

VERIZON  
2021 KICKOFF  
MONDAY, JANUARY 4, 2021

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>> HI, I'M A NETWORK ENGINEER AT VERIZON.  
WHEN YOU WALK DOWN THE STREET OF YOUR AVERAGE CITY, WHAT DO YOU SEE?  
IF YOU LOOK CLOSELY AT THE LAMP POSTS, TELEPHONE POSTS, SIGN POSTS, EVEN THE PAVEMENT, YOU'LL SEE SENSORS.  
IT'S THE SAME THING INDOOR, EVENT VENUES, PUBLIC BUILDINGS, AND INFRASTRUCTURE.  
SENSORS ARE BEING BOLTED ON EVERYWHERE AS PART OF THE EVER-EXPANDING INTERNET OF THINGS.  
THEY'RE MONITORING TRAFFIC, SOUND, AND TEMPERATURE, ALL IN THE NAME OF SMARTER, SAFER SPACES.  
HERE'S THE THING ABOUT ALL THESE SENSORS.  
EACH ONE OF THEM NEEDS TO BE PURCHASED, INSTALLED, AND MONITORED.  
THEY NEED CONNECTIVITY AND POWER.  
THE COST IN EQUIPMENT, REAL ESTATE, MAINTENANCE, AND SUPPORT TO THE ENVIRONMENT CAN REALLY ADD UP.  
THIS IS A TYPICAL OPTICAL FIBER CABLE.  
THE KIND THAT DELIVERS CONNECTIVITY TO MILLIONS OF AMERICANS.  
YOUR AVERAGE MUNICIPALITY HAS MILES OF FIBER RUN EITHER UNDERGROUND OR ABOVEGROUND.  
IN FACT, VERIZON, A LEADER IN FIBER ALREADY HAS OVER A MILLION MILES ACROSS THE U.S.  
WITH ALL THIS COMES THE POTENTIAL TO COMPLETELY RETHINK SMART CITIES, CAMPUSES, EVENT HUBS, AND LARGE PUBLIC SPACES.

IT'S CALLED FIBER SENSING.

HERE'S HOW IT WORKS.

EVERY SINGLE ONE OF THESE HUNDREDS OF INDIVIDUAL FIBERS WITHIN THIS ONE CABLE IS ALSO CAPABLE OF ACTING AS A HIGHLY SENSITIVE SENSOR THROUGH A PROCESS CALLED OPTICAL BACKSCATTERING.

AND UNLIKE TRADITIONAL SINGLE END-POINT SENSORS FIBER CAN DETECT THINGS AT AN INFINITE NUMBER OF POINTS, VIRTUALLY ALONG ITS ENTIRE LINK.

WHAT YOU'RE SEEING HERE IS AN ACTUAL FIBER-SENSING DEMO OF CARS DRIVING ALONG A ROAD.

THE VIBRATIONS FROM EACH CAR CAUSES SLIGHT CHANGE IN THE LIGHT PASSING IN THE FIBER BETWEEN THE ROAD.

IT'S PICKED UP BY A DEVICE CALLED AN INTERROGATOR AND PROCESSED USING MACHINE LEARNING.

YOU CAN DECIPHER SPEED, LOCATION, AND MORE.

UNDERGROUND FIBER NEAR A ROAD CAN BE USED TO COUNT PASSING VEHICLES, GIVE A BREAKDOWN OF CARS VERSUS HEAVY TRUCKS, OR ALERT AUTHORITIES WHEN THERE'S BEEN AN ACCIDENT.

FIBER CAN BE USED TO MONITOR ALL SORTS OF UTILITIES SUCH AS WATER AND GAS PIPES FOR LEAKS AND TEMPERATURE CHANGES.

UTILITY POLES AND LINES FOR STRESS, DECAY, AND EQUIPMENT MALFUNCTION.

AROUND A SECURE FACILITY, IT CAN DETECT INTRUSIONS SUCH AS FOOTSTEPS, VEHICLES, DIGS, OR EVEN AN INCOMING DRONE OR UAV.

INDOOR FIBER CAN DETECT GUNSHOTS OR FIRES IN SCHOOLS, SPORTS VENUES, OR OFFICE BUILDINGS, AND REPORT THE EXACT LOCATION OF THE INCIDENT TO FIRST RESPONDERS.

FROM SECURITY AND SAFETY TO MONITORING AND MAINTENANCE, TO DATA GATHERING AND ANALYSIS, THE POSSIBILITIES REALLY ARE ENDLESS.

IN MANY PLACES, FIBER LINES ARE ALREADY IN PLACE, WHICH MEANS NO DIGGER OR INSTALLATION.

WE'RE ALREADY PILOTING MANY OF THESE EXAMPLES WITH LOTS MORE TO COME.

IN FACT, WE'D LIKE TO HEAR YOUR THOUGHTS ABOUT HOW FIBER SENSING COULD ENHANCE YOUR WORLD.

COME PARTNER WITH US AND BECOME PART OF A FUTURE THAT TAKES ADVANTAGE OF THIS TRANSFORMATIONAL TECHNOLOGY.

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>> I'M COMING UP ON 25 YEARS OF SERVICE.

WHEN THE PANDEMIC HIT, IT BECAME EVEN MORE IMPORTANT FOR PEOPLE TO STAY CONNECTED.

>> I HAVE A 3RD GRADE DAUGHTER.

SHE JUST STARTED REMOTE LEARNING.

>> I WAS BORN IN AFGHANISTAN AND GREW UP IN INDIA.

I MOVED TO THE UNITED STATES.

>> DURING THESE TOUGH TIMES I LOST A FAMILY MEMBER TO COVID-19.

>> THE FACE MASK IS A CHALLENGE.

IT'S HARD FOR MY CUSTOMERS TO SEE MY SMILING.

>> IT WAS IMPORTANT TO BE EMPATHETIC DURING THESE TIMES.

>> THEY NEEDED A FAST, RELIABLE NETWORK, AND OF COURSE WE WERE THERE.

>> EVERYONE'S SITUATION IS DIFFERENT, BUT WE'RE ALL EXPERIENCING THE SAME EMOTIONS, SO, IT'S REALLY IMPORTANT TO BE KIND TO EACH OTHER, BECAUSE YOU NEVER KNOW WHAT SOMEONE IS GOING THROUGH.

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>> WHEN I ENTERED TIGER TECH, I WAS LIKE THIS IS NEW, THIS IS EXCITING, THIS IS WHAT I WANT TO DO.

IF I WASN'T EXPOSED TO THAT IN MIDDLE SCHOOL, I PROBABLY WOULD NOT BE MAJORING IN COMPUTER SCIENCE.

>> BEFORE I WAS A TIGER TECH, WHAT I REALLY WANTED TO DO IS I WANTED TO BE THE PRESIDENT OF THE UNITED STATES.

AND I WAS SO DEAD SET ON THAT UNTIL 7TH AND 8TH GRADE MY TIGER TECH CAME AND IT REALLY CHANGED ME.

VERIZON INNOVATIVE LEARNING SHOWED ME WHAT IT'S LIKE TO REALLY BE A LEADER.

>> IT WAS A BIG PUSH.

IT SHOWED ME THE COMPLEXITY OF TECHNOLOGY.

>> AND THE TECHNOLOGY THAT VERIZON HAS PROVIDED FOR US HAS SENT ALL OUR OF STUDENTS IN A DIFFERENT TRAJECTORY.

THE TIGER TECHS WERE ROLE MODELS.

THEY GOT THE IMPORTANCE OF SERVING AND CONTRIBUTING TO THEIR SOCIETY.

>> I WENT BACK TO FDR TO MENTOR THE NEW KIDS AND HELP THEM OUT.

>> HE JUST KNEW HOW TO DEAL WITH THE YOUNGER KIDS IN A PLAYFUL AND ENJOYABLE MANNER SO THEY WERE ENGAGED.

HE'S JUST LIKE NATURAL AT IT.

>> MY BIGGER DREAM FOR MYSELF WOULD BE TO START A SMALL ORGANIZATION THAT PROMOTES WOMEN IN THE STEM FIELD.

>> SHE CAME BACK AND DID A GREAT JOB TALKING TO THEM.

THEY WERE MORE INTERESTED IN THOSE STEM CAREERS AFTER SHE LEFT.

WE NEED ROLE MODELS LIKE MANU FOR ALL OF OUR GIRLS SO THEY CAN SEE THAT IT'S POSSIBLE.

>> MY MAJOR IS ELECTRICAL ENGINEERING BECAUSE EVER SINCE I'VE BEEN A TIGER TECH AT FDR MIDDLE SCHOOL I ALWAYS WANTED TO BE IN TECHNOLOGY.

I CAN TAP INTO STUFF THAT I WANTED TO DO, WHICH IS DESIGN NEW THINGS AND HELP INTEGRATE IT INTO THE NEW WORLD.

>> I WANT TO BE A SURGEON.

IT'S COMPLEX AND YOU'LL NEVER HAVE TWO OF THE SAME HEART.  
>> I WANT TO USE ANY DEGREE IN CYBERSECURITY.  
I WANT TO BE AS IMPACTFUL TO AS MANY GIRLS AS I CAN.  
>> IF YOU GIVE THEM THE OPPORTUNITY AND GIVE THEM THE RESOURCES,  
THEY WILL DO IT.  
THEY WILL RISE TO IT.

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>> HI, I'M CHRIS ROCK.  
OH, IT'S NOT ABOUT ME?  
I GET IT.  
NO, NO, NO.  
ZOOM IN ON IT.  
THE NEW iPhone 12 PRO WITH 5G MEETS VERIZON 5G ULTRA WIDEBAND.  
YOU WANT ME TO TURN IT AROUND?  
POW!  
THIS IS A GAME CHANGER.  
5G JUST GOT REAL, MAN.  
REMEMBER WHEN THE SONG OF THE SUMMER TOOK THE WHOLE SUMMER  
TO DOWNLOAD?  
ONE TIME I WAITED 51 MINUTES FOR JANELLE MONET'S DIRTY COMPUTER TO  
DOWNLOAD.  
THAT'S LONGER THAN THE WHOLE ALBUM!  
BUT THESE 5GS DON'T BLINK.  
VERIZON AND 5G ISN'T PLAYING AROUND.  
NOW REMEMBER WHEN YOU COULD ONLY WATCH THE NFL ON TV?  
REMEMBER WHEN YOU DIDN'T HAVE FIVE DIFFERENT CAMERA ANGLES AND  
REPLAYS?  
FOOTBALL JUST GOT 5G REAL.  
REMEMBER WHEN THE ONLY WAY MULTIPLAYER GAMING WORKED WAS WI-FI.  
BOOM, LEGENDARY FAST WITH VERIZON 5G!  
REMEMBER WHEN YOU FOUND OUT E-SPORTS WAS A REAL THING AND KIDS  
HALF YOUR AGE WERE MAKING TWICE YOUR SALARY.

>> YEP.  
>> REMEMBER WHEN I TELL YOU TO CLEAN YOUR ROOM?  
>> NOPE.  
>> YOU REMEMBER WHEN YOUR ALLOWANCE IS DUE.  
YOU NEVER FORGET THAT.  
iPhone ON VERIZON 5G.  
THIS IS GOING TO CHANGE EVERYTHING!

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>> 5G JUST GOT REAL!  
POW!  
5G ULTRA WIDEBAND.  
NOW IN MORE AND MORE CITIES!

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>> WELCOME TO THE FUTURE OF HOME INTERNET WITH THE UNPRECEDENTED PERFORMANCE OF 5G ULTRA WIDEBAND AND NONE OF THE BAGGAGE OF THE PAST.

THIS IS THE HOME INTERNET THAT CHANGES EVERYTHING.

VERIZON 5G HOME.

>> I'M A VERIZON ENGINEER AND I'M PART OF THE TEAM BUILDING VERIZON'S 5G NETWORK.

TODAY IS A REALLY BIG DAY FOR US.

BECAUSE TODAY WE'RE TURNING ON 5G ACROSS THE COUNTRY AND THIS IS THE 5G AMERICA HAS BEEN WAITING FOR WITH A COVERAGE OF 5G NATIONWIDE.

AND IN MORE AND MORE CITIES THE UNPRECEDENTED PERFORMANCE OF ULTRA WIDEBAND, THE FASTEST 5G IN THE WORLD.

IT'S 25 TIMES FASTER THAN TODAY'S 4G NETWORK.

25 TIMES!

YEAH, IT'S PRETTY INCREDIBLE.

I'M EXCITED ABOUT HOW IT WILL CHANGE YOUR PHONE AND HOW IT WILL CHANGE THE WAY BUSINESSES DO EVERYTHING.

I'M PROUD BECAUSE WE DIDN'T BUILD THIS THE EASY WAY, WE BUILT IT RIGHT.

THIS IS THE 5G AMERICA HAS BEEN WAITING FOR, ONLY FROM VERIZON.

>> WITH DISCOVERY + YOU CAN STREAM YOUR FAVORITE CONTENT FROM YOUR FAVORITE TV BRANDS AND CELEBRITIES.

HG TV, FOOD NETWORK, ANIMAL PLANET, AND MORE.

WHATEVER YOU'RE INTO, YOU'LL FIND IT HERE.

NEW AND EXISTING VERIZON UNLIMITED CUSTOMERS ARE ELIGIBLE TO ENROLL.

IT'S A SAVINGS OF \$6.99 PER MONTH.

