



VZWeb

Coronavirus Disease (COVID-19) Resource Page

Verizon leadership and response teams continue to closely monitor coronavirus to ensure the safety of all V Teamers around the world. Use this site for information about health, response plans, policy changes and job safety. We update this page daily as new information is available.

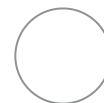
What you should know

- [What is it](#)
- [How it spreads](#)
- [Symptoms](#)
- [Risk groups](#)
- [Prevention](#)
- [Diagnosis](#)
- [Treatment](#)
- [Duration](#)



Our response

- [Monitoring](#)
- [Facilities](#)
- [Stores](#)
- [Crisis management](#)
- [Travel](#)
- [Conferences/training/events](#)
- [Customer FAQ/statement \(https://vzweb.verizon.com/sites/default/files/documents/Response-CustomerStatement-FAQ-3-10-20.pdf\)](https://vzweb.verizon.com/sites/default/files/documents/Response-CustomerStatement-FAQ-3-10-20.pdf)



Information for

- [People leaders](https://vzweb.verizon.com/node/111347) (<https://vzweb.verizon.com/node/111347>).
- [HRBPs](https://aboutyou.verizon.com/HRToolkit) (<https://aboutyou.verizon.com/HRToolkit>).
- [Employees](#)

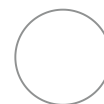
Latest news updates

- **Join Up To Speed Live with Hans Vestberg and Christy Pambianchi on Monday at 12 PM ET/9 AM PT.**
[Learn more.](https://www.verizon.com/about/news/speed-uts-live) (<https://www.verizon.com/about/news/speed-uts-live>).
- **New on this page:**
 - How do I know if a store is open? See [Our response](#) for more information.
 - **Work from home.** See [employees](#) section for more information.
 - **401(k) Savings and Retirement Plan during unpredictable market conditions.** See [some tips](#) (<https://vzweb.verizon.com/sites/default/files/documents/6TipsforVolatileMarkets.pdf>) to help you navigate.
- **A letter from Hans Vestberg on Verizon's response to COVID-19.** We are temporarily reducing the number of Verizon stores that remain open. Our customers can still get the support and services they need 24/7 by visiting [verizonwireless.com/support/](https://www.verizonwireless.com/support/), calling 800.922.0204 or using the MyVerizon app. - [Verizon](https://www.verizon.com/about/news/letter-hans-vestberg-verizons-response-covid-19) (<https://www.verizon.com/about/news/letter-hans-vestberg-verizons-response-covid-19>) - 3.14.2020
- **Verizon's COVID-19 relief efforts centered on students and healthcare workers.** Tripling data allowance for Verizon Innovative Learning schools and committing \$10 million to nonprofits directed at supporting students and first responder healthcare workers
[Verizon](https://www.verizon.com/about/news/verizons-covid-19-relief-efforts) (<https://www.verizon.com/about/news/verizons-covid-19-relief-efforts>) - 03.15.20
- **Update: Verizon is prepared to serve customers during COVID-19 crisis.** - [Verizon](https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19) (<https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19>) - 3.14.2020
- **Countries Around The World Announce More Coronavirus Restrictions.**
[HuffPost](https://www.huffpost.com/entry/countries-more-coronavirus-restrictions_n_5e6e1382c5b6dda30fcae608) (https://www.huffpost.com/entry/countries-more-coronavirus-restrictions_n_5e6e1382c5b6dda30fcae608) - 3.15.20

- **Verizon will help customers and small businesses disrupted by impact of coronavirus.** Will waive late fees and keep residential and small business customers connected if negatively impacted by global crisis.
[Verizon \(https://www.verizon.com/about/news/verizon-help-customers-and-small-businesses\)](https://www.verizon.com/about/news/verizon-help-customers-and-small-businesses)- 3.13.20
- **How to clean your iPhone to kill the new coronavirus and other germs.** While doorknobs, light switches, and the like all get wiped down, you may not think to give your smartphone a thorough cleaning.
[Verizon \(https://www.verizon.com/about/news/how-clean-your-iphone-kill-new-coronavirus-and-other-germs\)](https://www.verizon.com/about/news/how-clean-your-iphone-kill-new-coronavirus-and-other-germs)- 03.13.20

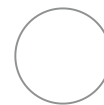
Watch the video: An update with Hans Vestberg, Christy Pambianchi and Joe Russo

Up To Speed Update. 3.12.20



Watch the video: An update with Christy Pambianchi

Up To Speed Update. 3.9.20





What you should know

What is the coronavirus?

