IN-HOUSE PRO BONO IN PRACTICE PROFILE:
VERIZON COMMUNICATIONS INC.
November 2023

Verizon launched its formal Pro Bono Program in late 2009, at which time Verizon signed the Corporate Pro Bono Challenge® initiative. In 14 years, Verizon has participated in numerous pro bono activities across the country, designed signature projects, established long-term pro bono partnerships, and integrated pro bono into the culture of its legal department and beyond.

According to Verizon Pro Bono Program Chair John Frantz, the Pro Bono Program has added value in numerous ways:

> First, it has enhanced job satisfaction for many of our volunteers. Many people have written to us that the program has deepened their enthusiasm for working at Verizon and enhanced their pride in…the company. Second, it has provided people the opportunity to expand their skills into new areas to apply their expertise in the aid of clients who would otherwise not have access to such a talented and experienced pool of attorneys. Third, it has helped to cement relationships in our groups, as many supervisors have taken advantage of pro bono events as team-building exercises. Finally, the program has afforded our volunteers the sense of satisfaction that comes from providing valuable help to those in need.

General Program Information	
Offices with Legal Staff	HQ: Basking Ridge, NJ; 125 offices in the U.S.; 28 offices outside the U.S.
Size of Legal Depart.	446 attorneys; 1,271 non-attorneys (Legal & Security and Public Policy)
Pro Bono Leadership Structure	Verizon's 26-member Pro Bono Committee includes representatives who are responsible for the oversight of pro bono efforts in each of the Program's pillars. Non-attorneys are eligible to serve on the Committee.
Pro Bono Policy	Verizon has a formal pro bono policy, as well as written FAQs and form documents, such as engagement and termination letters. These documents are housed on the Verizon Pro Bono Program intranet site.
Mandatory Pro Bono	Participation in Verizon's Pro Bono Program is strongly encouraged, but is not mandatory. No member of the Legal & Security and Public Policy organizations will be adversely affected by a decision to participate in the program or penalized for not participating.
Recognitions/Awards	• Program and individual awards from various external partners highlighting volunteer contributions • Annual pro bono program kickoff with award presentations • Annual yearbook featuring a letter from the general counsel, photos of

	volunteers engaging in pro bono work, and stories about clients.
Tracking Pro Bono	The Pro Bono Program Coordinator keeps track of participation (including the name of the volunteer, the project, and the approval for the project) in a spreadsheet and on the Verizon Volunteer Portal.
Partnerships	Verizon's primary pro bono partner is DLA Piper LLP, which has offices in each of the areas in which Verizon's lawyers are located. Verizon and DLA Piper received the 2022 DC Volunteer Lawyers Project Pro Bono Partner of the Year Award for their effort to assist domestic violence victims, vulnerable immigrants, and at-risk children. In addition, Verizon has partnerships with other law firms, corporations, and nonprofit organizations.
Legal Staff Involvement	Legal staff are encouraged to work alongside lawyers on pro bono matters.
Pro Bono Projects	
Empower, Educate & Mentor Youth	Support for education, and in particular educational opportunities for underprivileged youth, is a focus of Verizon's philanthropic mission. The Pro Bono Program's leading partnership in this area is with Street Law. This program matches members of the Legal & Security and Public Policy organizations with nearby high school classes to teach students about the law and encourage them to consider careers in the legal profession. We have also established successful partnerships with NJ LEEP (Law and Education Empowerment Project), a college access and success program serving students and families in the greater Newark area, and the All Stars Project, a national nonprofit that uses a performance-based approach to help inner-city youth and their families achieve success.
Legal Support to Individuals	The Pro Bono Program includes a wide range of opportunities for volunteers to provide legal representation to individual clients, including in the areas of immigration, domestic violence, veterans benefits, expungement, and basic estate planning. These opportunities may be provided through clinics or individual cases involving full client representation. Providing assistance to survivors of domestic violence is a core part of Verizon's philanthropic efforts. The Pro Bono Program has a wide range of opportunities in this area, including assisting immigrant survivors of domestic violence with immigration matters and helping secure protective orders in court. In addition, America's veterans often have significant unmet legal needs, particularly when they have suffered physical or mental injuries as a result of their service. This initiative seeks to match volunteers with veterans needing pro bono representation in disability evaluations, disability benefits appeals, involuntary separation proceedings, and other matters.
Legal Support to Nonprofits	The Program includes a wide range of opportunities for volunteers to provide legal representation to nonprofits. We work with a number of partners, such as Pro Bono Partnership, that specialize in supporting nonprofits and providing opportunities for volunteers to represent nonprofits across a broad spectrum of legal matters. We regularly host **Clinic in a Box®** programs with Pro Bono Institute. Verizon teams with DLA Piper to host Clinic in a Box® programs during which Verizon volunteers conduct a legal audit of local

	nonprofits. These are half-day clinics where Verizon volunteers have the opportunity to advise nonprofit organizations on a defined set of legal matters. The program involves reviewing a series of issues with nonprofits to identify legal problems that need to be resolved.
Criminal Justice Reform	In conjunction with Verizon's Public Policy team, the Pro Bono Program includes a number of volunteer opportunities related to criminal justice reform. These opportunities allow volunteers to support those in our community who are seeking some form of relief after engagement with the criminal justice system. For example, the Pro Bono Program has partnered with Pillsbury Winthrop on matters with the Innocence Project. In addition, we also work with the Campaign for the Fair Sentencing of Youth to support matters on behalf of adult clients who committed crimes as children and are eligible to be considered for resentencing based on their personal development and changes in the law. Volunteer expungement opportunities also fit into this Pillar. Representing individuals in criminal proceedings is not allowed as part of the Pro Bono Program.
Legal Support to Small Businesses	The Pro Bono Program has partnered with Verizon Small Business Digital Ready, which is an online curriculum designed to give small businesses the tools to succeed in today's digital world. The program is part of Verizon's responsible business plan, which is to help one million small businesses by 2030 with resources to thrive in the digital economy. As of 2023, our volunteers have helped over 200 small businesses in the areas of employment law, corporate formation, tax, and contracting.
Community Service	The Pro Bono Program also sponsors a number of community service programs that relate to our other Pillars, including organizing donations at domestic violence shelters, building homes for veterans through Habitat for Humanity, and assembling STEM-related backpacks and wrapped books for underprivileged children. These opportunities provide everyone in the Legal & Security and Public Policy organizations an opportunity to join together in fun events and give back to our communities.
Lessons Learned	
Partnerships have deep value.	Partners—both law firm and public interest—increase capacity and provide additional resources, such as training, screening clients, and malpractice insurance.
Management support and involvement is crucial.	Having a General Counsel or other manager volunteer alongside other members of the legal department makes a compelling case for participation. Verizon Executive Vice President and General Counsel Vandana Venkatesh regularly attends pro bono events—both to meet with clients and to address volunteers.
A pro bono committee or other administrative body is necessary.	A dedicated team of volunteers to administer the program ensures that the program is managed efficiently and effectively.

Introduce new opportunities to keep the program fresh.	Continuously survey interests and offer new projects to sustain interest in pro bono.
Incentivize participation.	When presented with compelling opportunities to participate, attorneys and staff have a real desire to give back to their communities.

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