TO GET STARTED FROM THE WEB, REGISTER OR SIGN IN FROM MY VERIZON. YOU MUST BE THE ACCOUNT OWNER OR ACCOUNT MANAGER TO CONTINUE WITH ENROLLMENT.

SELECT ADD ONS AND ADD REVIEW.

NEXT CLICK VIEW ALL ADD ONS.

LOOK FOR DISCOVERY + AND CLICK THE GET IT NOW BUTTON TO ENROLL.

CLICK ENROLL IN DISCOVERY +.

IF YOU'D RATHER ENROLL THROUGH THE MY VERIZON APP, OPEN IT UP, TAP THE MORE ICON IN THE BOTTOM RIGHT AND ADD-ONS AND APPS.

YOU'LL BE ASKED TO SIGN IN IF YOU HAVEN'T ALREADY.

LOOK FOR DISCOVERY + AND TAP LEARN MORE.

REVIEW THE DETAILS AND TAP ENROLL.

IT WILL OUTLINE THE DISCOVERY + ACCOUNT CHANGES.

TO CONTINUE WITH ENROLLMENT, REVIEW AND ACCEPT THE TERMS AND CONDITIONS.

TAP CONFIRM.

YOU'LL NOW SEE A CONFIRMATION THAT YOU'RE ENROLLED IN DISCOVERY +.

YOU'RE ALMOST DONE, BUT NOW IT'S TIME TO SET UP YOUR NEW DISCOVERY + ACCOUNT.

TAP DISCOVERY +.

BEGIN BY ENTERING YOUR E-MAIL ADDRESS AND ENTER YOUR PASSWORD.

REVIEW THE AGREEMENT AND TAP CONTINUE.

IF YOU ALREADY HAVE A DISCOVERY + ASSOCIATED WITH YOUR E-MAIL, YOU'LL BE NOTIFIED YOU'RE ABOUT TO ADD A SECOND SUBSCRIPTION.

YOU MAY WANT TO CANCEL YOUR EXISTING SUBSCRIPTION.

YOUR DISCOVERY + ACCOUNT IS NOW GOOD TO DO.

TO START STREAMING, SIMPLY INSTALL OR OPEN IT UP ON YOUR DEVICE AND LOG IN WITH THE CREDENTIALS YOU JUST CREATED.

STREAM WHAT YOU LOVE FROM A LIBRARY OF 55,000 + EPISODES AND NEW IN-SEASON CONTENT ON ALL YOUR DEVICES AT HOME OR ON THE GO.

CHECK OUT OUR HELPFUL FAQ PAGE.

>> INDUSTRY 4.0 IS A GAME CHANGERS.

IT MEANS MACHINES IN THE FACTORY CAN BE SENSORRIZED AND SELF-HEALING.

DIGITAL TWINS CAN BE USED TO AID DESIGN AND CREATE VALUE-ADDED SERVICES SUCH AS REMOTE MAINTENANCE.

THIS DIGITAL MANUFACTURING FUTURE IS BEING ENABLED BY ANOTHER GAME-CHANGING TECHNOLOGY.

5G PRIVATE NETWORKS.

PRIVATE 5G REDUCES BANDWIDTH CONSTRAINTS AND LATENCY, WHICH OPENS THE WAY TO MORE SENSORS, STREAM EMERGENCY DATA IN REALTIME ON EVERYTHING FROM VIBRATION LEVELS, HEAT AND RPMS, TO LIDAR DATA FROM VEHICLES.

AND WITH 5G EDGE COMPUTING, REALTIME PROCESSING CAN HAPPEN WHERE THE BUSINESS HAPPENS.

FOR EXAMPLE, EXECUTE MACHINE AND COMPUTER VISION OUTCOMES LOCALLY TO REALIZE LATENCY AND COST EFFICIENCIES BY AVOIDING A ROUND TRIP TO THE CLOUD.

IT ADDS UP TO THE FREEDOM TO SCALE AND ACCELERATE TOWARDS DIGITAL TRANSFORMATION, BUILDING AVAILABILITY, SAFETY, EFFICIENCY, AND REVENUE.

BUT TO DELIVER ON THE POTENTIAL OF 5G FOR MANUFACTURING, YOU NEED TO FIND A PARTNER WHO CAN HELP YOU GET 5G RIGHT.

VERIZON HAS BEEN A LEADER IN DEVELOPING AND DEPLOYING 5G WITH A LONG TRACK RECORD OF INDUSTRY FIRST.

TODAY, WHATEVER YOUR NEEDS, WE'VE GOT THE EXPERTISE TO HELP YOU PLAN AND IMPLEMENT 5G STRATEGY ACROSS YOUR LOCAL OR GLOBAL OPERATIONS IN A WAY THAT'S SECURE, EASY TO MANAGE, AND INTEGRATE FOR YOUR EXISTING SYSTEM.

TALK TO US ABOUT 5G TODAY.

>> WELCOME TO UP TO SPEED LIVE.

>> UP TO SPEED LIVE.

>> FRIDAY EDITION.  
>> LET'S BRING IN HANS.  
>> WE'RE GOING TO GIVE YOU A FULL UPDATE.  
>> INTRODUCING THE VERIZON VISA CARD.  
>> WE'VE GOT SOME 5G NEWS.  
>> WE'RE TAKING IT TO THE NEXT LEVEL WITH CURB SIDE PICKUP.  
>> WHEN YOU LOOK AT THE QUARTER, THERE'S A LOT TO BE PROUD OF.  
>> THE TEAM IS OUT THERE.  
>> THE WORLD'S FIRST 5G LAPTOP.  
>> THE NOTE 20 IS A PERFECT PHONE FOR WORK AND PLAY.  
>> YESTERDAY WAS THE COMMERCIAL LAUNCH OF 5G LEVEL EDGE COMPUTE.  
>> WHAT MADE ME COMFORTABLE AND I STILL DON'T HAVE TO FEEL AM I GOING BE OSTRACIZED.  
IT'S A GREAT FEELING.  
>> I'VE NEVER WORKED FOR A COMPANY THAT'S AS LOVING AND CARING FOR THEIR EMPLOYEES AS VERIZON IS.  
>> I REALLY GOT INTO THIS BECAUSE I LOVE CONNECTING WITH PEOPLE.  
>> I LITERALLY WROTE MY NEXT BOOK DURING QUARANTINE.  
>> IN EVERY ADVERSITY, THERE'S THE SPEED OF A GREATER OPPORTUNITY.  
>> I'VE BEEN TRYING TO GET INTO THIS VERIZON FAMILY FOR SO LONG.  
>> THE CULTURE HERE AT VERIZON OF RUNNING TO A CRISIS REALLY SHINES IN THESE TIMES.  
>> I WANT OUR BLACK EMPLOYEES TO KNOW THAT THEY MATTER AND THEY ARE VALUED.  
>> WE'VE HAD SOME CHALLENGING TIMES AND THIS HAS LED TO DIFFICULT CONVERSATIONS BUT THEY'RE VERY NECESSARY CONVERSATIONS.  
>> EVERYONE HAS AN OPPORTUNITY TO BE A PART OF THE SOLUTION.  
>> UP TO SPEED IS ONE OF THE HIGHLIGHTS OF THE DAY.  
>> OH MY GOSH.  
WE HAVE TO TELL PEOPLE.  
>> I'M SO EXCITED I ALMOST FORGOT TO TELL YOU MY NAME.  
>> MY NAME IS RAHM, AND I'M THE HEAD OF CONNECTED INFRASTRUCTURE BUSINESS AT HARMON.  
HARMON IS A LEADER IN 5G TECHNOLOGIES IN THE AREA OF EDGE.  
REDIRECT IS A TECHNOLOGY THAT ALLOWS VEHICLES TO TALK TO ITS ENVIRONMENT.  
OTHER VEHICLES, THE ENVIRONMENT.  
IT GIVES YOU INFORMATION ABOUT CONDITIONS AND VEHICLES THAT ARE NOT IN YOUR VISIBILITY AND WE DON'T STOP THERE.  
WE TAKE THE SAME PROTOCOL AND EXTEND IT TO ALSO NOW ENABLE NON-SAFETY USE CASES.  
THIS IS CONSUMER EXPERIENCES, PRODUCTIVITY, STREAMING, AND THAT'S WHERE WE RECEIVE THE BEST VALUE OUT OF WHAT WE CAN ACTUALLY DO.  
THINK OF A SCENARIO WHERE THERE IS A VEHICLE THAT HAS APPLIED A

HARSH BREAK AND YOU ARE SOMEWHERE RIGHT BEHIND IT AND YOU WANT THAT NOTIFICATION TO COME IN SO YOU'RE ABLE TO MAKE THE RIGHT CALL IN REALTIME.

5G IS ONE TECHNOLOGY THAT ALLOWS YOU TO BRING DOWN THE LATENCY AND THEN YOU NEED TO BE CONDUCTING A FAIR AMOUNT OF COMPUTATION IN THE MIND AND THAT'S THE POWER OF EDGE COMPUTING AND SOMETHING THAT CAN HAPPEN WHEN 5G AND EDGE COME ALIVE.

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>> IT'S THE NEW YEAR WITH NEW CHALLENGES AND NEW OPPORTUNITIES. FEW COMPANIES HAVE WHAT WE HAVE TO OFFER. WE ARE A FORCE FOR GROWTH AND A FORCE FOR GOOD AND WE ALWAYS MOVE FORWARD TOGETHER.

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WHEN THE WORLD AROUND US COMES TO A STOP, WE MOVE FORWARD TOGETHER.

WHEN IT COMES TO BEING THERE FOR OUR CUSTOMERS IN NEW WAYS, WE MOVE FORWARD TOGETHER.

WHEN IT COMES TO THE LATEST AND GREATEST PHONE INTERNET ACCESSORIES AND EXPERIENCES, WE MOVE FORWARD TOGETHER.

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WHEN OUR COMMUNITY SEEKS A BRIGHTER, MORE EQUITABLE, MORE INCLUSIVE FUTURE, WE MOVE FORWARD TOGETHER.

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WHEN BUILDING 5G BECOMES THE ONLY WAY DEVELOPERS CAN ACTUALLY DELIVER THE NEXT REVOLUTION, WE MOVE FORWARD TOGETHER.

¶ PUT THEM UP TO THE

>> WE'RE DRIVING A FUTURE OF UNIMAGINABLE POSSIBILITIES. WE'RE SHOWING UP.

WE'RE EXECUTING, WE'RE DELIVERING.

WE ARE THE BEAT.

AND WE ALWAYS MOVE FORWARD TOGETHER.

>> YOU KNOW WHAT TO DO.

PUT THEM UP, PUT THEM UP.

>> PUT THEM UP IN THE SKY.

>> PUT THEM UP, PUT THEM UP.

>> AND WITH THAT, WE SAY HELLO, HAPPY NEW YEAR, 2021.

IT FEELS GOOD TO SAY THAT AND V-TEAM HERE WE ARE.

2020, THINK ABOUT THE KICKOFF FROM LAST YEAR AND HOW FAR WE'VE COME AND SORT OF WHAT WE'VE ACCOMPLISHED.

IT IS TRULY AMAZING.

IT IS SO GREAT TO START THE NEW YEAR WITH ALL OF YOU.

THANK YOU SO MUCH FOR JOINING US FOR A VERY SPECIAL UP TO SPEED

KICKOFF WITH OUR LEADERS AS WE THINK ABOUT WHAT 2021 WILL LOOK LIKE



AND HOW WE WILL CONTINUE TO GO FROM GREAT TO FANTASTIC AND CONTINUE TO GROW.

OF COURSE WE'VE LEARNED A LOT FROM 2020 BUT IT'S TIME NOW TO GROW. SO, WITH THAT IN MIND, LET'S WELCOME ALL OF YOU AND MAKE SURE THAT IF YOU DO HAVE QUESTIONS, GO AHEAD AND SEND THOSE QUESTIONS TO LIVE@VERIZON.COM.

THAT IS THE INBOX THAT WILL BE TAKING YOUR QUESTIONS.

OF COURSE, WE'VE GOT A COUPLE OF PEOPLE ON STANDBY HERE.

LET'S SHOW OUR CROWD OF V-TEAMERS WHO ARE WAVING, SAYING HELLO, HAPPY NEW YEAR.

AND REALLY MAKING SURE THAT WE'VE ANSWERED YOUR QUESTIONS.

WE'LL BE HEARING FROM THOSE V-TEAMERS VERY SOON HERE IN THE Q&A.

AND BY THE WAY, YOU KNOW THAT WE'VE HAD SOME PROMOTIONS HERE TO MAKE SURE THAT IF YOU ARE WATCHING, YOU HAVE AN OPPORTUNITY TO HAVE A LITTLE COFFEE BREAK WITH HANS.

AND YOU CAN START A LATTE WITH HANS.

SORRY FOR THE PUN.

BUT MAKE SURE YOU'RE WATCHING, BECAUSE AT THE END OF THIS WEBCAST WE'LL TELL YOU HOW YOU CAN LAND A LITTLE COFFEE TIME WITH HANS.

WHAT A WONDERFUL SENSE OF ENERGY, RENEWAL, OF A CLEAN SLATE, OF AN OPPORTUNITY FOR ALL OF US TO THINK ABOUT WHAT 2021 WILL LOOK LIKE FOR OUR COMPANY.