[Updated 3.13.20] Coronaviruses are a large group of viruses that are common among animals. In rare cases, they can be transmitted to humans and spread between people. Coronavirus COVID-19 reported illnesses have ranged from mild to severe, including illness resulting in death. While information so far suggests that most COVID-19 illness is mild, a report out of China suggests serious illness occurs in 16% of cases. Older people and people with certain underlying health conditions like heart disease, lung disease and diabetes, for example, seem to be at greater risk of serious illness.

On March 11, 2020 WHO publicly characterized (<https://www.who.int/dg/speeches/detail/who-director-general-s-opening-remarks-at-the-media-briefing-on-covid-19---11-march-2020>) COVID-19 as a pandemic. According to the WHO, a pandemic is declared when a new disease for which people do not have immunity spreads around the world beyond expectations.

How it spreads

[Updated 3.6.20] The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. People are thought to be most contagious when they are most symptomatic (the sickest). Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Symptoms

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. Symptoms may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of breath

Risk groups

[Updated 3.6.20] People with a weakened immune system, older people and people with certain underlying health conditions like heart disease, lung disease and diabetes, for example, seem to be at greater risk of serious illness. For those, there's a chance the virus could cause a more serious respiratory tract illness like pneumonia or bronchitis.

Prevention

[Updated 3.14.20]

- Wash your hands (<https://www.cdc.gov/handwashing/when-how-handwashing.html>), often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces (<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>), using a regular household cleaning spray or wipe. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them by using detergent or soap and water prior to disinfection.
- Follow CDC's recommendations for using a facemask. (CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.)
- Check out the CDC's recommendations on how to protect yourself and your family (<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>) and for what the public should do (<https://www.cdc.gov/coronavirus/2019-ncov/about/what-you-should-do.html>).
- Prepare your family in case COVID-19 spreads in your community. Learn how to protect (<https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>), your home and family, and managing stress and anxiety.

Diagnosis

Diagnosis occurs through laboratory testing of respiratory specimens and serum (blood). Some coronavirus strains cause the common cold and patients tested by their health care provider may test positive for these types. The COVID-19 strain can only be detected at a public health laboratory.

Treatment

[Updated 3.6.20] People who are mildly ill with COVID-19 are able to isolate at home during their illness. You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis. COVID-19 patients should receive supportive

care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions.

People who think they may have been exposed to COVID-19 should contact their healthcare provider immediately.

- Call ahead to a healthcare professional if you develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, and have been in close contact with a person known to have COVID-19 or if you live in or have recently traveled to an area with ongoing spread.
- Tell your healthcare professional about your recent travel or contact.
- Your healthcare professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19.

See [steps to help prevent the spread of COVID-19 if you are sick \(https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html\)](https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html).

LiveHealth Online - Digital healthcare solution

[Updated 3.12.20] With LiveHealth Online, you can have a video visit on demand with a U.S. board-certified doctor using your laptop or the LHO App on your mobile device. No doctor visit is needed. And if medically necessary, the doctors can send a prescription to the pharmacy of your choice. LiveHealth Online (LHO) is a covered benefit through our Anthem, EPN, PPO Plus, and HDP medical plans. Sign up to [get started. \(https://aboutyou.verizon.com/HRGuidelines/HealthAndBenefits/LiveHealthOnline\)](https://aboutyou.verizon.com/HRGuidelines/HealthAndBenefits/LiveHealthOnline).

Duration

[Updated 3.6.20] The duration of illness depends on the individual. Some people are only experiencing mild symptoms. People who are older, immunosuppressed or other comorbidities will likely have more advanced symptoms and be sicker longer. No specific data is available.

Our response

Monitoring

A cross-functional team is continuously monitoring information from the U.S. Centers for Disease Control (CDC) and the World Health Organization (WHO), as well as tracking news reports and governmental policies in all areas where Verizon has operations and conducts business. The team is keeping executive leadership up to date. The company is taking into account the recommendations of the WHO, CDC and other national health authorities.

