



Senate Utilities
Chairman Robert Olson
January 15, 2015

VERIZON WIRELESS KANSAS

- Verizon Wireless operates the nation's largest and most reliable 4G LTE network.
- As the largest wireless company in the U.S., Verizon Wireless serves 106.2 million retail customers, including 100.1million retail postpaid customers.
- Network coverage, reliability, and focus on our customers lay the foundation for our business.

KANSAS COMMITMENT

- Verizon Wireless formed in 2000.
- The Region Headquarters for the Kansas/Missouri Region of Verizon Wireless is based in Overland Park, KS. Also covers southern Illinois. (164,600 square miles)
- Our Region President is Brendan Fallis.
- Our Kansas presence nearly doubled in January 2009 when Verizon Wireless acquired Alltel. This acquisition included the Wichita area and areas west of Topeka.
- Verizon Wireless currently reaches nearly 100% of Kansans (99.6% of covered pops).
- We now provide superior coverage in all 105 Kansan counties.
- We currently employ **594** people and operate **20** stores in Kansas.
- Employees not only work in our retail stores, but also Network, Marketing, IT, Training, Human Resources and a variety of other roles.
- Outside Expert Validation: In 2014, both a RootMetrics study and JD Power and Associates separately ranked Verizon Wireless the overall winner both nationwide and in Kansas and Missouri.
- Verizon Wireless operates **two smart stores** in Kansas, including one in Wichita and one in Overland Park.

NETWORK LEADERSHIP

- Verizon's network leadership continues – especially as we continue to innovate on the nation's largest and most reliable 4G LTE network.
- In 2014, Verizon Wireless invested nearly \$89 million in our Kansas network / \$631 million since the company was formed in 2000.
- Nationwide, Verizon Wireless has invested more than \$90 billion since 2000.
- Verizon began 4G LTE deployment on December 5, 2010 across the country, including KCI Airport. 4G LTE is now available in over 500 markets and covers 98% of the US population.
- Verizon began deploying service in its AWS spectrum in 2014, focusing on delivering the consistent, reliable coverage and service our customers expect



- Verizon Wireless has recently expanded its newest technology – known as XLTE – to most Kansas locations, including Wichita.
- XLTE boosts 4G LTE network capacity and enhances high-speed services for customers.
- XLTE is already available in over 400+ markets nationwide.

NETWORK RELIABILITY AND EMERGENCY PREPAREDNESS

- Network reliability is at the core of Verizon Wireless' commitment to our customers.
- Verizon's standard is to provide emergency backup generators at all possible cell sites.
- The Verizon Wireless network stands ready to keep customers connected at all times. We work 24/7 to provide the nation's most reliable network, so we can be there when it matters most.
- Severe weather (snow and ice storms, damaging winds, hail and tornadoes) is a constant challenge for the Kansas/Missouri Region.
- While weather can impact a Network's ability to deliver an optimal customer experience, it also takes a toll on Network equipment.
- Avoiding potential damage to valuable Network assets is constant concern to the KS/MO Network Team. Starting last year, the Region's assets for Emergency Preparedness Disaster Recovery (EPDR) are safely stored 60 feet underground in a 10,000 square foot cave in the Kansas City metropolitan area.
- From our cave location we can dispatch emergency equipment (portable cell sites on trailers and trucks, portable generators, and roadside equipment) to virtually all locations in Kansas, Missouri and Southern Illinois within 3 hours.
- We support emergency needs in other parts of the US as needed. For example, we sent emergency wireless equipment to Moore, Oklahoma after the tornado last year and to the east coast after Hurricane Sandy.
- For large events, assets such as COLTS (Cell On a Light Truck) and COWs (Cell On Wheels) are used to handle events with large attendance, such as Stampede Days, Royals home opener and the 2014 World Series, NASCAR races at Kansas Speedway, University of Kansas football games, the Rock Fest Concert and the KC BBQ cook-off.
- Small Cells and Distributed Antenna Systems (DAS) now being deployed to increase capacity in areas with high traffic density, such as downtowns, campuses, sports venues, business campuses, etc.

INNOVATION

- Verizon Powerful Answers competition
- Innovation Labs – San Francisco and Waltham, MA
- Incredible explosion in new services and devices. Just getting started.

CORPORATE CITIZENSHIP

- Domestic Violence Prevention – Hopeline: \$52 million Donated. 85,000 phones.
- Verizon Foundation – Education, Health Care, and Energy Management