WITH THAT, LET'S SEND IT OVER TO HANS.

HANS, HAPPY NEW YEAR TO YOU.

SO GOOD TO BE YOU TODAY.

>> HANS VESTBERG: ANDY, HAPPY NEW YEAR TO YOU AND HAPPY NEW YEAR TO ALL THE V-TEAMERS.

IT'S GREAT TO BE BACK.

AND OF COURSE FOR THE KICKOFF EARLY IN THE YEAR, WE WANT TO GET OUT THERE AND TALK ABOUT OUR PRIORITIES.

BUT FIRST OF ALL, YOU NEED TO SPEND A LITTLE BIT OF TIME ABOUT 2020. 2020, IT'S REALLY HARD TO REFLECT OVER IT.

IT'S A YEAR THAT IS UNPRECEDENTED.

IT WAS OUR 20-YEAR ANNIVERSARY.

THERE WERE THINGS THAT WERE FAR MORE IMPORTANT LIKE THE PANDEMIC, THE RACIAL INJUSTICE, AND THE ECONOMIC DOWNTURN.

EVEN THOSE WE START A NEW YEAR, THOSE THINGS HAVE NOT GONE AWAY.

I WANT TO CAUTION YOU AGAIN, THE PANDEMIC IS CONTINUING TO GROW AND IMPACT PEOPLE IN A HORRIBLE WAY.

BUT THAT OF COURSE WAS VERY MUCH HOW OUR YEAR LOOKED IN 2020 WITH ALL THAT AND MANY OF US WORKING FROM HOME OR WORKING IN NEW PROCEDURES IN THE FIELD OR IN THE STORE.

BUT THEN LOOK AT THE BUSINESS WE'RE CONDUCTING.

I'M REALLY HAPPY WITH THE LAUNCH OF VERIZON 2.0 AS A FUNDAMENTAL WAY OF WORKING, STRUCTURE, AND HOW WE ACT AND BEHAVE BECAUSE

THAT'S HELPED US QUITE A LOT TO ACHIEVE EVERYTHING ELSE DESPITE ALL THOSE CHALLENGES.

IF YOU THINK ABOUT OUR BUSINESS GROUP, VERIZON CONSUMER GROUP, THEY LAUNCHED SEVERAL NEW CHALLENGES EVERYTHING FROM MIX AND MATCH 3.0, DISNEY +.

AND EARLY THIS MORNING, DISCOVERY +.

THERE WAS AN ANNOUNCEMENT ON THE iPhone, 5G.

A LOT OF THINGS WERE HAPPENING IN EXECUTION.

AND THE VERIZON BUSINESS GROUP, THEY WERE ATTENDING CUSTOMERS IN A WIDE ARRAY OF CHALLENGES.

SOME ENTERPRISES NEEDED MUCH MORE EQUIPMENT.

THE SMALL AND MEDIUM BUSINESSES WERE CHALLENGES.

AND OF COURSE THEY CONTINUED DOING PARTNERSHIPS.

ALL THE WAY FROM MOBILE EDGE COMPUTE WITH MICROSOFT, SAP, IBM.

YEAH.

THEY JUST CONTINUE TO GO TO MARKET WITH NEW PARTNERS TO SET THEM UP FOR THE FUTURE.

AND VERIZON MEDIA GROUP, THEY REINVENTED THEMSELVES WITH A LOT OF NEW APPS FOR NFL, NBA, TOGETHER WITH WAL-MART, AND NEW SERVICES AND SO MANY SERVICES THAT PEOPLE WERE LONGING FOR IN THESE TIMES. AT THE SAME TIME, OUR NETWORK TEAM, THEY KEPT THE BEST NETWORK, AND THAT'S IMPORTANT.

THEY ALSO LAUNCH MORE 5G SERVICES AND INSTALLED MORE GEAR THAN WERE EVER DONE BEFORE IN A YEAR OF 2020.

AND AS A COMPANY, WE CONTINUE TO THINK ABOUT OUR SOCIAL RESPONSIBILITY, OUR BUSINESS.

AND I'M PROUD TO WEAR THIS T-SHIRT, THE CITIZEN VERIZON, THAT WE LAUNCHED LAST YEAR, WHICH IS REALLY SUPPORTING THE WAY THAT WE WANT TO SUPPORT SOCIETY, WHICH MANY OF YOU HELPED WITH, AS WELL. WE CONTINUE TO SUPPORT A LOT OF ORGANIZATIONS THAT WERE FIGHTING THE RACIAL INJUSTICE AND WE WILL CONTINUE TO DO SO.

BECAUSE IT'S NOT OVER.

IT WILL CONTINUE.

AND FINALLY, AFTER THE THIRD QUARTER, IT'S IMPORTANT TO SAY OUR FINANCIALS WERE PERFORMING WELL.

ALL OF THAT HAPPENED IN ONE YEAR.

IT'S JUST AMAZING WHAT WE HAVE DONE AS A TEAM, AS AN ORGANIZATION, WHEN WE THINK ABOUT THAT.

AND IT WAS SORT OF SPEAR HEADED AND GUIDED WITH OUR PURPOSE THAT WE CAME OUT WITH FOR A LITTLE BIT MORE THAN ONE YEAR.

SO, THE PURPOSE WE'RE HAVING, OF COURSE, WE CREATE NETWORKS THAT MOVED THE WORLD FORWARD.

THAT IS SO IMPORTANT THAT WE ARE PART OF THAT NERVE SYSTEM TO SEE THAT OUR CONNECTIVITY, OUR NETWORKS THAT WE'RE BUILDING IS ACTUALLY MOVING THIS WORLD FORWARD.

WE DECIDED ALSO IN VERIZON 2.0 TO SEE THAT WE MANAGED THE FOUR STAKEHOLDERS.

THE SHAREHOLDERS, THE CUSTOMERS, THE EMPLOYEES, AND THE SOCIETY. AND WE'RE TALKING VERY IMPORTANT DECISIONS ALREADY IN THE BEGINNING OF MARCH WHEN THIS PANDEMIC BROKE OUT.

WE DECIDED THAT WE ARE GOING TO TAKE LONG-TERM DECISIONS THAT HAVE A POSITIVE IMPACT FOR OUR FOUR STAKEHOLDERS AND WE PRIORITIZE THE V-TEAMERS, THE EMPLOYEES AS THE MOST IMPORTANT. THE SAFETY AND HEALTH FOR ALL THE V-TEAMERS.

THE PURPOSE AND THE STAKEHOLDERS THAT IS CARRYING US INTO 2021, AS WELL, AS A FOUNDATION, HOW WE WANT TO OPERATE IN 2021.

THAT WILL NEVER GO AWAY.

THAT IS SO IMPORTANT.

SO, LET'S LOOK A LITTLE BIT ON OUR PRIORITIES FOR 2021.

THERE ARE NOT SO MANY SURPRISES BECAUSE WE ARE IN EXECUTION MODE.

WE HAVE PUT IN THE ASSETS AND THE STRUCTURE FOR US TO CONTINUE TO EXECUTE WITH ONE REALLY IMPORTANT FOCUS AND THAT'S GROWTH.

AND THE GROWTH WILL COME FROM OUR THAT WILL WE STRENGTHEN AND GROW OUR CORE BUSINESSES.

AND THAT MEANS CONTINUE.

ALL OTHER CORE BUSINESSES HAVE TO CONTINUE THE FLOW RATES WITH VERIZON MEDIA GROUP.

AND CONTINUE TO SEE THAT THE BRAND IS STICKING OUT IN ALL OF THAT.

WE ALSO NEED TO LEVERAGE THE NEW ASSETS THAT WE'RE BUILDING WITH 5G, 5G HOME, 5G MOBILITY, 5G MOBILE EDGE COMPUTE.

THESE MODELS ARE NOW TO FRUITION IN 2021 AND SO IMPORTANT.

AND WE NEED TO FIND NEW MODELS BASED ON ALL THESE OPPORTUNITIES LIKE GOING INTO AREAS LIKE WE DID WITH YAHOO MOBILE, FINDING NEW AREAS OF REMOTE LEARNING THAT WE'RE DOING.

ALL OF THAT TOGETHER SHOULD BUILD OUR GROWTH OPPORTUNITY GOING FORWARD.

AT THE SAME TIME, WE CONTINUE WITH THE HIGH PRIORITY OF OPERATIONAL AND FINANCIAL DISCIPLINE.

ONE OF THE MOST IMPORTANT THINGS THAT WE WANT TO PRESERVE IN VERIZON 2.0.

CONTINUE WITH THAT, BECAUSE THAT GIVES US THE FREEDOM AND FLEXIBILITY TO CONTINUE TO EXECUTE ON OUR STRATEGY AS WE HAVE.

AND FINALLY, AS A FOUNDATION FOR ALL THIS, TO CULTIVATE A PURPOSE-DRIVEN CULTURE.

EVERYTHING FROM A RESPONSIBLE BUSINESS, SEEING THAT WE HAVE THE PULSE SURVEY ALL THE TIME TO LISTEN TO THE V-TEAMERS, WHAT WE CAN DO BETTER IN ORDER TO MAKE THIS PLACE TO BE THE BEST PLACE TO WORK.

THOSE ARE THE FOUR PRIORITIES, WHICH HAVE FIVE DIFFERENT FOCUS

AREAS.

ALL OF THEM YOU RECOGNIZE, BUT THEY'RE SO IMPORTANT THAT THIS IS THE YEAR WHERE WE NOW CAN START EXECUTING ON THESE BECAUSE THEY ARE IN PLACE, INCLUDING THE STRUCTURE AND ASSETS FOR US TO ACTUALLY START GROWING.

FIVE DIFFERENT PRIORITIES WITH THE FOUR FOCUS AREAS.

WITH THAT, I'M GOING TO HAND OVER TO THE BUSINESS LEADERS TO TALK A LITTLE BIT ABOUT THEIR SUPPORTING PRIORITIES THAT ARE GOING TO SUPPORT OVERALL.

AND I'M GOING TO START BY ASKING OUR CEO OF VERIZON BUSINESS GROUP, TAMI, TO TALK ABOUT THEIR PRIORITIES.

TAMI, TAKE IT AWAY.

>> TAMI ERWIN: ALL RIGHT.

THANK YOU VERY MUCH.

AND WOW, IT'S HARD TO BELIEVE ALL OF THAT HAPPENED IN 365 DAYS.

WHAT AN INCREDIBLE YEAR.

AND LET ME JUST SAY A HUGE THANK YOU TO OUR V-TEAMERS AROUND THE GLOBE WHO DELIVERED EXCEPTIONAL PERFORMANCE IN 2020.

AS I THINK ABOUT THE PRIORITIES FOR VERIZON BUSINESS, IT REALLY IS ANCHORED TO THE WAY THAT WE SHOWED UP ON BEHALF OF OUR CUSTOMERS IN 2020 THAT EARNS US THE OPPORTUNITY TO BE A PREFERRED PARTNER IN 2021 AS WE THINK ABOUT OUR PRIORITIES.

YOU KNOWINGS WE START WITH STRENGTHEN AND GROW OUR CORE BUSINESS.

AND I'M GOING TO TIE THAT TO 5G BECAUSE THOSE THINGS REALLY GO HAND IN HAND.

IN 2020, WE REACTED, WE RESPONDED, AND WE REIMAGINED WITH OUR CUSTOMERS WHAT WAS REQUIRED FOR THEIR SUCCESS.

AND WE'RE CONTINUING TO DO THAT AS WE MOVE THROUGH THE VOLATILITY OF COVID.

AND YET, WHAT WE'VE DEMONSTRATED TO OUR CUSTOMERS IS THAT WE ARE THE PREFERRED PARTNER NOT ONLY FOR THEIR REQUIREMENTS TODAY, BUT AS WE THINK ABOUT DEFINING AND LEADING THE WORLD TO 5G. I THINK ABOUT THE WORK THAT KYLE'S TEAM DID TO REALLY MOVE FROM POWER POINT AND PROOF OF CONCEPT TO NOW COMMERCIAL VIABILITY AND SCALABILITY OF 5G SOLUTIONS IN 2021 AND THAT WILL CERTAINLY BE A PRIORITY FOR US.

AS WE THINK ABOUT NUMBER THREE AND NUMBER FOUR HERE, HOW DO WE DELIVER EXCEPTIONAL CUSTOMER EXPERIENCES AND HOW DO WE DELIVER AGAINST OUR V-TEAM PRIORITIES.

THOSE TWO GO HAND IN HAND.

HOW DO WE CREATE BETTER EXPERIENCES FOR EMPLOYEES AND BETTER EXPERIENCES FOR CUSTOMERS SO WE CAN COLLECTIVELY SERVE ALL FOUR OF OUR STAKEHOLDERS.

HANS, YOU TALKED ABOUT THE POWER AND THE IMPORTANCE OF CULTURE.

NOTHING IS MORE IMPORTANT AS WE CONTINUE TO LISTEN, TO LEARN, AND LEAD WITH ACTION ON HOW WE SHOW UP ON EQUALITY, HOW WE SHOW UP ON BEING A TEAM AND LEADING IN THE FORWARD TOGETHER AS A COLLECTIVE V-TEAM.

INCREDIBLE YEAR THAT WE DELIVERED IN 2020.

IT'S ABOUT LEANING IN AND GETTING A FAST START TO 2021 AGAINST THE PRIORITIES THAT WE HAVE AND SERVING ALL OF OUR STAKEHOLDERS AS WE DID IN 2020.

