



*After the dust of centuries has passed over our cities, we, too,
will be remembered not for victories or defeats in battle or in politics,
but for our contribution to the human spirit.*

~ JOHN F. KENNEDY ~



*In the midst
of a terrible tragedy,
the world witnessed something
we witness every day.*

The steadfast commitment
of Verizon employees
to our country, our customers,
and each other.

Chuck Lee • Ivan Seidenberg



ONE YEAR. ONE DAY. ONE VERIZON.

COVER:
Verizon's West Street building
rises amid the devastation of
the World Trade Center.

"They shall not grow old, as we that are left grow old.

Age shall not weary them, nor the years condemn.

At the going down of the sun, and in the morning, we shall remember them."

~ LAURENCE BINYEN ~



DONNA MARIE BOWEN

Donna Marie Bowen exemplified employee commitment during 22 years with our company, winning praise from customers and co-workers. She learned first-hand about delivering excellent customer service as an operator and then as a service representative. In 1995, her skills earned her a promotion to Communications Representative with responsibility for federal employees' billing procedures, including those at the Pentagon.

Co-workers said she took pride in her role representing Verizon before our prestigious clients in the federal government.

With her husband, Eugene, Donna had three children, Alexandra, 10, Eugene, Jr., 8, Anastasia, 6, and two stepchildren, Courtney, 19, and Erika, 21. Despite a full-time career and being a mother to five, Donna also found time for her community. She taught at her son's elementary school once a week and also volunteered for her parish on a weekly basis.

On September 11, Donna began her routine at 4 a.m., as she did every workday, so she could be home for her children by 3 p.m. While she was at work, mementos of her family surrounding her desk kept them present in her thoughts.

Her co-workers said what they miss most about Donna are the things that made her a success at work and at home. She was a great problem-solver, and a caring, thoughtful listener.



DERRICK WASHINGTON

Derrick Washington loved working among the clouds. At the World Trade Center, he manned a switch 110-stories above the ground. Derrick was captivated by the daily technical challenges of his job and the camaraderie among technicians who kept the system working.

His love for his job could be infectious. In the wake of 9/11, one manager was moved to write about his visit to the World Trade Center facility, and how Derrick's enthusiasm and dedication to his profession made him fondly reminisce about his own early career days working on a switch.

As proud as Derrick was to work at the top of one of the world's tallest buildings, he was equally grounded in his love for his family; his wife Keisha and their three children: Christopher, 12, Devin, 7, and three-year-old Malik. He was a homebody at heart, Keisha said, and his kids were his favorite hobby.

At 33, Derrick had already found what many people spend a lifetime seeking: balance. At home, he is remembered with yellow ribbons around trees and American flags planted in lawns. The image family and friends recall is an upbeat young man with a contagious smile and a joy for living.



LEONARD ANTHONY WHITE

Life's beauty did not escape Leonard White. If it was playing at Lincoln Center, he wanted to see it. If it involved beautiful music, he wanted to share it. Sometimes, out of the blue, he would call one of his seven brothers and sisters and hold the phone to his stereo speaker so they could hear a beautiful aria.

A devoted uncle, "Lenny" helped put several of his nieces and nephews through college. And through his own example, he passed along his love of life and learning.

Lenny, 57, collected African art, cooked gourmet dinners and wore designer sweaters. A native of Norfolk, Virginia, he enjoyed its gentler rhythms, traveling there often to visit friends and family. But he always returned to New York, to the city and work he loved. His endless curiosity about new things and new people lured Lenny back from retirement to tackle the challenges of being a systems technician and consultant for Verizon's Global Networks, Inc.

Lenny was one of New York's biggest fans. And he had fans of his own. His family, friends and co-workers will be forever grateful to a man who showed others how to smell the roses of life.

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every little thing
brings us closer together

O N E Y E A R .

O N E D A Y .

O N E V E R I Z O N .

In July, we celebrated our first year as a new company.

On September 11th, we came of age.

Today, we stand united, a company grown stronger because of challenges met together.

A new cadre of heroes has emerged in the aftermath of 9/11: firefighters, police, emergency medical teams, relief workers. Verizon employees are counted among them.

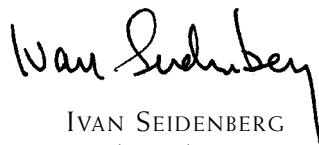
Sorrowfully, we also count our own among the thousands who lost their lives. This publication is dedicated to the Verizon employees who perished while doing their jobs. As we contribute to our nation's recovery, we honor their commitment to service. As we work together to fulfill the Verizon Promise, we honor their memory.

Verizon employees experienced first-hand the horror of the attacks on America. We were there to provide rescuers a communications lifeline. We provided a gateway so thousands of donors to the national telethon could make a difference. Together, we contributed over \$16 million to aid the victims and their families and other disaster recovery efforts.

