends in a manner that is consistent with management's evaluation of operating performance. We believe that consolidated operating expenses excluding depreciation and amortization and special items is used by investors to more accurately compare a company's operating expenses to those of its competitors by eliminating impacts caused by differences in depreciation and amortization policies. In addition, the exclusion of the effects of special items allows for better comparability of our financial results from period to period.

Consolidated operating expenses excluding depreciation and amortization and special items is calculated by excluding from consolidated operating expenses the effects of depreciation and amortization expense and the following special items: business transformation costs and non-strategic business shutdown.

Non-GAAP Reconciliations - Consolidated

Consolidated EBITDA, Consolidated Adjusted EBITDA and Consolidated Adjusted EBITDA Margin

(dollars in millions)

Unaudited	2021		2022				2023	
	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q
Consolidated Net Income	\$4,737	\$4,711	\$5,315	\$5,024	\$6,698	\$5,018	\$4,766	\$4,884
Add:								
Provision for income taxes	1,407	1,372	1,542	1,496	2,113	1,482	1,346	1,308
Interest expense	739	786	785	937	1,105	1,207	1,285	1,433
Depreciation and amortization expense ⁽¹⁾	4,051	4,236	4,321	4,324	4,218	4,318	4,359	4,431
Consolidated EBITDA	\$10,934	\$11,105	\$11,963	\$11,781	\$14,134	\$12,025	\$11,756	\$12,056
Add/(subtract):								
Other (income) expense, net ⁽²⁾	\$860	\$924	\$(49)	\$439	\$(2,687)	\$(114)	\$(210)	\$(170)
Equity in losses (earnings) of unconsolidated businesses ⁽³⁾	(135)	3	(41)	(2)	(4)	(9)	33	18
Severance charges	106	—	—	—	304	—	237	—
Asset rationalization	—	—	—	—	—	—	155	—
Business transformation costs	—	—	—	—	—	—	—	176
Non-strategic business shutdown	—	—	—	—	—	—	—	158
Consolidated Adjusted EBITDA	\$11,765	\$12,032	\$11,873	\$12,218	\$11,747	\$11,902	\$11,971	\$12,238
Consolidated Operating Revenues				\$34,241	\$35,251	\$32,912	\$32,596	\$33,336
Consolidated Net Income Margin				14.7 %	19.0 %	15.2 %	14.6 %	14.7 %
Consolidated Adjusted EBITDA Margin				35.7 %	33.3 %	36.2 %	36.7 %	36.7 %
Consolidated Adjusted EBITDA - Quarter over quarter change								\$267
Consolidated Adjusted EBITDA - Year over year change %								0.2 %
Consolidated Adjusted EBITDA Margin - Year over year change								100 bps

(1) Includes Amortization of acquisition-related intangible assets and a portion of the Non-strategic business shutdown, where applicable.

(2) Includes Pension and benefits remeasurement adjustments and Early debt redemption costs, where applicable.

(3) Includes Net gain from disposition of assets, where applicable.

Non-GAAP Reconciliations - Consolidated

Consolidated EBITDA and Consolidated Adjusted EBITDA (LTM)

(dollars in millions)

Unaudited	Twelve Months Ended 9/30/22	Twelve Months Ended 12/31/22	Twelve Months Ended 3/31/23	Twelve Months Ended 6/30/23	Twelve Months Ended 9/30/23
Consolidated Net Income	\$ 19,787	\$ 21,748	\$ 22,055	\$ 21,506	\$ 21,366
Add:					
Provision for income taxes	5,817	6,523	6,633	6,437	6,249
Interest expense	3,247	3,613	4,034	4,534	5,030
Depreciation and amortization expense ⁽¹⁾	16,932	17,099	17,181	17,219	17,326
Consolidated EBITDA	\$ 45,783	\$ 48,983	\$ 49,903	\$ 49,696	\$ 49,971
Add/(subtract):					
Other (income) expense, net ⁽²⁾	\$ 2,174	\$ (1,373)	\$ (2,411)	\$ (2,572)	\$ (3,181)
Equity in losses (earnings) of unconsolidated businesses ⁽³⁾	(175)	(44)	(56)	18	38
Severance charges	106	304	304	541	541
Asset rationalization	—	—	—	155	155
Business transformation costs	—	—	—	—	176
Non-strategic business shutdown	—	—	—	—	158
Consolidated Adjusted EBITDA	\$ 47,888	\$ 47,870	\$ 47,740	\$ 47,838	\$ 47,858

(1) Includes Amortization of acquisition-related intangible assets and a portion of the Non-strategic business shutdown, where applicable.