WE'RE EXCITED ABOUT 2021 AND WE'RE COMMITTED TO DELIVERING GREAT RESULTS AS WE LEAD INTO 2021.

RONAN, I'LL TOSS IT TO YOU.

>> RONAN DUNNE: THANK YOU, TAMI.

AND HAPPY NEW YEAR TO EVERYBODY.

REALLY OUR FOCUS IN THE CONSUMER GROUP IS MORE OF THE SAME. WE HAVE A PASSION ABOUT DELIVERING FOR OUR EMPLOYEES AND OUR CUSTOMERS.

AND REALLY WHAT WE WANT TO DO IS LEVERAGE THE CAPABILITIES WE HAVE INSIDE THE BUSINESS TO DELIVER BETTER OUTCOMES FOR CUSTOMERS AND EMPLOYEES.

TO DO THAT, WE WANT TO MAKE SURE THAT THE DISTRIBUTION AND AVAILABILITY OF MOBILITY AND HOME SERVICES IS AS BROAD, AS RICH, AS DEEP, AND WIDE AS THE NETWORKS ON WHICH THEY'RE DELIVERED.

AND THAT REALLY IS TO CHAMPION THE NETWORK ORGANIZATION BY DELIVERING AMAZING EXPERIENCES BECAUSE THAT'S WHAT CUSTOMERS TRULY, TRULY VALUE.

TO DO THAT, WE KNOW THAT WE HAVE TO BRING TO LIFE THE BASIC CAPABILITIES OF BOTH 4G AND 5G, BUT WE NEED TO PACKAGE THEM IN A WAY THAT MAKES THEM EASILY ACCESSIBLE TO CUSTOMERS BY SHOWING UP HOW AND WHERE THEY WOULD EXPECT.

AND THAT IS WHY WE ARE COMMITTED TO CONTINUING OUR DRIVE TO NPS50, HAVING MADE GREAT PROGRESS IN THE LAST SEVEN QUARTERS, WE'RE GOING TO MAKE EVEN MORE PROGRESS IN 2021.

TO DO THAT, WE KNOW WE HAVE TO CHANGE HOW WORK GETS DONE.

IT'S NOT JUST WHAT WORK GETS DONE AND WHERE IT GETS DONE, BUT HOW IT GETS DONE.

AND THAT IS SOMETHING THAT WE BELIEVE WE CAN REALLY LEVERAGE AND SCALE THE CONFIRMATIONAL CAPABILITIES OF AI TO REALLY EMPOWER EVERYONE IN THE ORGANIZATION TO BE DELIVERING BETTER OUTCOMES FOR CUSTOMERS.

AND THAT WILL CREATE A PLATFORM IN WHICH WE BELIEVE THAT OUR EMPLOYEES WILL WIN BECAUSE THEY'LL HAVE MORE OF THE TOOLS TO DO THE JOB, TO SHOW UP HOW AND WHERE OUR CUSTOMERS EXPECT, AND AFFORD US THE OPPORTUNITY TO REALLY USE THAT AS A PLATFORM FOR GROWTH.

THE WINNING FORMULA FOR OUR CUSTOMERS IS VALUES DEFINED BY

QUALITY, EXPERIENCE, AND CHOICE.

AND THE WINNING FORMULA FOR OUR EMPLOYEES, WE KNOW, IS GIVING YOU MORE ACCESS TO MORE OF THE THINGS THAT WILL ALLOW YOU TO BE THE SUCCESS YOU DESERVE TO BE.

THAT'S WHAT OUR WINNING FORMULA IS GOING TO BE IN 2021.

SOUNDS FAMILIAR BECAUSE GUESS WHAT?

2020 LAID THE FOUNDATIONS.

2021 IS HOW WE'LL DELIVER.

SO, LET ME HAND THIS OVER TO GURU.

>> GURU GOWRAPPAN: THANKS, RONAN.

AND HAPPY NEW YEAR, EVERYBODY.

LIKE EVERYONE HERE, WE'RE ALL READY TO TAKE ON 2021 AND REALLY FOCUS ON GROWTH AS THE FOUNDATION THAT WE BUILT IN 2020.

SO, FOR VERIZON MEDIA IN 2021, OUR TOP FIVE PRIORITIES SPAN ACROSS CONSUMER, THEY ADD TO THE PUBLISHER BUSINESS, AND EMPLOYEES AND SOCIETY.

I'LL START BY BRIEFLY TOUCHING ON THE FIRST TWO.

THE FIRST ONE STARTING WITH USER ENGAGEMENT IS A FOCUS ON TOP OF THE FUNNEL, WHICH IS TO REALLY BRING IN MORE USERS AND DELIVER EXPERIENCES THAT ULTIMATELY DRIVE THEM TO INCREASE QUALITY TIME WITHIN OUR ECOSYSTEM, TO LOG IN, TO ULTIMATELY TRANSACT, AND ALSO IMPROVE A LOT OF OUR SEARCH VOLUME AND ENGAGEMENT, WHICH LEADS INTO PRIORITY NUMBER TWO, WHICH IS OUR PAID EXPERIENCES.

YOU KNOW, WE WILL EVOLVE AND ENHANCE OUR CONSUMER JOURNEY HERE THROUGH COMPELLING EXPERIENCES ACROSS COMMERCE, SUBSCRIPTIONS, AND GAMING AND BETTING.

WHEN YOU THINK ABOUT COMMERCE THIS YEAR, WE'RE BUILDING OUT NATIVE SHOPS AND MARKETPLACES AND B2B WHICH WILL CONNECT CUSTOMERS TO COMMERCE DIRECTLY.

AND WE'RE SEEING A CONNECTION BETWEEN ADS.

AND THIS ALL TIES VERY CLOSELY TO SUBSCRIPTION, THE SECOND PART OF THAT, BUILDING OUT A WHOLE NEW HOLISTIC YAHOO ACROSS COMMERCE, FINANCE.

AND GAMING AND BETTING.

NEW PRODUCT ENHANCEMENTS WITHIN SPORTS AND LOOKING TO SCALE MORE AGGRESSIVELY.

AND THE NEXT PRIORITY, NUMBER THREE, IS AROUND ADS BUSINESS. SCALING OUR DEMAND SIDE WITH BETTER PERFORMANCE AND DATA DIFFERENTIATION.

AND ONO BEING A STRONG SOURCE OF SUPPLY AND ALSO HIGH-QUALITY PARTNERS.

AND THAT LEADS TO THE NEXT PRIORITY AROUND GROWTH AND PROFITABILITY.

THIS HAS ALWAYS BEEN A BIG FOCUS FOR US TO DELIVER FOR OUR SHAREHOLDERS.

AND MATT IS ALWAYS HAPPY WHEN HE SEES THIS ON THE LIST.  
STRONG GROWTH AND PROFITABILITY IMPROVEMENTS.  
AND THEN OF COURSE, LAST, BUT NOT LEAST, OUR PRIORITY ON PEOPLE  
AND SOCIETY.  
WE ARE COMMITTED TO FOSTERING A SAFE, DIVERSE, AND ENGAGING  
ENVIRONMENT FOR EMPLOYEES THROUGH EFFORTS LIKE OUR MENTAL  
HEALTH PROGRAM AND MAKING SOCIAL RESPONSIBILITY AN INTEGRAL PART  
OF OUR CULTURE.  
SO, VERY EXCITED FOR WHAT WE ARE TAKING ON AND WHAT WE'RE  
EXECUTING ALREADY IN 2021.  
WITH THAT, I'LL PASS IT TO KYLE.  
>> KYLE MALADY: THANK YOU, GURU.  
AND HAPPY NEW YEAR TO EVERYBODY.  
IT'S GREAT TO BE HERE THIS MORNING.  
FIRST DAY OF WORK FOR A NEW YEAR.  
AND HAPPY TO START BUILDING UPON THE FOUNDATION THAT WE LAID IN  
GN&T LAST YEAR.  
AND YOU CAN SEE OUR PRIORITIES AS THEY COME UP HERE.  
I WANT TO START WITH NUMBER ONE.  
AND THAT'S REALLY MAINTAIN OUR NETWORK LEADERSHIP.  
EVEN THOUGH THE CALENDAR CHANGES, THAT IS FIRST AND FOREMOST  
WHAT WE ARE ALL ABOUT IN GN&T TO MAKE SURE THAT WE GIVE OUR  
CUSTOMERS THE BEST EXPERIENCES, WHETHER IT BE 4G LTE, 5G ULTRA  
WIDEBAND, FIOS, OR ENTERPRISE NETWORKS.  
SO, ALWAYS TOP, FRONT OF MIND FOR US IS MAINTAINING NETWORK  
LEADERSHIP.  
WE HAVE A LOT OF COMPETITORS COMING AFTER US, SPENDING A LOT OF  
MONEY A LOT OF TIME, TRYING TO DETHRONE US.  
THAT IS A YEAR THAT WE'RE GOING TO SEE THAT PICK UP AND WE HAVE TO  
MAINTAIN THAT LEADERSHIP.  
THE NEXT PIECE IS AGGRESSIVELY EXPAND OUR 5G AND MEC  
DEPLOYMENTS.  
WE HAD A REALLY, REALLY GOOD YEAR IN 2020 DEPLOYING OUR ULTRA  
WIDEBAND ON OUR NATIONWIDE 5G, ESPECIALLY THE LAST FEW WEEKS OF  
THE YEAR THE TEAMS REALLY STEPPED UP AND IN DECEMBER WE PUT OUT  
THE MOST 5G ULTRA WIDEBAND SITES HISTORICALLY.  
THAT WAS A GREAT MONTH EVEN WITH THE HOLIDAYS.  
HATS OFF TO EVERYBODY DOING THAT.  
AND WE GOT OUR 10TH MEC INSTALLATION DONE, AS WELL.  
WE'RE GOING TO DOUBLE ON THAT IN 2021.  
FRONT OF MIND AND PARTNERING WITH THE BUSINESS GROUPS SO  
DEVELOPERS CAN UTILIZE WHAT WE'VE PUT OUT THERE AND START COMING  
UP WITH NEW APPLICATIONS TO USE THIS TECHNOLOGY.  
THE NEXT ONE IS, AND RONAN ALLUDED TO THIS IS GTS AND AIMD BECOMING  
A COMPETITIVE DIFFERENTIATOR.

THE TEAMS HAVE RETOOLED THE THEY WORK ARE BECOMING A GREAT DIFFERENTIATOR.

AS AIND HAS COME UP TO SPEED NOW AND GTS, WE REALLY LOOK FOR A GREAT 2021 IN THAT TEAM HELPING THE BUSINESS UNITS.

AS ALWAYS, WE NEED TO DRIVE COST EFFICIENCIES OF WHAT WE DO EVERY DAY.

THE MORE WE CAN SAFE, THE MORE EFFICIENT WE CAN BE, THE MORE NETWORK WE CAN DEPLOY, AND THAT REALLY HELPS WITH PRIORITY NUMBER ONE UP THERE.

AND FINALLY, TALKING ABOUT THE CULTURE, WE HEARD A LITTLE BIT ABOUT THIS.

IT'S CUSTOMERS FIRST.

IT'S ABOUT TEAMWORK.

AND IT'S ABOUT PERSONAL GROWTH.

AND I'M REALLY HAPPY WITH HOW THE TEAMS RESPONDED IN 2020 WITH ALL THE DIFFERENT CURVE BALLS THAT WE HAD.

WE WERE STILL ABLE TO MAINTAIN AND DO OUR STRATEGIC INITIATIVES, IF YOU WILL, WHILE KEEPING THE BUSINESS RUNNING THROUGH HURRICANES AND FIRES AND PANDEMICS.

WE HAD A GREAT 2020.

HOPEFULLY THINGS WILL LIGHTEN UP AND BECOME MORE BAU IN 2021 AND WE'LL BE ABLE TO PROVIDE EVEN MORE FOCUS ON THESE ITEMS.

WITH THAT, I'LL PASS IT OVER TO YOU, ANDY, AND I THINK WE'RE GETTING SOME Q&A.

>> THAT'S RIGHT, KYLE.

THANK YOU VERY MUCH AND THANK YOU TO OUR LEADERS AND HAPPY NEW YEAR TO ALL OF YOU.

THANK YOU FOR LAYING OUT THE NEW YEAR FOR 2021.

Q&A, WE DO HAVE A COUPLE OF PEOPLE ON VIDEO WHO WANTED TO ASK YOUR QUESTIONS DIRECTLY FROM VIDEO.

BUT IF YOU HAVE QUESTIONS, SEND THEM OVER TO LIVE@VERIZON.COM.

WE'RE TAKING A LOOK AT THOSE QUESTIONS, AS WELL.

WE'LL START WITH MR. MATT ELLIS.

>> HAPPY NEW YEAR.

THIS IS DON FROM LAKE MARY, FLORIDA.

MY QUESTION TODAY IS FOR MR. MATT ELLIS.

WITH COVID-19 CONTINUING ON INTO 2021, HOW DO YOU BELIEVE IT WILL IMPACT OUR OVERALL FINANCIAL PERFORMANCE AND OUR ABILITY TO MEET EXPENSE REDUCTION GOALS?

>> MATT ELLIS: HAPPY NEW YEAR, DANTE, HAPPY NEW YEAR TO EVERYONE ELSE AND THAT'S A GREAT LOOKING SHIRT YOU'RE WEARING THERE.

