

## RSU Award FAQs:

1. Q: Who is eligible for the program?

A: All domestic and international broad-based employees who are actively at work on February 1, 2018 are eligible for the program. Employees who are on a Company-approved leave of absence on February 1, 2018, such as a short-term disability leave, will be eligible for the grant if they return to work prior to January 31, 2020. Leaders who are director level and above at Verizon and OVP1 and above at Oath are not eligible. Awards for union-represented employees are subject to agreement with the applicable unions.

2. Q: What will I receive?

A: Eligible full-time employees will receive 50 restricted stock units (RSUs) and eligible part-time employees will receive 25 RSUs. Because of local law issues, eligible international employees will receive a cash bonus opportunity that will be based on and will track the value of 50 RSUs for full-time employees and 25 RSUs for part-time employees.

3. Q: How is part-time defined for this program?

A: The rules for determining if you are a part-time versus a full-time employee will be based on the applicable definition in the country you work in or for union-represented employees, as determined under your collective bargaining agreement. Generally, for management employees in the U.S., part-time status is defined as anyone who is scheduled to work less than a full 40 hour work week. For international employees, part-time status is generally defined as anyone who is scheduled to work 50% or less of a full work week.

4. Q: What is an RSU?

A: A restricted stock unit or "RSU" is a hypothetical share of Verizon common stock. The award you are receiving will vest over a 2-year period, with 50% of the number of units vesting on 1/31/2019 and the remaining 50% of the units vesting on 1/31/2020. If you satisfy the vesting requirement for the award, you will receive a cash payment equal to the value of the vested RSUs on the applicable vesting dates.

5. Q: What is the RSU grant date?

A: The RSU grant date is February 1, 2018.

6. Q: What is the value of an RSU?

A: One RSU is equal to the value of one share of Verizon's common stock.

7. Q: When do the RSUs vest? .

A: If you satisfy the vesting requirements for the award, 50% of the award vests on 1/31/19 and the remaining 50% vests on 1/31/20.

8. Q: How do RSUs grow over time?

A: The value of your RSU award has the opportunity to grow in two ways. First if our stock price increases, the value of each RSU also increases. Second, quarterly Dividend Equivalent Units (DEUs) can increase the number of RSU's you will receive at payout.

9. Q: What is a DEU?

A: Dividend Equivalent Units (DEUs) are additional units that will be added to your RSU balance and are equivalent in value to the actual dividend payment made to Verizon shareholders. A DEU will be credited for each quarterly dividend that is declared after the February 1, 2018 grant date. Dividend equivalents are only paid for awards that ultimately vest.

10. Q: How often does the Company declare dividends?

A: The Company has historically paid a dividend each quarter – 4 times a year. Each quarter, the Verizon Board of Directors decides on the amount of the dividend and when it will be paid.

11. Q: How much will I get paid?

A: The actual value of your payout depends upon the closing price of Verizon's common stock on each of the vesting dates, 1/31/19 and 1/31/20, subject to any tax withholding obligations and legally required deductions. An example is below:



Assumes a \$52 grant price, 5% annual stock price increase over 2 years, and quarterly DEUs over 2 years.

12. Q: How do I get paid?

A: Vested RSUs will be paid in cash through your local payroll as soon as administratively practicable following the applicable vesting date, subject to any tax withholding obligations.

13. Q: I am not located in the U.S., I see this award is in U.S. dollars, how will I be paid?

A: To the extent you vest in your cash bonus award, you will be paid in local currency based on the exchange rate following the applicable vesting date through your local payroll.

14. Q: When will I be paid?

A: You will be paid as soon as administratively possible after the vesting date. More information on the actual date of payout will be communicated in January of 2019.

15. Q: What if I leave Verizon before the date my RSUs vest?

A: The reason you separate from Verizon determines how your RSUs are treated. If you voluntarily resign (and are not retirement eligible) before the applicable vesting dates your award will be cancelled immediately and you will forfeit any unvested RSUs. If you are terminated for cause at any time before the award is paid, you will forfeit any unpaid RSUs (vested or unvested). Under other circumstances when you separate, you will not forfeit the unvested RSUs. For example, if you retire when you are retirement-eligible, are involuntarily terminated without cause, separate from service under a Company provided severance plan (or, if you are an associate, you leave pursuant to a surplus declaration), or you separate from service due to death or disability on or before January 31, 2020, your then unvested RSUs will vest and be payable on the regularly scheduled payment date. If you die, any payment you would have become eligible to receive will be made to your estate.

16. Q: Where can I get more information?

A: For VZ employees there will be an About You page on your award beginning February 14, 2018. The page contains an overview of the award, additional FAQs, a link to your personalized award statement, a place to ask additional questions and the most recent valuation of the award.

17. Q: How often will the value of the RSUs be updated on the About You page?

A: The value of the RSUs will be updated on the 15th of the month.

18. Q: I was on a Company-approved leave of absence on the February 1, 2018 grant date, am I eligible?

A: All employees on the Company payroll on February 1, 2018 will receive a Grant Notice, but if you were on a Company approved leave of absence on February 1, 2018, you must return to work before January 31, 2020 to be eligible to receive the award. In other words, if you are on an approved leave of absence on February 1, 2018 and do not return to work before January 31, 2020 you will not receive any payment under the award.

19. Q: I am located outside the U.S., why am I getting a cash bonus opportunity instead of RSUs?

A: Because of local law issues, eligible international employees will receive a cash bonus opportunity that will be based on and will track the value of 50 RSUs for full-time employees and 25 RSUs for part-time employees.

20. Q: Will I receive a 401k match on this award?

A: No, this award is non-benefit bearing in both the U.S. and outside the U.S.

21. Q: Will this award be taken into account for other benefits or be included in overtime calculations?

A: No. Any payment received under the award will not be taken into account as compensation in the determination of benefits under any pension, savings, life insurance, severance or other benefit plan maintained by the Company and it will not be included in wages for computations of overtime.

22. Q: How will I be taxed on these RSUs?

A: For domestic employees, you will pay ordinary income tax on the full value of your vested RSUs and dividend equivalents when your RSUs vest and are paid. For international employees, you will pay income tax based on your local country tax requirements.