

# Speed is nothing without reliability.

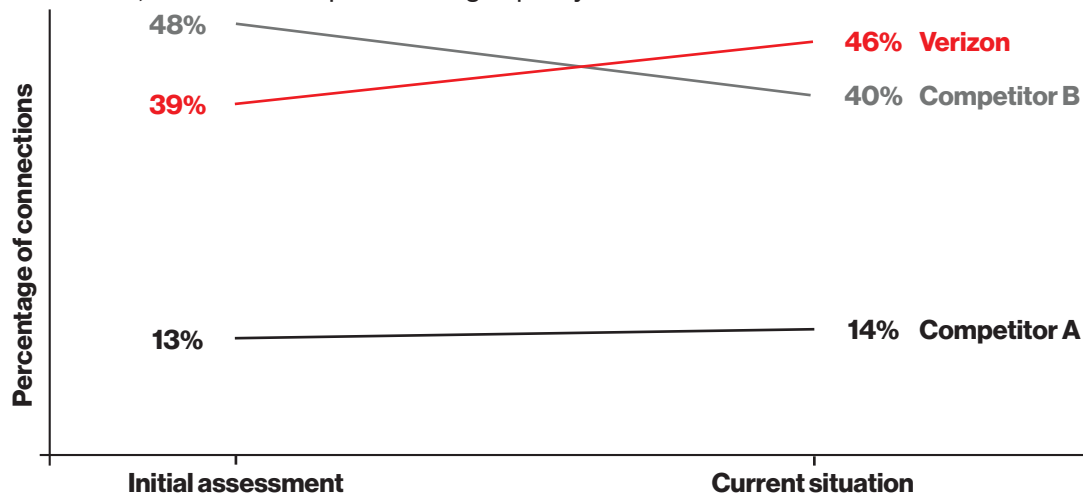
We're proud to say that we've been recognized as the nation's most reliable 5G network time and time again.<sup>1</sup> For instance, in February 2024, RootMetrics said, "Verizon delivers exceptional 5G data reliability, winning its sixth straight prize for the Best 5G reliability."<sup>2</sup> In fact, it found us to be most reliable in a "stellar" 108 of 125 markets nationwide.

Why are we so focused on reliability? Because that's what customers tell us matters to them. Of course they want the best performance, and we strive to deliver that too, but without reliability, a little more speed is a vanity exercise.

It's a bit like your car having a few more horsepower than your neighbor's. If you were ever in a drag race, you'd likely beat them. But that's of little comfort when you go out to your car and it won't start. Doesn't real-world performance and reliability trump some abstract measure of performance at a moment in time?

Taking a real-world example, in 2024, we completed a deployment of over 800 Wireless Business Internet connections across multiple states for a major bank – one of the country's ten largest. What the bank found was telling.

The bank allocated contracts on an assessment of coverage and speed on a site-by-site basis. Verizon's was awarded 39% of their 2,000+ connections required. But after installation, the bank found that in real-life use the service provided by the two other carriers was not living up to their promise in many locations. Looking at the RootMetrics data suggests why: "Verizon delivered excellent results in state-level testing in 1H 2024. Verizon's tally of 299 State RootScore Awards surpassed that of AT&T (233) and more than doubled T-Mobile's count (127). The carrier earned the most awards in five out of eight categories: overall performance, reliability, accessibility, data, and our new video performance category. Verizon's strong results across the board are good news for its customers, who should experience high-quality service across the states."<sup>1</sup>



The bank has already switched 144 connections – about 7% of the total – to Verizon. It continues to monitor and assess performance at the rest of its sites.

How would it affect your business if your ERP system or your payment processing apps weren't able to connect and stay connected throughout the day? Verizon continues to invest in its 5G network, extend its deployment and expand its capabilities so that our customers can be confident that their network will be a business enabler.

## Faster

Verizon's already fast speeds continued to improve. In a February 2024 report, RootMetrics reported that Median download speeds were 100 Mbps or more in 91 markets (72.8%) and 200 Mbps in 29 markets (23.2%).<sup>2</sup>

## More reliable

According to Rootmetrics, "Verizon's 5G reliability results remained second to none in 2H 2023." Our success rates for both getting connected and staying connected were unbeaten in a 108 markets (86.4%).

<sup>1</sup> Based on RootMetrics® State of 5G Report, United States, 1H 2024. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon. Visit [rootmetrics.com](https://rootmetrics.com).

<sup>2</sup> Rootmetrics, The state of 5G in the US: Who won the 5G race in 2H 2023? February 2024