TWO QUESTIONS THERE.

YOU SPOKE ABOUT FINANCIAL PERFORMANCE AND ALSO THE COST SAVINGS PIECE.

LET'S BREAK THOSE APART.



ON THE FINANCIAL PERFORMANCE SIDE, CERTAINLY COVID HAD AN INITIAL IMPACT ON US, BUT THEN I THINK YOU SAW THE IMPACT OF A COUPLE OF THINGS ABOUT LARGE PARTS OF OUR BUSINESS.

A LOT OF OUR BUSINESS IS A SUBSCRIPTION-MODEL BUSINESS, AS OPPOSED TO TRANSACTION BASED.

AND SECONDLY, WE'VE GOT PRODUCTS AND SERVICES THAT CUSTOMERS WANT ESPECIALLY AT A TIME LIKE THIS.

AND YOU SAW THAT SHOW UP IN THE THIRD QUARTER WHEN WE GOT BACK TO EARNINGS EVEN WITH THE COVID HEADWINDS BEING FLAT YEAR OVER YEAR IN THE THIRD QUARTER AND THEN WE SPOKE POSITIVELY ABOUT OUR VIEW FOR THE FOURTH QUARTER.

I WOULD EXPECT THAT TO CARRY OVER TO 2021.

I'M EXPECTING A STRONG YEAR OF FINANCIAL PERFORMANCE.

YOU HEARD ALL THE OTHER LEADERS SPEAK ABOUT. THAT IT'S IMPORTANT THAT WE DO THAT.

WE'RE IN A GREAT PLACE WHERE WE HAVE THE ABILITY TO EXPECT OR TO DO THAT.

CERTAINLY THE THING WE'LL PAY MOST ATTENTION TO IS THE ABILITY OF OUR CUSTOMERS, WHETHER THAT BE CONSUMERS OR BUSINESSES, TO CONTINUE TO HAVE, YOU KNOW, YOU THINK ABOUT THE MACROECONOMIC ENVIRONMENT.

HANS TOUCHED ON THAT FRONT.

THE ABILITY THERE.

SO, WE'LL PAY CLOSE ATTENTION TO THAT, BUT I'M EXPECTING ANOTHER YEAR OF STRONG FINANCIAL PERFORMANCE EVEN AS WE CONTINUE TO DEAL WITH THE PANDEMIC.

THE SECOND PART OF YOUR QUESTION ABOUT THE ABILITY TO CONTINUE TO FOCUS ON OUR EXPENSE REDUCTION GOALS EVEN WHILE WE'RE DEALING WITH THE PANDEMIC HERE, AND I WOULD SAY IF ANYTHING, THE PANDEMIC I THINK HAS OPENED UP OUR LENS IN TERMS OF THE ART OF THE POSSIBLE AND THE COST REDUCTION SIDE.

SOME OF THE THINGS THAT IT MIGHT HAVE TAKEN US A LONG TIME TO THINK ABOUT DOING OR BEING WILLING TO DO, YOU SEE HOW QUICKLY REACTED LAST YEAR TO DIFFERENT THINGS IN A NUMBER OF DIFFERENT AREAS.

AND I THINK IT'S REALLY IMPORTANT AS WE WORK OUR WAY THROUGH THIS YEAR, HOPEFULLY WE GET TO A MUCH BETTER PLACE FROM A PANDEMIC STANDPOINT THAT WE DON'T LOSE THE ABILITY TO MOVE FAST, TO MOVE SWIFTLY, AND TO BE ABLE TO THINK AT A WIDER LEVEL ABOUT WHAT MIGHT BE POSSIBLE.

AND YOU HEARD KYLE JUST MENTION IT.

EVERY DOLLAR THAT WE SAVE IN OUR CORE RUNNING OF THE BUSINESS, THAT'S A DOLLAR THAT WE CAN PUT INTO BUILDING MORE NETWORKS OR INVESTING IN THE CUSTOMER EXPERIENCE IMPROVEMENTS YOU HEARD TAMI OR RONAN TALK ABOUT, OR BRINGING NEW PRODUCTS AND SERVICE TO MARKET TO GET TO THE GROWTH THAT YOU HEARD HANS TALK ABOUT.

CONTINUING TO FIND THOSE PLACES WHERE WE CAN SAVE MONEY IN HOW WE DO BUSINESS TODAY IS INCREDIBLY IMPORTANT AS WE GO FORWARD. IF ANYTHING, COVID JUST BROADENS OUR LENS OF WHAT'S POSSIBLE AS WE THINK ABOUT THAT.

I'M VERY EXCITED ABOUT COST REDUCTIONS IN 2021.

I'M VERY EXCITED ABOUT OUR FINANCIAL PERFORMANCE OPPORTUNITIES FOR THE YEAR.

SO, WITH THAT, ANDY, I'LL HAND IT BACK TO YOU.

>> ANDY CHOI: THANK YOU, MATT.

AND THANK YOU TO OUR FINANCE TEAM FOR AS YOU MENTIONED, DESPITE 2020, WE CONTINUE TO SUCCEED AND CONTINUE TO GROW.

OUR NEXT QUESTION HERE IS FOR CHRISTY.

OBVIOUSLY WE'RE GETTING A LOT OF QUESTIONS ABOUT WHAT IT MEANS TO WORK FROM HOME AND WHAT THE FUTURE OF THAT MEANS IN 2021.

CHRISTY, LET'S TAKE A LOOK AT THIS NEXT QUESTION.

>> HI, CHRISTY.

YOU MENTIONED WE ARE CONTINUING TO OPERATE IN OUR CURRENT ADJUSTED STATE THROUGH MARCH.

WHAT IS OUR OUTLOOK FOR THE FUTURE OF VERIZON AND HOW WE WILL WORK MOVING FORWARD?

>> CHRISTY PAMBIANCHI: THANKS FOR THAT QUESTION.

I THINK THAT'S A QUESTION THAT IS ON A LOT OF EMPLOYEES' MINDS.

EXCITED TO HAVE THE OPPORTUNITY TO OFFER TWO COMMENTS TODAY.

I THINK TWO THINGS I'D SAY, FIRST, THE CORONAVIRUS IS OBVIOUSLY STILL VERY ACTIVE AND SPREADING THROUGHOUT MANY REGIONS OF THE WORLD. WE THOUGHT IT WAS VERY IMPORTANT AS A VLC TO MAKE SURE EMPLOYEES KNEW WE WANTED TO STAY USING ALL OF OUR CURRENT PROTOCOLS AND PRACTICES RIGHT NOW SO THAT WE COULD HAVE MAXIMUM SAFETY FOR ALL OF OUR EMPLOYEES.

BUT WE ALSO KNOW, AND I THINK MATT JUST REFERENCED THIS, WE LEARNED SO MANY EXCITING THINGS AND WE'VE DEVELOPED SO MANY NEW WAYS OF WORKING THROUGHOUT THIS PERIOD OF TIME THAT WE'RE LOOKING TO MAKE SURE THAT WE COULD CAPTURE THOSE AND THINK ABOUT WHAT ROLE THEY'LL PLAY IN OUR FUTURE WORKING ENVIRONMENT HERE AT VERIZON.

AS WE NEAR THE END OF THE FIRST QUARTER, WE'RE EXPECTING THAT THERE WILL BE A LOT MORE PUBLICLY AVAILABLE INFORMATION ABOUT VACCINES, ABOUT VACCINE DISTRIBUTION WORLDWIDE AND WE'LL HAVE A LOT MORE INSIGHT INTO HOW WE'LL BE ABLE TO SAFELY CONTINUE TO REOPEN AS SOCIETIES AROUND THE WORLD AND THAT WILL THEN PLAY INTO HOW WE CAN THINK ABOUT OUR FUTURE OF WORK.

AND STAY TUNED.

A LOT OF EXCITING WORK GOING ON AND OUR CURRENT FOCUS IS ON EMPLOYEE SAFETY AND HEALTH.

>> ANDY CHOI: THANK YOU.

NO SURPRISE, OUR CURRENT LIVE INBOX WE'RE GETTING QUESTIONS ABOUT COVID AND HOW TO NAVIGATE ABOUT 2021.

RATHER THAN TAKE THE ENTIRE TIME, CHRISTY, IF YOU'RE AVAILABLE, MONDAY, UP TO SPEED, WE'D LOVE TO HAVE YOU ANSWER THOSE QUESTIONS AS YOUR TEAM CONTINUES TO TACKLE WHAT'S AHEAD. ARE YOU DOWN FOR A LITTLE MONDAY APPOINTMENT FOR US?

>> CHRISTY PAMBIANCHI: THAT SOUNDS LIKE A PLAN, ANDY. LOOKING FORWARD TO IT.

>> ANDY CHOI: THANK YOU.

AND CHRISTY WILL BE JOINING US NEXT MONDAY ON UP TO SPEED AT NOON EASTERN.

THANK YOU FOR THAT.

THIS NEXT QUESTION HERE, WE'RE GOING TO SEND IT BACK TO OUR CEO, HANS VESTBERG, HERE.

OUR BIGGEST ACHIEVEMENT IN 2021 IS THE NEXT QUESTION TOPIC HERE. LET'S GO AHEAD AND TAKE A LOOK AT THAT QUESTION.

>> 2020 WAS A ROUGH YEAR BUT VERIZON STILL MOVED FORWARD. WITH THE OBSTACLE OF 2020 BEHIND US, WHAT DO YOU THINK IS GOING TO BE VERIZON'S BIGGEST ACHIEVEMENT IN 2021?

>> HANS VESTBERG: HEY, DAVE.

GREAT QUESTION.

LET'S TRY TO GET A LITTLE BIT OF A ROUND UP OF WHAT YOU HEARD FROM THE BUSINESS LEADERS.

WE HAVE A PRETTY LOCKED DOWN PLAN FOR NEXT YEAR WITH A LOT OF FOCUS ON GROWTH BASED ON WHAT WE HAVE AND WHAT WE'RE DEVELOPING WITH NEW OPPORTUNITIES.

THAT WILL CONTINUE.

THAT ALSO MEANS THAT A LOT OF THINGS THAT WE WILL SEE THIS YEAR IN 2021 IS CONTINUED CHANGE.

WE WILL CONTINUE TO CHANGE TO SERVE OUR CUSTOMERS IN A BETTER WAY SO WE ACTUALLY CAN SERVE ALL OF OUR STAKEHOLDERS IN A BETTER WAY.

THAT WILL HAPPEN IN 2021.

BUT IF YOU'RE ASKING ME FOR ONE THING, IT'S HARD, BUT IF YOU ASK ME FOR TWO THINGS, I WILL TRY.

THE TWO THINGS, NUMBER ONE WOULD BE THE SAFETY AND HEALTH OF ALL THE V-TEAMERS.

THAT'S SORT OF THE NUMBER ONE TARGET AND GOAL.

THE SECOND IS GROWTH.

WE WANT TO GET BACK TO GROWTH.

WE HAVE GEARED UP THIS COMPANY NOW SINCE VERIZON 2.0.

WE HAVE DONE ALL THE INVESTMENTS IN THE STRUCTURE, IN THE NETWORK, IN THE TRAINING, EVERYTHING THAT WE HAVE DONE IN THE LAST COUPLE OF YEARS IS TO GET THERE FOR GROWTH.

TAMI, GURU, AND RONAN HAVE ALL THE PLANS.

KYLE HAS THE PLANS TO SUPPORT THEM.

I CAN TELL YOU ALL THE CORPORATE LEADERS IN THE STAFF FUNCTION ALSO HAVE THE PLANS SUPPORTING IT.

SO, IT'S VERY IMPORTANT THAT WE HAVE THAT TOGETHER.

BUT THOSE WOULD BE THE ACHIEVEMENTS THAT WE'RE LOOKING TOWARD CLOSING THE YEAR OF 2021, WHICH IS NOW FAR AWAY AS WE START THE YEAR.

BACK TO YOU.

>> ANDY CHOI: THANK YOU.

WE'LL START WITH TAMI AND OF COURSE 5G A BIG PART OF OUR GROWTH AND OUR NARRATIVE FOR 2021 AND THIS HAS TO DO WITH EDGE COMPUTING. AN EXCITING SPACE FOR US AS WE HEAD INTO THE NEW YEAR.

TAMI, THIS QUESTION IS FOR YOU.

LET'S HEAR A LITTLE BIT MORE ABOUT THAT.

>> HELLO.

I'M FROM ENTERPRISE SOLUTIONS.

WHAT I WAS WONDERING IS HEARING A LOT ABOUT NETWORK AS A SERVICE FROM SOME OF OUR RECENT DEALS, AND OF COURSE 5G EDGE WILL PLAY A ROLE HERE, AS WELL.

WHAT DO YOU EXPECT FROM BUSINESSES OF ALL SIZES IN THIS SPACE THIS YEAR?

THANK YOU.

>> TAMI ERWIN: THANK YOU SO MUCH FOR THAT QUESTION.

AND AS WE THINK ABOUT 2021 AND WE THINK ABOUT NETWORK AS A SERVICE AND WE THINK ABOUT 5G CAPABILITIES, THOSE REALLY GO HAND IN HAND AS WE THINK ABOUT HOW DO WE MEET THE REQUIREMENTS THAT CUSTOMERS HAVE.