(2) Includes Pension and benefits remeasurement adjustments and Early debt redemption costs, where applicable.

(3) Includes Net gain from disposition of assets, where applicable.

Net Unsecured Debt and Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio

(dollars in millions)

Unaudited	12/31/21	3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23
Debt maturing within one year	\$ 7,443	\$ 13,421	\$ 12,873	\$ 14,995	\$ 9,963	\$ 12,081	\$ 14,827	\$ 12,950
Long-term debt	143,425	139,961	136,184	132,912	140,676	140,772	137,871	134,441
Total Debt	150,868	153,382	149,057	147,907	150,639	152,853	152,698	147,391
Less Secured debt	14,202	16,102	16,572	16,510	20,008	20,835	21,342	20,951
Unsecured Debt	136,666	137,280	132,485	131,397	130,631	132,018	131,356	126,440
Less Cash and cash equivalents	2,921	1,661	1,857	2,082	2,605	2,234	4,803	4,210
Net Unsecured Debt	\$ 133,745	\$ 135,619	\$ 130,628	\$ 129,315	\$ 128,026	\$ 129,784	\$ 126,553	\$ 122,230
Consolidated Net Income (LTM)				\$ 19,787	\$ 21,748	\$ 22,055	\$ 21,506	\$ 21,366
Unsecured Debt to Consolidated Net Income Ratio				6.6x	6.0x	6.0x	6.1x	5.9x
Consolidated Adjusted EBITDA (LTM)				\$ 47,888	\$ 47,870	\$ 47,740	\$ 47,838	\$ 47,858
Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio				2.7x	2.7x	2.7x	2.6x	2.6x
Net Unsecured Debt - Quarter over quarter change								\$ (4,323)
Net Unsecured Debt - Year over year change								\$ (7,085)
Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio - Quarter over quarter change								— x
Net Unsecured Debt to Consolidated Adjusted EBITDA Ratio - Year over year change								(0.1)x

Non-GAAP Reconciliations - Consolidated

Adjusted Earnings per Common Share (Adjusted EPS)

(dollars in millions except per share amounts)

Unaudited				3 Mos. Ended				3 Mos. Ended
	Pre-tax	Tax	After-Tax	9/30/22	Pre-tax	Tax	After-Tax	9/30/23
EPS				\$ 1.17				\$ 1.13
Amortization of acquisition-related intangible assets	\$ 236	\$ (58)	\$ 178	0.04	\$ 224	\$ (56)	\$ 168	0.04
Business transformation costs	—	—	—	—	176	(45)	131	0.03
Non-strategic business shutdown	—	—	—	—	179	(83)	96	0.02
Severance, pension and benefits charges	645	(162)	483	0.11	—	—	—	—
	\$ 881	\$ (220)	\$ 661	\$ 0.16	\$ 579	\$ (184)	\$ 395	\$ 0.09
Adjusted EPS				\$ 1.32				\$ 1.22
Year over year change %								(7.6)%

Footnote:

Adjusted EPS may not add due to rounding.