Verizon employees helped America demonstrate its resiliency and resolve to the world. In these pages, we join leaders from business and government, our customers, and your colleagues in saluting your extraordinary efforts and expressing our profound thanks.



CHUCK LEE
Chairman and Co-CEO



IVAN SEIDENBERG
President and Co-CEO



Verizon workers spliced tens of thousands of wires by hand to provide communication services at Ground Zero. We did what we do best: Connect people.



"I went **running for my life** with many Verizon people and others on 9/11. We were there and saw the **planes crash** into the building, the towers above us in flames, the people jump from a 110 story building . . . **the towers collapse** and all the rest. I am truly lucky and blessed that **my entire team** is among the the group who made it out safely. For thousands of others, this is not the case. It is those individuals and their families that have been **in my thoughts and prayers.**"

John
Employee "Share Your Story"
website entry

The thoughts expressed at the bottom of these pages and those that follow were taken from employee entries on the "Share Your Stories" website.



09.11.01

We will overcome this . . . I knew then our world
. . . showing the world that nothing will stop us. had changed.



“Verizon . . . has really **done a tremendous job**. . . [to] get service back. I can’t express to you how appreciative we are of what they’re doing, including **taking some real risks** in order to make sure that we have at least emergency service, and that we **keep our telephone service.**”

Rudolph Giuliani
Mayor, New York City



“I was a soldier and have seen troops in the field. I can recognize commitment to getting a tough job done. I can sense a genuine pride in the mission and sincere spirit in carrying it out. I saw all of these things in the **Verizon employees toiling on the street, in the rubble** and in the vaults. It made me **immensely proud** to be in the communications field.”

Michael Powell
Federal Communications Commission
Chairman saluting Verizon employees

09.11.01



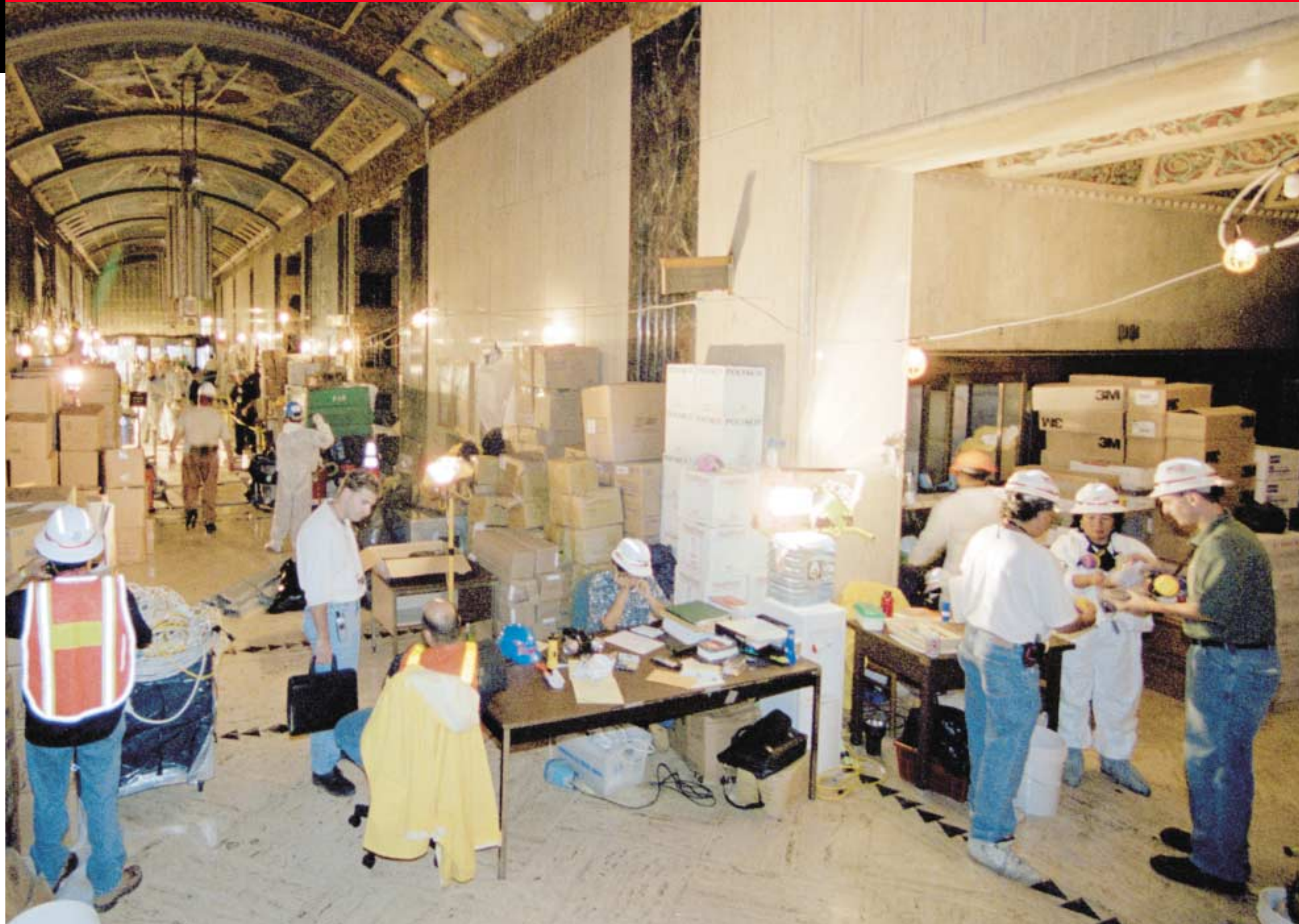
the voice so they may sleep without the nightmares of what they have seen
at the other end of the line all in this together