Facilities

[Updated 3.12.20] Global Real Estate has increased its cleaning levels. Cleaning solutions approved by the EPA and recommended by the CDC are being used to provide a clean and safe work environment for employees. Surfaces and touchpoints are being wiped down daily as part of the effort to clean and sanitize the retail stores, office workspaces, garages and other people spaces. Global Real Estate will continue to provide hand sanitizers where needed and as available.

Stores: How do I know if a store is still open?

[Update 3.15.20] Effective March 15, out of an abundance of caution and to help do our part to increase social distancing, all Verizon corporate stores will be closed on Sundays from Sunday, March 15 through Sunday, April 12. In addition, from March 15 - 31, the corporate stores that are open will operate on reduced hours from 10 am-5 pm. Customers can always see an up-to-date listing of their local store hours/locations by visiting: <https://www.verizonwireless.com/store> (<https://www.verizonwireless.com/store>).s.

Please know that we are available 24/7 to help our customers online at www.verizonwireless.com (<http://www.verizonwireless.com>), and through the My Verizon app.

Crisis Management

Regional Crisis Management Teams in our APAC and EMEA regions have been activated since the outbreak emerged. In addition, Corporate Security has been participating in U.S. State Department and CDC updates, and EHS is attending business forums where Fortune 50 companies are sharing best practice information about responding to the outbreak.

Travel

Business travel

[Updated 3.14.20] President Trump suspended travel from European countries to the United States for the next 30 days, including the UK and Ireland. See below for the full list of restricted countries and re-entry information.

The following travel **requires approval** by a member of the Verizon Leadership Council (VLC):

- All country-to-country business travel (including cross-border) whether it requires a passport or not
- Business travel between the United States and Hawaii or Alaska

These restrictions do not apply to:

- Cross-country commuters who will continue to work BAU in their defined “home” work locations, e.g., employees commuting from Mexico to El Paso, TX, and European Union (EU) employees commuting country to country.
- Employees who are traveling to their assigned work location or an assigned dispatch for installation or repair.

In addition, these travel restrictions apply to the following:

- all visitors
- contractors
- consultants
- out-source partners
- third-party suppliers working in our facilities

[Updated 3.10.20] Other business travel is limited to business-critical purposes. Because of the varied business requirements, each business group determines what travel is business-critical and what can be deferred or accomplished using alternate means, such as the use of teleconferencing.

Travel already scheduled

[Updated 3.9.20] The rules under “Business Travel” above apply to travel already scheduled. Scheduled travel requiring VLC approval that has not been approved should be cancelled. Concur does not route travel requests just based on geography, so VLC approval will need to be obtained through your leadership.

Approvals

Each business unit will need to decide how the approval process will be handled. In general, the request will need to be approved by the business units VLC representative and will not be delegated to other senior leaders. Please begin your process with your direct supervisor.

Visitors, contractors, consultants, third-party suppliers at Verizon facilities

[Updated 3.4.20] If you are planning to host a visitor (e.g., customer, contractor, job candidate, partner, third-party supplier, vendor, etc.) at a Verizon facility, ensure you verify the following while setting up the meeting or in advance of your visitor’s arrival:

- Have they traveled to a restricted country/region? (See the restricted list below.)
- Have they been exposed to anyone infected with COVID-19?

An affirmative answer to either of these questions requires that you postpone or cancel the meeting.

All visitors from restricted countries/regions must remain out of Verizon workspaces until 14 days have passed since their exit from the restricted country/region.

Returning from restricted countries

[Updated 3.15.20] Employees and contractors who have traveled from, to or through restricted countries should remain out of our workspaces for 14 days following their return until the 14-day incubation period has passed. If the employee is bargained-for, please work with Labor Relations.

As informed by the U.S. Centers for Disease Control and Prevention, **restricted countries/regions include the following:**

- China
- Iran
- South Korea
- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City

In addition, the U.S. has restricted travel to the United States from foreign nationals who have recently been in certain European countries:

- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City
- Ireland and United Kingdom

- American citizens, legal permanent residents, and their immediate families who are arriving from the impacted areas must travel through one of 13 airports where DHS has established enhanced entry screening capabilities.
- All American citizens, legal permanent residents, and their immediate families who are returning from the impacted area must self-quarantine for 14 days after their arrival.

