



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

April 2012

Verizon Communications Inc. launched its formal pro bono program in late 2009, at which time Executive Vice President and General Counsel Randy Milch signed the Corporate Pro Bono ChallengeSM. In just two short 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.

According to Verizon Pro Bono Committee 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; 36 offices in the U.S.; 14 offices outside the U.S.
Size of Legal Depart.	430 attorneys; 475 non-attorneys
Pro Bono Leadership Structure	Verizon's 17-member Pro Bono Committee includes representatives from each of the Verizon business units. In addition, Verizon identifies regional coordinators who are responsible for the oversight of pro bono efforts in their region. 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 intranet site.
Mandatory Pro Bono	Participation in Verizon's pro bono program is strongly encouraged, but is not mandatory. Every member of the department is encouraged to devote at least 25 hours per year to pro bono service, however, members of the legal department are not adversely affected or penalized for not participating. Time commitments in excess of 100 hours per year require the approval of a senior vice president.
Recognitions/Awards	<ul style="list-style-type: none"> • Articles highlighting volunteers in bi-monthly newsletter • Annual pro bono reception with awards presentation • 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 law clerk, with the help of the Chair and regional pro bono coordinators, keeps track of participation (including the name of the volunteer, the project, and the approval for the project) in a spreadsheet.
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 2011 CPBO Pro Bono Partner Award for their effort to address veterans, education, and domestic violence issues.
Non-Lawyer Involvement	Non-lawyers are encouraged to work alongside lawyers on pro bono matters.
Pro Bono Projects	
<i>Victims of Domestic Violence</i>	<ul style="list-style-type: none"> • Domestic Violence Hotline: Through New Jersey Legal Services' Domestic Violence Representation Project, volunteers staff a hotline to answer questions from victims of domestic violence. (New Jersey) • New York City Family Court Legal Services Project: Verizon teams with DLA Piper to provide brief consultations to unrepresented petitioners in New York City Family Court seeking child support, paternity, and guardianship. The work is discrete with only a few hours required each month. (New York) • U Visa Clinics: Verizon teams with DLA Piper to conduct a U Visa Clinic for My Sisters' Place in New York and Ayuda in Virginia. U Visas are available to immigrant victims of domestic violence who have helped law enforcement investigate the crimes against them. Volunteers assist these victims with their applications to obtain legal status in the U.S. Verizon bilingual legal staff provide translation assistance to clients. (New York and Virginia) • Domestic Violence Immigration Screening and Intake Clinic: Volunteers work with Verizon's Equal Justice Works Fellow to help immigrant victims of domestic violence and human trafficking secure legal status in the U.S. (California)
<i>Veterans</i>	<ul style="list-style-type: none"> • Combat-Related Special Compensation Veterans Cases: Volunteers assist veterans with applications for combat-related special compensation. Cases involve gathering relevant medical and other evidence and preparing a written brief and application for the client. (National) • Entrepreneurial Boot Camp for Veterans Cases: Volunteers provide legal advice to veterans seeking to start new businesses. (National) • Veterans Legal Assistance at Lyons VA Hospital: Volunteers team with attorneys from DLA Piper to provide legal assistance to veterans at the Lyons VA Hospital, including staffing a hotline as well as onsite clinics. Volunteering can involve either one-time participation or ongoing client representation. The work focuses primarily on child support, expungement, housing, and benefits. (New Jersey)
<i>Education</i>	<ul style="list-style-type: none"> • Project LEARN (Lawyers' Education Access Resource Network): Volunteers staff the National Law Center on Homelessness & Poverty's national hotline about the rights of homeless students to enroll in

	<p>school, receive transportation, and participate in school activities. Volunteers inform callers (parents, students, school officials) about their rights under federal law. (National)</p> <ul style="list-style-type: none"> • Expungement: Volunteers team with attorneys from DLA Piper to assist adults seeking to have their juvenile criminal records expunged, which ultimately increases job opportunities, opens up the possibility of military service, and expands access to financial aid for college. (New Jersey) • Equip for Equality Hotline: Equip for Equality serves disabled individuals across Illinois. Volunteers staff a hotline, fielding calls from parents of children with disabilities who have questions regarding their child's education. Volunteers inform parents of their rights under Illinois and federal education laws. (Illinois) • Juvenile Record Sealing Clinic: Volunteers staff a legal clinic to assist young adults who have turned their lives around following juvenile court adjudication to seal their juvenile records, allowing them access to opportunities such as jobs, military service, and financial aid for college. (California)
<i>Clinics</i>	<ul style="list-style-type: none"> • Wills for Heroes: Volunteers prepare wills, living wills, and powers of attorney for local first responders. (National) • Newark Legal Advice and Resource Clinic for Consumers: Volunteers participate in a clinic at the Essex County Courthouse to provide advice to pro se debtors seeking help with frozen bank accounts, garnishments, improper service, credit report discrepancies, and amounts owed in dispute. (New Jersey) • Clinic in a BoxSM: Verizon teams with DLA Piper to host Clinic in a BoxSM programs during which Verizon volunteers conduct a legal audit of local nonprofits. The program involves reviewing a series of issues with nonprofits to identify legal problems that need to be resolved. If they so choose, volunteers may represent clients on an ongoing basis. (National) • Dallas Volunteer Attorney Program (DVAP): Volunteers staff periodic neighborhood intake clinics throughout the Dallas area. Volunteers conduct general intake on a range of civil legal issues. (Texas) • Homeless Connect: Volunteers staff regular events where homeless people come to receive medical, social service, and legal assistance in one central location. Volunteers provide legal advice on subjects such as tenant rights and government benefits. (California) • Clinic Night: Volunteers participate in a limited services and advice clinic at Public Law Center, Neighborhood Legal Assistance, or Inner City Law Center. Volunteers receive training on client interviewing and issue spotting prior to the event. There is no ongoing client commitment. (California)
Lessons Learned	
<i>Partnerships have deep value.</i>	Partners—both law firm and public interest—increase capacity and provide additional resources, such as training, screening clients, and malpractice

	insurance.
<i>Management support and involvement is crucial.</i>	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 Randy Milch regularly attends pro bono events—both to meet with clients and to address volunteers.
<i>A pro bono committee or other administrative body is necessary.</i>	A dedicated team of volunteers to administer the program ensures that the program is managed efficiently and effectively.
<i>Introduce new opportunities to keep the program fresh.</i>	Continuously survey interests and offer new projects to sustain interest in pro bono.
<i>Incentivize participation.</i>	When presented with compelling opportunities to participate, attorneys and staff have a real desire to give back to their communities.

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