YOU KNOW, AT THE VERY END OF THE YEAR, WE ANNOUNCED A BIG WIN, THE BIGGEST NETWORK AS A SERVICE CONTRACT THAT WE'VE HAD WITH WALGREENS.

A HUGE SHOUT OUT TO MAXIMO AND SAMPATH, AND THE TEAM WHO DID THAT DEAL.

OUR CUSTOMERS NOW UNDERSTAND MORE THAN EVER THE POWER OF CONNECTIVITY.

AS WE NOW BUILD ABOVE CONNECTIVITY, WE HAVE THE ABILITY TO OFFER EDGE COMPUTE, AND THROUGH OUR PARTNERSHIPS, WE'VE NEVER BEEN BETTER POSITIONED THAN WE ARE TODAY TO BUILD NETWORK AS A SERVICE TO BUILD ON TOP OF NETWORK TO REALLY DELIVER THE KINDS OF SOLUTIONS AND CAPABILITIES THAT WE'RE HEARING FROM CUSTOMERS AROUND THE WORLD ARE SO ESSENTIAL FOR THEM AS THEY REDEFINE THEIR BUSINESS IN A POST-COVID ENVIRONMENT.

SO, AS WE THINK ABOUT BEING THEIR PARTNER OF CHOICE THROUGH A REALTIME TRANSFORMATION, NETWORK AS A SERVICE, 5G, AND OUR GLOBAL LEADERSHIP WILL PLAY CRITICAL ROLES IN HOW WE MEET THE NEEDS OF THOSE CUSTOMERS.

AND THE REASON THAT WE'RE BEING IDENTIFIED AS THE PARTNER OF CHOICE FOR OUR CUSTOMERS AS WE THINK ABOUT THEIR DIGITAL TRANSFORMATION JOURNEY.

REALLY EXCITED ABOUT WHERE WE FIND OURSELVES AS WE ENTER 2021 AND A HUGE SHOUT OUT AND A THANK YOU TO KYLE AND HIS TEAM FOR THE NETWORKS THAT THEY BUILT AND DELIVER EVERY SINGLE DAY FOR OUR CUSTOMERS THAT ALLOW US TO SELL THOSE KINDS OF SOLUTIONS.

ANDY, BACK TO YOU.

>> ANDY CHOI: LET'S CHECK IN WITH HANS NOW.

I KNOW THIS IS A HUGE, HUGE NARRATIVE, AND I WANT TO MAKE SURE HANS HAS SOME TIME TO TALK ABOUT WHAT THIS MEANS.

WHAT THIS 5G EDGE SPACE MEANS FOR US AND REALLY MAKING SURE THAT BUSINESSES ALL OVER THE WORLD KNOW THAT THIS IS WHAT MATTERS TO US AND EVERYONE OUT THERE IN THE BUSINESS WORLD.

>> HANS VESTBERG: ANDY, THANK YOU.

AND TAMI, EXCELLENT.

I THINK THAT WE TALKED ABOUT THIS LAST YEAR.

WE TALKED ABOUT THE FIVE VECTORS OF GROWTH BASED ON THE NETWORK AS SERVICE.

THIS IS SO FUNDAMENTAL FOR GROWTH.

I JUST WANT TO CHIME IN AND SUPPORT TAMI IN EXACTLY HOW SHE IS DESCRIBING IT.

I WANT TO TALK ABOUT ONE THING, NETWORK AS A SERVICE, IT STARTED AS SOMETHING CALLED VERIZON INTELLIGENT EDGE NETWORK.

A BUILD OF A NETWORK THAT NOBODY ELSE IS BUILDING IN THE MARKET AND THAT IS SO UNIQUE FOR US.

THAT STARTED ALREADY IN 2017.

FOR THOSE WHO HAVE GOOD MEMORIES, WHICH I HAVE, THAT WAS THE FUNDAMENTAL START.

WE WANTED TO PUT IT IN PERSPECTIVE OF HOW LONG WE'RE WORKING ON THIS.

HOW CRITICAL AND DIFFERENTIATED THAT IS COMPARED TO WHAT EVERYBODY ELSE IS BUILDING IN THE MARKET.

AND THAT MAKES OUR STRATEGY SO FUNDAMENTALLY STRONG GOING INTO 2021.

>> ANDY CHOI: EXCELLENT, HANS.

THANK YOU.

AND TAMI, THANK YOU.

AND THIS IS ONE OF THOSE IDEAS THAT WE'VE BEEN WORKING ON FOR A LONG TIME, BUT NOW HERE WE ARE, THE WORLD IS NOW COMING TO US. AND SPEAKING OF WAYS THAT THE WORLD IS COMING TO US, LET'S TALK ABOUT OUR PARTNERSHIPS.

THIS QUESTION IS FOR RONAN.

WE'VE HAD AN AMAZING YEAR OF PARTNERSHIPS SO FAR IN THE LAST COUPLE YEARS.

AND THIS QUESTION IS FOCUSED ON WHAT PARTNERSHIPS LOOK LIKE FOR NEXT YEAR.

RONAN, THIS QUESTION IS FOR YOU.

>> WHY ARE PARTNERSHIPS LIKE DISNEY AND DISCOVERY + SO IMPORTANT TO OUR BRAND?

AND WILL WE SEE MORE IN 2021?

>> RONAN DUNNE: GREAT QUESTION.

I THINK, I BREAK IT INTO TWO CRITICAL PARTS.

THE FIRST IS FOR PARTNERSHIPS TO BE IMPORTANT, NOT ONLY DO THEY HAVE TO DELIVER SOME VALUE FOR THE CUSTOMER, BUT THEY HAVE TO DELIVER VALUE FOR THE PARTNERS THEMSELVES.

WHAT YOU'VE HEARD, WHETHER IT'S EDGE COMPUTE OR THE OTHER THINGS YOU'RE HEARING IS THAT VERIZON IS NOW SHOWING UP AND IT'S DEFINING THE ECOSYSTEM IN WHICH NOT JUST WE OPERATE, BUT MAJOR BRANDS ALL AROUND THE WORLD OPERATE.

AND THAT'S WHAT'S SO IMPORTANT ABOUT PARTNERSHIPS ABOUT DISNEY AND DISCOVERY AND MANY MORE TO COME.

DELIGHTED THAT WE LAUNCHED DISCOVERY + THIS MORNING.

BUT ALSO IN THE AREA OF GAMING WHERE WE HAVE LEAGUE OF LEGENDS, OTHERS, TWITCH, MANY OF THOSE ARE ENABLED BY US HAVING SUPERIOR NETWORK CAPABILITIES BOTH IN 4G AND EDGE COMPUTING.

WE'RE LEVERAGING VERIZON'S ASSETS AND THEN IDENTIFYING PARTNERSHIP OPPORTUNITIES THAT BRING THE CAPABILITIES TO LIFE IN A WAY THAT ADDS VALUE TO OUR CUSTOMERS.

YOU'VE HEARD ME DEFINE VALUE AS BEING QUALITY, EXPERIENCE, AND CHOICE.

SO, WHAT I WOULD SAY TO YOU IS MORE TO COME, BUT IT WILL BE A SMALL NUMBER OF CAREFULLY SELECTED PARTNERSHIPS.

EXCITED FOR WHAT WE'VE DONE AND EQUALLY EXCITED FOR WHAT'S TO COME.

THANK YOU.

>> ANDY CHOI: THANK YOU, RONAN, AND A HUGE WIN OF COURSE TO OUR CONSUMERS.

THANK YOU TO THE CONSUMER TEAM FOR ALL THE HARD WORK IN 2020, ALL THE GREAT PARTNERSHIPS AND MORE TO COME IN 2021.

OUR NEXT QUESTION HERE IS FOR GURU.

LET'S TALK MORE ABOUT VERIZON MEDIA AND THE PLATFORMS THAT OUR CONSUMERS ARE USING IN 2021 AND WHAT THAT MEANS WHEN IT COMES TO ACTIVATIONS.

GURU, THIS QUESTION IS FOR YOU.

>> HI, LORNA MORGAN HERE IN THE DUBLIN OFFICE IN IRELAND.

WHAT IS VERIZON MEDIA GROUP DOING IN 2021 TO OFFER CONSUMERS A CUSTOM EXPERIENCE.

>> GURU GOWRAPPAN: THANK YOU LORNA FOR THAT QUESTION.

WE HAVE A NUMBER OF IMPORTANT PRODUCT INITIATIVES COMING

FORWARD THIS YEAR WITH THE PURPOSE OF OFFERING A CUSTOM EXPERIENCE.

LET ME SPEAK TO A FEW.

THE FIRST ONE IS WHAT WE CALL NEXT GEN YAHOO, WHICH IS AN EVOLUTION FROM BEING A STREAM OF CONTENT AND ADS TO BEING A PERSONALIZED AND CUSTOMIZABLE UTILITY EXPERIENCE THAT CONNECTS ALL THE CONSUMERS OR USERS TO THE BEST WE HAVE TO OFFER ACROSS THE NETWORK.

AND THE GOAL OF NEXT GEN YAHOO IS TO ENGAGE IN OUR MOST VALUABLE USERS WITH CONTENT AND A FRONT DOOR TO A CONNECTED ECOSYSTEM AND ALSO PROVIDING A PLATFORM TO LAUNCH NEW PRODUCTS AND NEW CATEGORIES AS WE KEEP EXPANDING THAT INTO OTHER PASSION AREAS FOR OUR CONSUMERS, AND ALSO OF COURSE DELIVERING ON THE PROMISE OF A HYPER PERSONALIZED YAHOO WITH ENABLING UP SELL INTO COMMERCE AND SUBSCRIPTIONS THAT I MENTIONED EARLIER IN TERMS OF PRIORITIES.

WE ARE REALLY FOCUSED ON WHAT NEXT-GEN YAHOO AND OTHER EXPERIENCES WILL DO.

IT'S REALLY FOCUSING ON DRIVING FUNNEL CONVERSION ACROSS COMMERCE SO USERS AREN'T JUST COMING TO OUR PROPERTIES FOR MEDIA AND CONTENT BUT ALSO TO SHOP AND SUBSCRIBE AND BET ALL IN ONE ECOSYSTEM.

AND LASTLY, THE KEY TO DEVELOPING CUSTOM PERSONALIZED EXPERIENCES TO FULLY UNDERSTAND WHAT THE UNDERLYING USER WANTS AND NEEDS AND THE RECENT PARTNERSHIP WITH ADOBE THAT WE DID WILL IN TURN ALLOW US TO DRIVE CONVERSION WITHIN OUR CLOUD SEGMENTS. AND THE IDEA IS TO REALLY MOVE CONSUMERS ACROSS THE FIVE COHORTS BASED ON THEIR LEVEL OF ENGAGEMENT.

REALLY EXCITED TO SEE THAT.

A LOT OF WORK GOING AROUND WITH NEXT GEN YAHOO.

AND I'M HOPING EVERYBODY HERE GETS TO TRY THAT SOON.

>> THAT'S A GREAT PRODUCT QUESTION WITH A GREAT PRODUCT ANSWER, GURU.

THANK YOU VERY MUCH.

AND IT'S GREAT TO SEE THAT AS THE KNOWLEDGE BASE OF OUR CONSUMERS GROW, WE CONTINUE TO GROW WITH THEM.

SO, THANK YOU VERY MUCH TO YOU AND THE VERIZON MEDIA TEAM.

SPEAKING OF GROWTH, LET'S KEEP TALKING 5G AND LET'S TALK ABOUT OUR NETWORK.

AND THIS QUESTION IS FOR YOU, KYLE, OF COURSE.

5G.

SOMETHING WE SHOULD ALL BE THINKING ABOUT.

SO, LET'S TAKE A LOOK AT THIS NEXT QUESTION.

>> HOW IS VERIZON'S 5G BETTER THAN THE COMPETITION?

AND WHAT ARE THE UPCOMING PLANS FOR 5G IN 2021?

>> KYLE MALADY: THANK YOU SO MUCH FOR THE QUESTION.  
THE OBVIOUS ANSWER IS OUR ULTRA WIDEBAND, 5G ULTRA WIDEBAND IS  
THE FASTEST IN THE WORLD.  
IT'S THE CUTTING-EDGE 5G.  
IT'S THE 5G THAT WE'VE ALL THOUGHT ABOUT AND WORKED SO HARD TO PUT  
OUT THERE AND IT IS A GAME CHANGER IN TERMS OF THE TECHNOLOGY BUT  
I THINK AS SOME OTHERS HAVE SAID, IT'S NOT THE WHOLE STORY.  
ALL THE THINGS WE'RE DOING VIRTUALIZING OUR NETWORK AND THEN COME  
BACK TO WHAT PEOPLE REALLY CARE ABOUT.  
THEY CARE ABOUT HAVING COVERAGE.  
THEY CARE ABOUT RELIABILITY.  
IF YOU GO BACK TO LAST YEAR AND ALL THE DIFFERENT HURRICANES AND  
ALL THE DIFFERENT THINGS THAT OCCURRED, VERIZON IS ALWAYS THERE  
AND WE MAKE SURE THAT WHEN PEOPLE NEED THE SERVICE IT'S UP AND  
RUNNING YET.  
IT'S REALLY ABOUT MAINTAINING OUR NETWORK LEADERSHIP.  
IT'S ABOUT SCALING THE 5G.  
WE'RE GOING TO BUILD MORE AND MORE AND MORE.  
IT'S GOING TO GET OUT THERE MORE AND MORE AND MORE.  
I'M REALLY EXCITED TO SEE WHEN COVID STARTS LOOSENING UP AND  
PEOPLE START GETTING BACK TO CONCERTS AND SPORTING EVENTS,  
PEOPLE ARE REALLY GOING TO BE ABLE TO ENJOY AND SEE FOR  
THEMSELVES REALLY THE DIFFERENCE WHAT A 5G ULTRA WIDEBAND  
SERVICE CAN BRING THEM IN TERMS OF APPLICATIONS AND THINGS THAT  
THEY CAN DO WITH THEIR DEVICE.  
5G FROM THIS YEAR, IT'S ABOUT EXPANDING IT AT A BREAKNECK PACE,  
OPTIMIZING IT AS BEST WE CAN AND WORKING WITH OUR PARTNERS TO  
MAKE SURE NEW AND GOOD APPLICATIONS CAN RUN ON OUR NETWORKS  
THAT OUR CUSTOMERS CAN ENJOY.  
THANKS FOR THE QUESTION.