Personal travel

[Updated 3.14.2020] If you are planning or have scheduled a personal trip, please follow the guidance provided by the CDC, the WHO and your country's government or health agency.

If you are returning from personal travel from a restricted country/region (see the list above or as advised by your country's government or health agency), you should remain out of Verizon workspaces for 14 days following your return. Please notify your manager and HRBP of the need to self-quarantine.

If you are able to work remotely from home during the period of self-quarantine, you will be paid as normal. If your role cannot accommodate remote working, and the country/region was on the relevant restriction list at the time you began your travel, you will need to take vacation, personal or holiday time during any period where you must remain out of Verizon workspaces in order to be paid.

If you are unable to return from a personal trip due to travel restrictions/travel disruption while away then if you can work remotely from that location, you should do so and you will be paid as normal. If your role cannot accommodate remote working and the country/region was on the relevant restriction list at the time you began your travel, you will need to take vacation, personal or holiday time to be paid.

Conferences/training/events

[Updated 3.13.20] Attendance at any conferences, offsite training or Verizon-sponsored events must be business-critical. Your first choice should be deferring the event, training or conference or completing it via an alternative method.

If an event is determined to be business-critical, VLC approval is required. To obtain VLC approval, please contact the Global Event Management Center via email at covidgemc@verizon.com or by phone at 800.260.5796.

Recognition events

[Updated 3.5.20] Out of an abundance of caution, this year's President's Club, President's Cabinet, Winner's Circle, Legends and Gold Club events have been cancelled to best protect the wellbeing of all those involved. Additional communications to winners are being sent.

Volunteer events

[Updated 3.12.20] We are postponing all in-person volunteer events until further notice. Virtual volunteer events are available and will continue without disruption. Please visit verizon.com/volunteer to review the upcoming virtual events.

Information for

People leaders

FAQ for leaders of people (<https://vzweb.verizon.com/news/FAQs-people-leaders-covid-19>).

HRBPs

HR toolbox (<https://aboutyou.verizon.com/HRToolkit>).

All employees

Working from home

[Updated 3.14.20] As a precautionary measure, we are implementing a work-from-home strategy for some employees through the end of March. Verizon leaders are working to determine certain functions to work from home and will communicate that information directly. For employees where it's not practical to do their job at home, or who may prefer to continue to come to the office, we will ensure that our facilities remain safe places to work.

- [Technology while working from home \(https://atyourservice.verizon.com/ays?id=ays_kb_article&number=KB0028566\)](https://atyourservice.verizon.com/ays?id=ays_kb_article&number=KB0028566)
- [Setting up your home office \(https://vzweb.verizon.com/sites/default/files/documents/EH%26S%20Communication%20-%20Home%20Office%20Ergonomics.pdf\)](https://vzweb.verizon.com/sites/default/files/documents/EH%26S%20Communication%20-%20Home%20Office%20Ergonomics.pdf)
- [Tips for remote employees \(https://vzweb.verizon.com/sites/default/files/documents/tips-for-working-remotely.pdf\)](https://vzweb.verizon.com/sites/default/files/documents/tips-for-working-remotely.pdf)

Sick employees

[Updated 3.6.20] See "What You Should Know" section above for information about illness related to COVID-19. If there is a suspected or confirmed case of an employee or Verizon contractor having the COVID-19, immediately notify your HRBP for guidance (HRBPs should notify Business Continuity & Event Management).

Self-quarantine directed by a doctor in connection with COVID-19 due to underlying medical condition

[New 3.11.20] For the health and safety of our employees during the current COVID-19 outbreak, Verizon, through our workplace accommodation process, will review requests from employees whose doctors have directed them to self-quarantine due to an underlying medical condition.

If your doctor has directed you to self-quarantine due to an underlying medical condition, remain out of the workplace and follow this process:

- Complete the forms specified below, which include a medical questionnaire:
 - [California employees \(https://aboutyou.verizon.com/apps/documentlibrary/files/daeb047b-08bf-4c71-91bf-0542d896c24e/1/3-10-](https://aboutyou.verizon.com/apps/documentlibrary/files/daeb047b-08bf-4c71-91bf-0542d896c24e/1/3-10-)

[2020%20California%20Covid%20ADA%20Form%20Final.pdf](#)).