Free Cash Flow and Free Cash Flow Dividend Payout Ratio

(dollars in millions)

Unaudited	3 Mos. Ended	3 Mos. Ended	9 Mos. Ended	9 Mos. Ended
	9/30/22	9/30/23	9/30/22	9/30/23
Net Cash Provided by Operating Activities	\$ 10,534	\$ 10,778	\$ 28,199	\$ 28,798
Capital expenditures (including capitalized software)	(5,320)	(4,094)	(15,811)	(14,164)
Free Cash Flow	\$ 5,214	\$ 6,684	\$ 12,388	\$ 14,634
Dividends Paid			\$ 8,066	\$ 8,231
Net Cash Provided by Operating Activities Dividend Payout Ratio			28.6 %	28.6 %
Free Cash Flow Dividend Payout Ratio			65.1 %	56.2 %
Free Cash Flow for 9 Mos. Ended 9/30/23 - Year over year change				\$ 2,246
Free Cash Flow for 9 Mos. Ended 9/30/23 - Year over year change %				18.1 %
Free Cash Flow Dividend Payout Ratio for 9 Mos. Ended 9/30/23 - Year over year change				(8.9)%

Free Cash Flow Forecast Full Year 2023

(dollars in millions)

Unaudited	Original	Revised
	Forecast	Forecast
Net Cash Provided by Operating Activities Forecast	\$ 35,250 - 36,250	\$ 36,250 - 37,250
Capital expenditures forecast (including capitalized software)	(18,250 - 19,250)	(18,250 - 19,250)
Free Cash Flow Forecast	\$ 17,000	\$ 18,000
Free Cash Flow Forecast Full Year 2023 change		\$ 1,000

Consolidated Operating Expenses Excluding Depreciation and Amortization and Special Items

(dollars in millions)

Unaudited	3 Mos. Ended	3 Mos. Ended
	9/30/22	9/30/23
Consolidated Operating Expenses	\$ 26,347	\$ 25,863
Depreciation and amortization expense ⁽¹⁾	4,324	4,431
Business transformation costs	—	176
Non-strategic business shutdown	—	158
Consolidated Operating Expenses Excluding Depreciation and Amortization and Special Items	\$ 22,023	\$ 21,098
Year over year change %		(4.2)%

(1) Includes Amortization of acquisition-related intangible assets and a portion of the Non-strategic business shutdown, where applicable.

Non-GAAP Reconciliations - Segments

Segment EBITDA and Segment EBITDA Margin

Consumer

	(dollars in millions)						
	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended
Unaudited	3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23
Operating Income	\$ 7,319	\$ 7,150	\$ 7,349	\$ 7,028	\$ 7,099	\$ 7,330	\$ 7,547
Add Depreciation and amortization expense	3,162	3,211	3,232	3,111	3,214	3,247	3,272
Segment EBITDA	\$ 10,481	\$ 10,361	\$ 10,581	\$ 10,139	\$ 10,313	\$ 10,577	\$ 10,819
Total operating revenues	\$ 25,292	\$ 25,604	\$ 25,840	\$ 26,770	\$ 24,857	\$ 24,558	\$ 25,257
Operating Income Margin	28.9 %	27.9 %	28.4 %	26.3 %	28.6 %	29.8 %	29.9 %
Segment EBITDA Margin	41.4 %	40.5 %	40.9 %	37.9 %	41.5 %	43.1 %	42.8 %
Segment EBITDA - Year over year change %							2.2 %

Business

	(dollars in millions)						
	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended	3 Mos. Ended
Unaudited	3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23
Operating Income	\$ 673	\$ 675	\$ 698	\$ 585	\$ 551	\$ 533	\$ 539
Add Depreciation and amortization expense	1,061	1,074	1,079	1,098	1,094	1,103	1,127
Segment EBITDA	\$ 1,734	\$ 1,749	\$ 1,777	\$ 1,683	\$ 1,645	\$ 1,636	\$ 1,666
Total operating revenues	\$ 7,709	\$ 7,626	\$ 7,837	\$ 7,900	\$ 7,494	\$ 7,483	\$ 7,527
Operating Income Margin	8.7 %	8.9 %	8.9 %	7.4 %	7.4 %	7.1 %	7.2 %
Segment EBITDA Margin	22.5 %	22.9 %	22.7 %	21.3 %	22.0 %	21.9 %	22.1 %
Segment EBITDA - Year over year change %							(6.2)%