"Now, every one of us knows without asking **someone will be there.** I'm thankful to work for **the company that was there** and thought of others first."

Anne Glover
Employee "Share Your Story"
website entry

3,000 Verizon technicians and managers deployed • **21** temporary cellular towers • **220** free wireless pay phones on trailers deployed throughout lower Manhattan • **4,000** curbside pay phones • **80,000** free calls a day • **5,000** free wireless phones to New York's emergency workers and businesses • **4,000,000** voice and data circuits constructed, reconstructed or re-routed • **230,000,000** calls transmitted in NYC each day for week following attack



09.11.01

Verizon brothers and sisters
we all step up and work a little harder

...if one man falls, we will be there
to pick up the shovel and keep digging.



"To the Verizon employees who **sifted** through the rubble, **climbed** through windows, **hung wires** through hallways and streets and worked till your fingers bled to get the **world's financial operations up and running again. . . . Thank you.**"

Anonymous
Employee "Share Your Story"
website entry



"It was **a Herculean job** on the part of the men and women of Verizon. I can't say enough about the wonderful **Verizon people on the line** who worked continuously, **24/7**, from September 12th **until the New York Stock Exchange re-opened** September 17th."

Dick Grasso
Chairman and Chief Executive
Officer, New York Stock Exchange



the world up and running again

spirit is alive

a new dawn

09.11.01

At the Pentagon, the Verizon quick response team did its job so America's leaders could do theirs.



"Sometime after 9:30 am, I had a customer from DC paying her bill with a check-by-phone. . . . As I finished her payment I heard her scream. **'There has been an explosion in my building. I have to go!'** I heard a roar in the background and people screaming. The line then went dead. It was just a few minutes later we heard about the attack on the Pentagon. **My life changed in that moment. . . . she had become a part of my life.** I kept her number and her name so I could try and reach her at home. I sat at my desk and cried. I finally reached her at home on Friday, September 21. She was able to get out unharmed but lost friends. **She was so grateful to know that someone out there was praying for her.**"

Kathy
Employee "Share Your Story"
website entry

"As we approached the first security checkpoint at the Pentagon, the guard, seeing our Verizon badges, smiled and thanked us. . . . **It was a good feeling to be a Verizon employee."**

Matt
Employee "Share Your Story"
website entry

the loss of any one person
affects us all

stand strong

09.11.01



"Outside Shanksville, Pennsylvania, Verizon employees were among **the first on the scene**. They set up terminals in an abandoned tin shack and **ran three miles of cable** to bring **vital communications** to the remote site."

John
Employee "Share Your Story"
website entry



On September 11th, GTE Airfone Supervisor Lisa Jefferson took **the call that would change her life**. Her conversation with Todd Beamer, a passenger aboard hijacked United Flight 93, documented a terrorist operation in mid-air, the final thoughts of a beloved husband, father, brother and son, and **the resolve of a true American hero**. As fellow Verizon employee Mary Scotto said, "Lisa...you, too, are a hero."