- [All other employees \(https://aboutyou.verizon.com/apps/documentlibrary/files/14c89554-613c-45ca-a8b9-989f41819fe3/1/3.10.20%20Covid-19%20Work%20Arrangement%20Request%20FINAL.pdf\)](https://aboutyou.verizon.com/apps/documentlibrary/files/14c89554-613c-45ca-a8b9-989f41819fe3/1/3.10.20%20Covid-19%20Work%20Arrangement%20Request%20FINAL.pdf).

- Submit completed forms or inquiries to COVID19-WPAT@verizon.com (mailto:COVID19-WPAT@verizon.com).

If you cannot immediately obtain/complete the forms above, email COVID19-WPAT@verizon.com (mailto:COVID19-WPAT@verizon.com), attaching your doctor's note to get the process started. The team may contact you if they need additional information to complete the review.

During the review of your request, remain out of the workplace, working from home, if possible (on paid excused time if work-from-home is not possible). This applies only during the current COVID-19 outbreak.

Note that this process does not apply to:

- Those diagnosed with COVID-19. In that case, remain out of work and immediately notify your HRBP.
- Those directed by Verizon to self-quarantine due to travel to a high-risk area or potential exposure to COVID-19. If that applies, work directly with your HRBP.

School/daycare closure policy

[Updated 3.12.20] If an employee's school or daycare facility has been closed because of a suspected or diagnosed case of COVID-19 in the school/daycare, an employee should be allowed to:

- Work from home, if able (coordinate with manager).
- If not able to work from home, the employee should use paid time off.

Managers should exercise flexibility where possible to accommodate schedule.

Back-up childcare (U.S. employees only)

[New 3.13.20] If using back-up care for school or daycare closures, U.S. employees will need to register with Bright Horizons. To [register now \(https://bhlogin.brighthorizons.com/Account/VerifyEmployer?clientguid=\)](https://bhlogin.brighthorizons.com/Account/VerifyEmployer?clientguid=), enter username: **Verizon** and password: **Benefits4You**. You can also download the app in the App Store or Google Play (search "back up care"). If you are relying on Bright Horizons back-up childcare, please follow the provider's guidance posted on the provider's [website \(https://www.brighthorizons.com/covid19\)](https://www.brighthorizons.com/covid19).

NOTE: New York and New England unionized workforce, please call Bright Horizons directly at 1-877-242-2737 to establish your account.

Employee Assistance Program (EAP)

EAP is a confidential, free service available to all employees and their family members. EAP provides advice, referrals and information that can help you relieve stress, including face-to-face and telephone counseling. Visit [About You \(https://aboutyou.verizon.com/HRGuidelines/LifeAndTimeOff/EmployeeAssistanceProgram\)](https://aboutyou.verizon.com/HRGuidelines/LifeAndTimeOff/EmployeeAssistanceProgram) for

country-specific details.

LiveHealth Online - Digital healthcare solution

[Updated 3.12.20] With LiveHealth Online, you can have a video visit on demand with a U.S. board-certified doctor using your laptop or the LHO App on your mobile device. No doctor visit is needed. And if medically necessary, the doctors can send a prescription to the pharmacy of your choice. LiveHealth Online (LHO) is a covered benefit through our Anthem, EPN, PPO Plus, and HDP medical plans. Sign up to get started. (<https://aboutyou.verizon.com/HRGuidelines/HealthAndBenefits/LiveHealthOnline>).

401(k) Savings and Retirement Plan

[New 3.13.20] During unpredictable market conditions, it's not uncommon to have some concerns about your investments. Here are some tips (<https://vzweb.verizon.com/sites/default/files/documents/6TipsforVolatileMarkets.pdf>) to help you navigate these market conditions.

Gloves

[Updated 3.15.20] The World Health Organization has indicated that regularly washing your bare hands offers more protection against catching COVID-19 than wearing rubber gloves (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>). You can still pick up COVID-19 contamination on the rubber gloves. If you then touch your face, the contamination goes from your glove to your face and can infect you.

If you wear gloves, wear nitrile because of allergies; and remove the gloves by inverting and avoiding contact with the outside of the glove. See instructions for disposable glove use (<https://vzweb.verizon.com/sites/default/files/documents/GLOVES.pdf>).

Respiratory masks

Currently, the CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19.