>> ANDY CHOI: THANK YOU, KYLE.  
IT'S WONDERFUL TO SEE THE GROWTH.  
YOU MENTIONED IN YOUR PRIORITIES CULTURE, NUMBER FIVE.  
YOU'VE DONE SO MUCH TO MAKE CULTURE A PRIORITY AND WE'VE SEEN  
THAT IN THE SPOTS REGARDING OUR 5G NETWORK ENGINEERS.  
WHAT A GREAT CAMPAIGN THAT WAS.  
SPEAKING OF THAT, LET'S GO TO OUR BRAND LEADER, DIEGO.  
WE HAVE A LIVE QUESTION COMING IN FROM THE INBOX.  
THIS IS ABOUT DRIVING BRAND LEADERSHIP.  
HOW DO WE DRIVE BRAND LEADERSHIP GOING IN AND CONQUERING 2021?  
>> DIEGO SCOTTI: ANDY, THANK YOU FOR THE QUESTION.  
A BIG THANKS, LET ME START WITH THAT, TO ALL THE MARKETERS IN THE  
COMPANY FOR A GREAT, GREAT YEAR IN 2020.  
WE ENDED THE YEAR WITH A LEADERSHIP POSITION IN THE MARKETPLACE.  
WE ENDED THE YEAR WITH OUR BRAND BEING AS STRONG AS IT'S EVER



BEEN.

THAT IS A RESULT OF ALL THE WORK THAT THIS TEAM PUT IN PLACE.  
BUT MOST IMPORTANTLY WAS THE FACT THAT WE DEFINED THE CATEGORY  
IN 2020.

THAT MEANS THEY'RE STAYING TOP OF MIND AND LEADING THE  
CONVERSATION.

BUT IT NEEDS TO STAY IN THE HEAD OF COMPETITORS.

AND I TELL YOU EVEN WITH ALL OF THE HEADWINDS THAT WE HAD LAST YEAR  
WE ENDED AT THE TOP BECAUSE WE BELIEVE IN CLARITY AND CONTINUED  
EXECUTING IT.

TRUST AND INNOVATION, EVERYTHING THAT WE DO IN THE BUSINESS NEEDS  
TO BE ABOUT DRIVING TRUST AND INNOVATION.

AND I THINK THAT WAS THE SECRET OF THE SUCCESS.

I THINK AS I LOOK INTO 2020 AND HOW DO WE CONTINUE THAT BRAND  
LEADERSHIP A COUPLE OF THINGS.

THE ROLE OF MARKETING IS TO DRIVE GROWTH.

SO, WE HAVE TO START WITH DIFFERENTIATING THE VALUE PROPOSITIONS  
OF OUR BUSINESS GROUPS.

THE CONSUMER BUSINESS, THE BUSINESS GROUP, AND ALSO THE MEDIA  
GROUP.

WE NEED TO KEEP AGGRESSIVELY COMMUNICATING WHAT IS DIFFERENT  
ABOUT WHAT WE OFFER.

WHAT IS DIFFERENT ABOUT OUR EXPERIENCE.

AND SECOND, I'LL TALK ABOUT 5G.

THIS YEAR I'M MORE CONVINCED THAN EVER IT IS THE YEAR WHERE WE  
NEED TO CONTINUE STRONG PRESSURE IN THE MARKETPLACE.

WE NEED TO MAINTAIN OUR LEADERSHIP ON 5G ESPECIALLY BECAUSE THIS  
IS THE YEAR IN WHICH THE TRANSITION OF THE TECHNOLOGY IS GOING TO  
HAPPEN SO OUR COMPETITORS ARE RIGHT THERE TO TAKE ADVANTAGE OF  
THAT.

WE'RE NOT GOING TO LET THEM WIN.

WE'RE NOT GOING TO LEAVE ANY OPENING FOR THEM TO DO THAT AND  
ALSO BECAUSE WE HAVE THE BEST PRODUCT.

KYLE, RONAN, TAMI, THEY ALL TALKED ABOUT IT.

WE HAVE TO CONTINUE TO TELL THIS STORY ABOUT WHAT IS DIFFERENT  
ABOUT OUR 5G.

THE COVERAGE AND RELIABILITY THAT YOU EXPECT FROM VERIZON AND THE  
PERFORMANCE.

THAT'S HOW WE WIN.

IN TERMS OF RESPONSIBILITY AND RESPONSIBLE PERFORMANCE,  
MAINTAINING OUR LEADERSHIP AND DRIVING OUR LEADERSHIP THROUGH  
EVERYTHING THAT WE'RE DOING IS REALLY CRITICAL.

YOU'RE GOING TO SEE US PUSHING BOTH ON 5G LEADERSHIP, RESPONSIBLE  
BUSINESS LEADERSHIP, AND I THINK IT WAS SAID BEFORE YOU'RE NOT GOING  
TO SEE A LOT OF CHANGES IN OUR STRATEGY BECAUSE OUR STRATEGY IS

SOLID.

OUR STRATEGY IS WORKING.

WHAT YOU'RE GOING TO SEE DIFFERENT IS WE'RE GOING TO GO BOLDER, WE'RE GOING TO GO BIGGER, AND WE'RE ALSO GOING TO GO MORE CONSISTENT WITH A LOT OF DISCIPLINE.

WHAT AN AMAZING GIFT WE HAVE THAT WE HAVE A STRATEGY THAT IS CLEAR AND WORKING FOR NOW TO GO WITH MORE CREATIVITY AND INNOVATION.

FOR ALL THE MARKETERS WHO ARE THERE, THIS IS A GREAT YEAR AND A VERY EXCITING YEAR FOR US TO DO WHAT WE DO.

THANK YOU, ANDY.

>> ANDY CHOI: THANK YOU, DIEGO.

CONGRATULATION TO OUR MARKETERS.

MAKING SURE THAT WILL WHEN PEOPLE THINK ABOUT THE BRAND THAT THEY KNOW THAT THEY'RE THINKING OF THE BEST.

DIEGO, IT'S GREAT YOU MENTIONED THE COMPETITION.

LET'S TALK ABOUT STRATEGY WITH RIMA HERE.

THIS QUESTION IS FOR YOU RIMA.

WE HAVE A VIDEO HERE TALKING ABOUT WHAT OUR COMPETITION IS DOING. LET'S TAKE A LOOK AT THAT QUESTION.

>> HI, I'M A SENIOR CLIENT EXECUTIVE IN HOUSTON TEXAS.

AND MY QUESTION IS DOES THE INCREASED COMPETITIVE AGGRESSION IN WIRELESS BY CABLE COMPANIES REQUIRE ANY CHANGES TO OUR STRATEGY?

>> RIMA QURESHI: THANK YOU FOR THE QUESTION.

I WOULD START BY SAYING FIRST OF ALL WE LOOK AT ALL COMPETITORS. AND OF COURSE WHAT WE ARE SEEING FROM VARIOUS COMPETITORS, WHETHER IT BE THE CABLE COMPANIES OR OUR TRADITIONAL WIRELESS PLAYERS OR EVEN NEW COMPETITORS COMING IN IS THAT THERE IS INCREASED ACTIVITY.

BUT I THINK WE NEED TO KEEP IN MIND WHAT WE HEARD FROM DIEGO, WHICH IS WE HAVE A CLEAR STRATEGY.

WE HAVE A CLEAR POSITION AND A WINNING POSITION.

AND IT IS BASED ON THE FACT THAT WE PROVIDE THE BEST NETWORK.

AND AS FAR AS THE CONSUMER EXPERIENCE IS CONCERNED, WE PROVIDE CHOICE AND WE PROVIDE EXQUISITE CUSTOMER EXPERIENCES.

OUR OBJECTIVE IS TO KEEP TRACK OF WHAT OUR COMPETITORS ARE DOING BUT CONTINUING TO STAY AHEAD OF THE COMPETITION BY EXECUTING ON OUR STRATEGY.

WE WILL DETERMINE WHAT IS THE RIGHT APPROACH FOR US BASED ON OUR STRATEGY AND ENSURING THAT WE CONTINUE TO EXECUTE ON IT AND OF COURSE AS WE NEED TO WE WILL ADAPT.

BUT THE ANSWER TO THE QUESTION IS BASICALLY YES OF COURSE WE HAVE TO LOOK AT THE CABLE COMPANIES, BUT WE ARE LOOKING AT ALL COMPETITORS AND LOOKING AT THE ACTIONS WE NEED TO TAKE.

BUT AGAIN OUR OBJECTIVE VERY CLEARLY IS STAY AHEAD OF THE COMPETITION, FOCUS ON OUR STRATEGY.

>> ANDY CHOI: THANKS, RIMA.

THAT'S A GREAT REMINDER AS WE HEAD INTO 2021 WE THINK ABOUT WHAT OUR STANDARDS AND THEIR RELATION TO THE WORLD AND THAT WE CONTINUE TO EXCEED THOSE STANDARDS.

THANK YOU TO OUR TEAM, AS WELL.

ROUNDING OUT OUR Q&A HERE, THIS IS FOR CRAIG.

WE HAD A SIMILAR QUESTION BEFORE WE CAST OUR BALLOTS.

BUT HERE WE ARE A FEW WEEKS AWAY FROM AN ADMINISTRATIVE CHANGE IN THE WHITE HOUSE.

THIS QUESTION IS FOR YOU ABOUT WHAT'S TO HAPPEN ON PENNSYLVANIA THERE OVER AT THE WHITE HOUSE.

>> WITH THE CHANGE IN ADMINISTRATION AT THE WHITE HOUSE, WHAT IMPACT CAN WE EXPECT ON OUR FINANCIAL RESULT AND SHAREHOLDER VALUE?

>> CRAIG SILLIMAN: GREAT.

THANKS FOR THE QUESTION.

FIRST WE KNOW THERE ARE SOME THINGS THAT PRESIDENT-ELECT BIDEN HAS PROPOSED TO DO, FOR EXAMPLE RAISING CORPORATE TAX RATES.

BUT IT'S IMPORTANT TO REMEMBER THAT NO ADMINISTRATION CAN DO A LOT OF THINGS UNILATERALLY.

A LOT OF IT REQUIRES CONGRESS TO ACT.

THE HOUSE OF REPRESENTATIVES IS CONTROLLED BY THE DEMOCRATS NARROWLY BUT WE DON'T KNOW WHERE THE CONTROL WILL BE IN THE SENATE.

RIGHT NOW THE THE REPUBLICANS CONTROL THE SENATE, BUT THAT WON'T BE FINALLY DECIDED UNTIL THE NEW FINAL SENATE RACES TAKE PLACE, BOTH OF WHICH ARE TAKING PLACE IN GEORGIA TOMORROW.

THAT WILL DECIDE CONTROL OF THE SENATE AND DICTATE WHETHER SOME OF THE LAWS GET CHANGED AROUND THINGS LIKE TAX POLICY.

HAVING SAID THAT, ONE THING WE DO KNOW IS THERE WILL BE INCREASED CALLS FOR REGULATIONS OF OUR INDUSTRY BOTH AT THE FEDERAL LEVEL OF THE UNITED STATES AND IN NUMEROUS STATES.

ON ONE HAND, WE KNOW HOW TO OPERATE IN A HIGHLY REGULATED ENVIRONMENT.

BUT ON THE OTHER HAND, WE ALWAYS WANT TO BE IN A POSITION TO INTERACT DIRECTLY WITH OUR CUSTOMERS WITHOUT A REGULATOR DICTATING HOW WE DO THAT.

SO, OUR PUBLIC POLICY TEAMS ARE GOING TO BE WORKING ON THAT IN THE WEEKS AND MONTHS TO COME.

BUT EVEN MORE IMPORTANTLY IS WHAT EACH AND EVERY ONE OF US DOES EVERY SINGLE DAY.

BECAUSE IF THERE IS ONE THING THAT WILL PREDICT WHETHER AN INDUSTRY IS REGULATED MORE THAN ANY OTHER IS HOW CUSTOMERS FEEL

ABOUT THE COMPANIES IN THAT INDUSTRY.

IF CUSTOMERS FUNDAMENTALLY FEEL LIKE THEY'RE GETTING WHAT THEY WANT, THEN REGULATORS LARGELY WILL STAND DOWN.