09.11.01



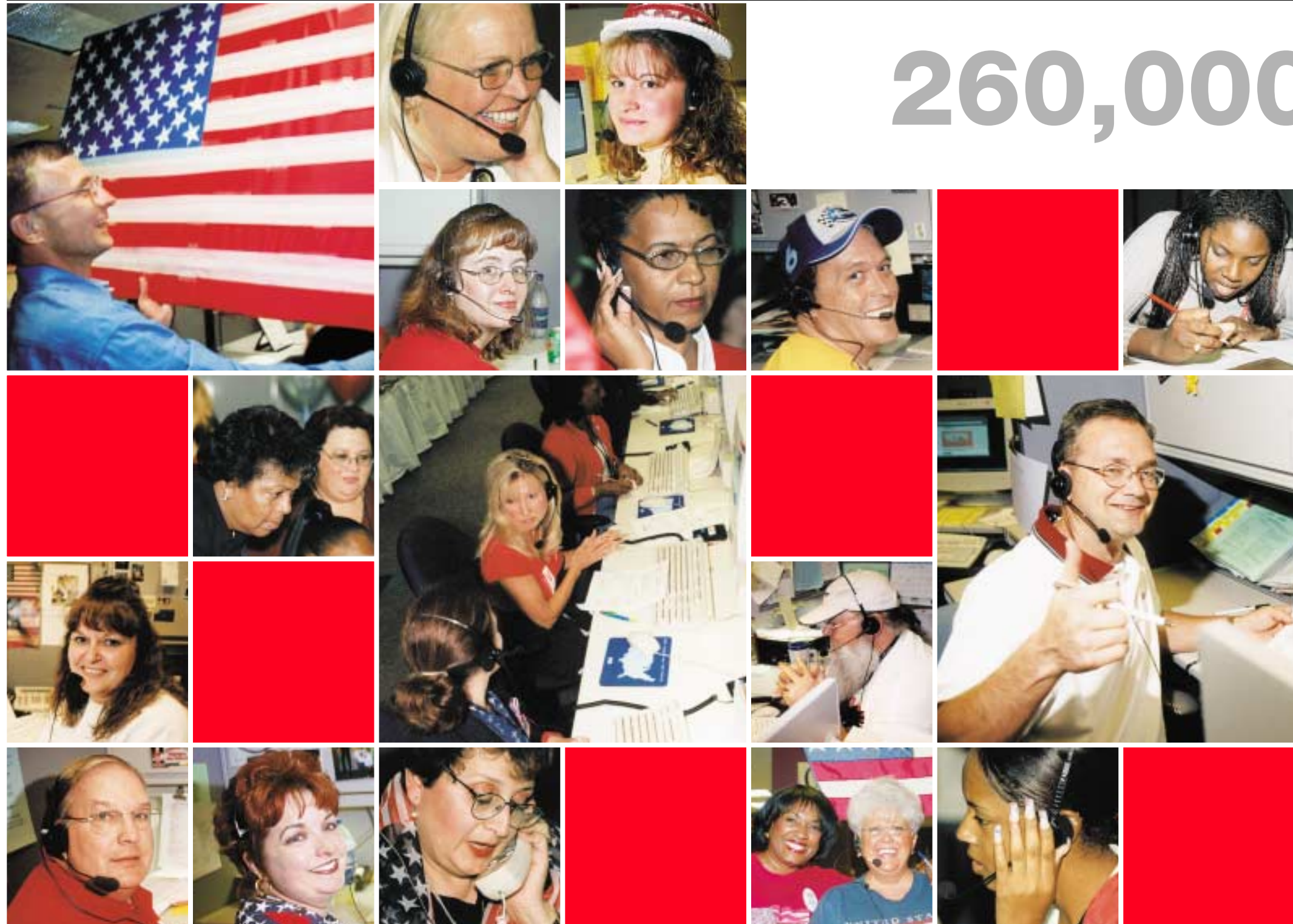
Verizon Customer Operations Technician Gerry Brant places the American flag atop the FBI's crash site transmitter in tribute to the victims of United Airlines Flight 93 and their families.

Our flag was still there

One Verizon

THE TELETHON

260,000 Hearts



Over 6,000 Verizon employees volunteered for "America: A Tribute to Heroes," the national telethon that raised more than \$100 million to aid the victims of September 11th. Some helped create the call centers. Others answered phones. Every one of them gave of themselves — for the country.



"Sir, tonight I am a celebrity."

Telethon volunteer Sheena Mahn, to a caller who wanted to talk to a celebrity.

a family as big as the Verizon employee list

I didn't think it was possible
for me to be more proud.

09.21.01

The Voices

WORLDWIDE

Verizon employees gave from their hearts and from their pockets to help victims and their families. Employee contributions of \$3.5 million were matched 3-to-1 by the Verizon Foundation. Combined with other donations, our total reached more than \$16 million.

of Verizon

"One thing this tragedy has done is to unite this great company. We are **Verizon employees and very proud of it.**"

Betty

Employee "Share Your Story" website entry



donated blood

"We have all experienced something **together**, and all **dividing lines have been erased**. Let's keep them that way . . . the tears, the heroism, the reunions, the fear, the anger, the pride, the faith, **the every little thing that brings people together.**"

Anonymous

Employee "Share Your Story" website entry



hand-delivered directories to emergency sites

bake sales



meals, snacks and water for rescuers

"When I heard how **people in the Twin Towers were able to call their loved ones**, it made me realize that **the most precious gift** we gave them were a few, precious parting words . . . the most important being **'I love you.'**"

Jackie

Employee "Share Your Story" website entry