Verizon is not providing respiratory masks unless all of the following are true: 1) there is a government/health agency recommendation, 2) public supplies are not available, 3) Verizon has supplies available, and 4) an employee's work function requires interaction with others in person.

Any U.S. employee who **voluntarily wears a mask** must be provided a copy of EHS voluntary use of respiratory mask safety lesson plan (https://aboutyou.verizon.com/apps/documentlibrary/files/14c66dcc-882d-4b4f-90b1-d2e205362e7c/0/Be_Safe-Safety_Lesson_Plan_YY1N73288_Voluntary_Use_of_Respiratory_Masks_08-15-2019.pdf) to comply with Appendix D of the OSHA respiratory protection standard. This must be documented in their learning record. See PPE Use Guidelines (<https://vzweb.verizon.com/sites/default/files/documents/PPE-Instructions-V2.pdf>). (https://aboutyou.verizon.com/apps/documentlibrary/files/14c66dcc-882d-4b4f-90b1-d2e205362e7c/0/Be_Safe-Safety_Lesson_Plan_YY1N73288_Voluntary_Use_of_Respiratory_Masks_08-15-2019.pdf).

Shipments of products from impacted countries

In general, because of the poor survival of these coronaviruses on surfaces, there is a very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently, there is no evidence to support the transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods (CDC page).

State of emergency declarations

Why have some of the impacted states in the U.S. declare a state of emergency? It's all about preparedness. A state of emergency declaration, available to all state governments, allows officials to “unlock” additional resources such as funding, workers, and materials, in advance of an emergency. It also enables all levels of government to work together to ensure communities receive the assistance they need to respond to and recover from an emergency. Many states have granted state health officers the authority to declare public health emergencies such as disease outbreaks.

Customer statements

Verizon response

[New 3.14.2020] View [our response to customers \(https://www.verizon.com/about/news/our-response-coronavirus\)](https://www.verizon.com/about/news/our-response-coronavirus) on the Emergency Resource Center.

Open retail stores

[New 3.14.2020] Customers can visit www.verizonwireless.com/stores (<http://www.verizonwireless.com/stores>) for a list of stores that remain open. Customers can always get the support and services they need 24/7 by visiting [verizonwireless.com/support](https://www.verizonwireless.com/support/) (<https://www.verizonwireless.com/support/>), using the My Verizon app or calling 800.922.0204.

VBG and VCG customer communications

[Updated 3.10.20] Please use these [external speaking points](https://vzweb.verizon.com/sites/default/files/documents/Response-CustomerStatement-FAQ-3-10-20.pdf) (<https://vzweb.verizon.com/sites/default/files/documents/Response-CustomerStatement-FAQ-3-10-20.pdf>), general customer statement and FAQ reactively with customers who seek further details about the impact of the coronavirus outbreak on Verizon's operations or ability to deliver services.

Guideline prior to dispatching technicians

[Updated 3.11.20] For the safety of our customers and technicians, when scheduling installs prior to finalizing an appointment with a customer, our centers are now using a process that requires them to confirm that nobody in a customer household has coronavirus or is quarantined.

If anyone in a customer's household has been diagnosed with the coronavirus or is being quarantined for potential coronavirus exposure, visits are not scheduled. Customers are instructed to call back to reschedule after at least two weeks have passed since last symptoms of coronavirus in the household and the household has been cleaned.

Additional resources

- [World Health Organization \(https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public\)](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public).
- [U.S. Centers for Disease Control \(https://www.cdc.gov/coronavirus/2019-ncov/index.html\)](https://www.cdc.gov/coronavirus/2019-ncov/index.html).
- [Verizon Response: COVID-19 \(https://www.verizon.com/about/news/our-response-coronavirus\)](https://www.verizon.com/about/news/our-response-coronavirus).

Questions?

Don't see an answer on the page? Ask our Crisis Management Team by emailing .

verizon.comms@verizon.com (<mailto:verizon.comms@verizon.com>) (Cut and paste the address in your email system if it does not open directly.)

[Help \(/help\)](#)

[Feedback \(/feedback\)](#)

Proprietary and Confidential. Not for disclosure outside of Verizon. | [Full Legal Disclaimer \(/disclaimer\)](#) | [Browser Policy \(/policy\)](#)

© 2020 Verizon