BUT IF CUSTOMERS FEEL UNHAPPY ABOUT THEIR INTERACTIONS, IF THEY DON'T FEEL THEY CAN TRUST ABOUT WHAT THEY'RE GETTING AND WHAT THEY'RE BEING TOLD, THEN REGULATORS HAVE PRESSURE TO STEP IN.

THINK ABOUT AS WE INTERACT MILLIONS OF TIMES A DAY WITH OUR CUSTOMERS, A BIG SCALE BALLOT, EVERY TIME A CUSTOMER WALKS AWAY DELIGHTED WITH WHAT THEY'RE GETTING FROM US, THAT'S TAKING PRESSURE OFF OF REGULATORS TO STEP IN AND INTERMEDIATE OUR INTERACTIONS WITH OUR CUSTOMERS.

ON THE OTHER HAND, ANY TIME THE CUSTOMER CAN'T GET THE SERVICES THEY WANT OR THEY GET A NASTY SURPRISE ON THEIR BILL, OR THEY HAVE SOMETHING THAT DOESN'T WORK THE WAY THEY THOUGHT IT WAS GOING TO WORK, THAT PUTS A LITTLE MORE PRESSURE ON THAT SIDE OF THE SCALE FOR MORE REGULATION.

SO, THE THING THAT'S GOING TO REALLY DICTATE THE REGULATORY ENVIRONMENT IN WHICH WE OPERATE IN THE WEEKS AND MONTHS AND YEARS TO COME IS HOW WE ALL COLLECTIVELY AS V-TEAMERS INTERACT WITH OUR CUSTOMERS DAY IN, DAY OUT, EVERY SINGLE DAY.

BACK TO YOU, ANDY.

>> ANDY CHOI: GREAT.

THANK YOU VERY MUCH.

WHAT A REMINDER THAT WHATEVER WE DO WE DO IT RESPONSIBILITY AND WITH INTEGRITY.

IT'S WHAT WE TALK ABOUT ALL THE TIME WITH VERIZON.

THANK YOU FOR YOUR LEADERSHIP AND GUIDANCE AND TO YOUR TEAM, AS WELL.

AS WE ROUND OUT THE Q&A, WE WANT TO THANK ALL OUR LEADERS FOR MAKING SURE THAT WHEN WE HIT RESET AND WE HAVE THAT CLEAN SLATE THAT WE'RE READY TO GO IN INTO THIS YEAR STRONG.

AND YOU CAN FEEL THE SENSE OF PRIDE AND ENERGY AND THE WIND IN YOUR SAILS.

AND IT'S REALLY, REALLY WONDERFUL.

SO, BEFORE WE KICK IT BACK TO HANS FOR THE THREE THINGS TO SHARE AT THE DINNER TABLE, OF COURSE, I WANT TO MAKE SURE FOR FOLKS WHO STILL HAVE THEIR COFFEE MUGS AND ARE LOOKING FOR A LITTLE COFFEE TIME WITH HANS, HERE IS HOW WE'RE GOING TO DO IT.

LIKE ALL OF OUR WEBCASTS, THERE WILL BE A SURVEY AND WE ENCOURAGE YOU TO TAKE THAT SURVEY.

IN THE SURVEY, YOU'LL SEE A LITTLE SLOT THERE FOR THE KEYWORD.

A WORD THAT WILL GET YOU QUALIFIED FOR A CHANCE TO HAVE COFFEE WITH HANS.

I THINK IF YOU LISTENED TO ALL OF OUR LEADERS HERE INTENTLY, YOU HEARD ONE WORD OVER AND OVER AND OVER AGAIN AND THAT WORD IS

GROWTH.

SO, IN THE SURVEY AS YOU FILL OUT THE SURVEY AND TELL US HOW WE DID AND WHAT YOU'D LIKE TO SEE IN THESE WEBCASTS, THERE WILL BE A SECTION THERE FOR THE KEYWORD.

LET'S MAKE THAT WORD "GROWTH."

SO, GO AHEAD AND TAKE THAT SURVEY, WHICH WILL BE COMING OUT TO YOU SHORTLY AFTER THE WEBCAST HERE.

AND YOU'LL BE ENTERED TO WIN A LITTLE COFFEE TIME WITH HANS.

COFFEE CLINKS TO YOU WITH OUR WINNERS.

I KNOW WE'VE BEEN TALKING A LOT TODAY.

I DO LIKE THAT PUN, HANS.

BUT HOPEFULLY YOU GOT YOUR MUG HANDY AND A FEW LAST WORDS AS WE THINK ABOUT THE DINNER TABLE IN 2021, SIR.

>> HANS VESTBERG: I'M NOT SURE IF IT'S SUPER EXCITING TO DRINK COFFEE WITH ME, BUT I HEAR WE DO A LOT OF PROMO AROUND IT.

ANYHOW, LET ME SUMMARIZE IT BY GOING BACK TO THE KEY PRIORITIES THAT YOU HEARD.

WE TALKED WITH A LOT OF THE CORPORATE STAFF LEADERS, AND YOU HEARD THEM SAY WE HAVE A SOLID PLAN.

THAT'S WHY THE 4TH OF JANUARY, THE FIRST WORKING DAY OF THE YEAR, WE CAN ACTUALLY GO OVER OUR TARGETS.

THEY ARE THE SAME AS LAST YEAR.

STRENGTHEN THE CORE BUSINESS, LEVERAGE ASSETS TO THE BRAND NEW GROWTH, AND THEN THE DISCIPLINE, AND THE FINANCIAL DISCIPLINE, AND OF COURSE CONTINUE TO CULTIVATE THE PURPOSE.

AND THEN YOU HEARD ALL THE LEADERS, HOW THEY ARE CLOCKING IN TO THAT SO WE CAN EXECUTE.

AND THAT'S YOUR JOB NOW TO SEE WHERE AND HOW ARE YOU SUPPORTING US TO DO THIS BECAUSE ULTIMATELY IT COMES UP TO SERVE THE FOUR CUSTOMERS THAT THE STAKEHOLDERS WILL HAVE.

AND IT'S ALSO TO SERVE OUR GROWTH JOURNEY THAT WE HAVE STAKED OUT.

THAT'S HOW IT HANGS TOGETHER.

AND HOPEFULLY YOU SEE HOW IT ALL HANGS TOGETHER WITH THE OVERALL STRATEGY, ALL THE WAY FROM THE VERIZON INTELLIGENT EDGE NETWORK FROM 2017, THE VERIZON 2.0, TO OUR ENABLERS, THE 5G NETWORKS, THE THINGS WE'VE DONE IN ORDER TO SUPPORT THE STRATEGY AND EXECUTION WE HAVE RIGHT NOW.

BUT WE ARE LOCKED AND LOADED FOR 2021, THE 4TH OF JANUARY.

I'M REALLY PROUD OF THAT AND THE TEAM DIDN'T NEED TO WORK SO MUCH TO GET THESE SLIDES TOGETHER.

WE ACTUALLY HAVE WORKED QUITE A LOT THE LAST COUPLE OF YEARS TO GET THEM TOGETHER.

SO, ANDY PROMISED THAT I SHOULD TALK ABOUT WHAT YOU SHOULD SAY AT THE DINNER TABLE.

SO, I'M GOING TO TELL YOU I HAD MY REHEARSAL YESTERDAY BECAUSE WE HAD DINNER AT HOME.

I WENT OVER THE THREE THINGS I WANT YOU TO TALK ABOUT WHEN YOU MEET PEOPLE WHEN YOU'RE OUT FOR A WALK OR YOU ARE WITH FAMILY IN A DINNER OR SOME OTHER THINGS WHEN THEY ASK YOU ABOUT VERIZON.

THE FIRST THING IS YOU SHOULD TALK ABOUT OF COURSE 2020.

BECAUSE I AM PROUD OF IT AND ALL THE V-TEAMERS SHOULD BE PROUD OF IT.

WHAT WE ACHIEVED IN ONE YEAR, CHANGING EVERYTHING WE'RE DOING, WORKING TOGETHER, DELIVERING IN A YEAR WHERE WE ALL KNOW THERE'S BEEN SO MUCH SUFFERING AND SO MUCH PEOPLE IMPACTED.

WE HAVE BEEN ABLE TO DELIVER OUR SERVICES WITH SAFETY AND HEALTH AS THE NUMBER ONE PRIORITY.

THAT TOOK ME, YOU KNOW, 20-25 MINUTES BECAUSE I WANTED TO GO INTO SOME OF THE THINGS WE DID IN 2020 THAT I'M SO PROUD OF.

AND YOU ARE PROBABLY PROUD AS SEVERAL, AS WELL, THAT YOU WANT TO TALK ABOUT.

SO, THAT'S NUMBER ONE.

NUMBER TWO, IT'S CLEARLY TO TALK ABOUT THE PRIORITIES FOR 2021.

I THINK YOU HAVE HEARD THEM OVER AND OVER AGAIN.

TALKING ABOUT THE CORE BUSINESS, LEVERAGING OUR ASSETS, CONTINUING TO BE DISCIPLINED IN OUR FINANCIAL AREA, AND COUNTERWEIGHT OUR CULTURE.

THOSE ARE SO IMPORTANT THAT IT'S GOING TO THE WHOLE COMPANY.

BASED ON OUR STRATEGY, WHICH IS A NETWORK AS A SERVICE, THE VERIZON INTELLIGENT EDGE NETWORK, AND THE VECTORS OF GROWTH AND THE VERIZON 2.0 SUPPORTING ALL THAT.

HERE IT TOOK A LITTLE BIT SHORTER TIME BECAUSE MY TEAM THAT I SPOKE TO THEY HAVE HEARD THE STORY ABOUT VERIZON 2.0 SO MANY TIMES THAT I COULD ACTUALLY FAST FORWARD A COUPLE OF TIMES STRAIGHT TO THE PRIORITIES.

FINALLY, WHAT I TALKED ABOUT WITH MY FAMILY IS THE THING THAT I'M MOST PROUD OF AND THAT'S US.

THE V-TEAMERS, WE ARE THE ONES NOW WHO ARE GOING TO EXECUTE.

THERE'S NO POINTING TO SOMEBODY ELSE, IT'S US.

WE ARE ALL RESPONSIBILITY TO TAKE THESE STRATEGIES FORWARD TO EXECUTE.

AND EVERYONE IN THIS COMPANY HAS A PIECE OF THIS AND MOVING IT FORWARD.

DON'T LOOK UP OR SIDEWAYS OR DOWNWARD.

JUST SEE THAT YOU AND TOGETHER WITH YOUR TEAM ARE DOING WHAT YOU ARE SUPPOSED TO DO TO EXECUTE ON THESE STRATEGIES.

AND THAT BROUGHT ME TO WHO WE ARE WILL NOT CHANGE.

WE ARE THE V-TEAMERS.

WE ARE THE ONES WHO STAND UP FOR EACH OTHER AND SUPPORT EACH

OTHER IN TIMES OF CHALLENGES.

BUT ALSO THE ONES THAT HAVE BEEN CONTINUOUSLY OVER THE YEARS BEEN SUCCEEDING AND LEADING THIS MARKET.

AND THAT'S WHAT WE'LL CONTINUE TO DO.

I, MY MANAGEMENT TEAM, ARE 100% SUPPORTIVE ON THAT AND I KNOW THAT ALL V-TEAMERS ACROSS THE GLOBE HAVE EQUAL PASSION TO DO THAT.

I HAD A PRETTY LONG CONVERSATION, YOU KNOW.

BUT THERE'S A LOT OF THINGS WE CAN TALK ABOUT AND WHAT WE'RE DOING.

SO, IF YOU DON'T MIND, BRING THAT UP.

REMEMBER WHAT TO TALK ABOUT.

WHAT ARE ALL THE KEY THINGS FOR 2021.

BY THAT, I WOULD LIKE TO END THIS KICKOFF, THE 4TH OF JANUARY, 2021,

STILL HARD TO SAY 2021, WITH A VIDEO, A CREDO VIDEO, AND THINKING

ABOUT US AS A TEAM, HOW WE DELIVER IN 2021.

THANKS!

>> WE BELIEVE.

>> WE BELIEVE IN THE POWER OF TECHNOLOGY.

AND CONNECTION.

AND EXPERIENCES.

WE BELIEVE THAT EVEN IN THE FACE OF ADVERSITY WE HAVE A RESPONSIBILITY.

AND SO EVERY DAY WE WAKE UP AND WE ASK OURSELVES HOW DO WE MOVE FORWARD?

WE MOVE FORWARD BY FOCUSING OUTWARD, NOT INWARD, MAKING IT EASY FOR OUR CUSTOMERS BY LISTENING, ANTICIPATING, RESPONDING.

BY KEEPING OUR COMMITMENTS TO OURSELVES AND TO THEM.

WE MOVE FORWARD BY EMBRACING DIVERSITY, BY SEEING CHANGE AS AN OPPORTUNITY, BECAUSE CHANGE ENERGIZES US.

WE MOVE FORWARD BY WORKING HARD, TAKING ACTION, TAKING PERSONAL ACCOUNTABILITY FOR GETTING THINGS DONE, AND ALWAYS RUNNING TO THAT CRISIS.

WE MOVE FORWARD THE SAME WAY WE ALWAYS HAVE.

BY BELIEVING IN VALUES THAT WE ALL SHARE.

THAT IS OUR CREDO.

MORE IMPORTANT NOW THAN EVER IS HOW WE WILL ALWAYS MOVE FORWARD TOGETHER.

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