

**VERIZON
UP TO SPEED LIVE**

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[MUSIC PLAYS].

>> RAQUEL WILSON: Hey V Team, thanks for spending some time with us this Thursday.

>> JEN MARIN: We've got a nice show for you today and we figure we would kick it off with some exciting Test Force news.

>> RAQUEL WILSON: Yes we just launched a Test Force for you to share all things Test Force with your colleagues friends and family the page will have all of your content and spotlight our amazing Test Force engineers. And launching today there will be a page on inside Verizon for you to share your stories from the field for a chance to have your stories spotlighted in upcoming content.

>> JEN MARIN: That's exciting you can find all the links in today's story some more big news the night's biggest night in football is only a few weeks ago we have something that will make the day sweeter some of you will recall the name Don Crisman who is a long time Verizon customer but also a loyal football fan.

>> RAQUEL WILSON: Get this he has been to every single Super Bowl since its inception with its two closest fans last year Don who was 86 at the time was having trouble keeping up with finances to be able to attend the big game when we heard about it we knew what we had to do something big to keep his streak going.

>> JEN MARIN: So here is something to show our teammates surprising Don last year with a pair of tickets donated by Verizon and Visa what a nice little video with them Don was able to attend last year's big game in Arizona and this year we want to give him another chance to continue his special tradition.

>> RAQUEL WILSON: That's right.
So today we're once again surprising Don with ticket to this year's Super Bowl set to take place in Las Vegas and we couldn't feel better about it.

>> JEN MARIN: Absolutely.
And Don has got two big roles to play at the big game.
The first is to enjoy of course.
But the second is to actually act as an honorary member of our Test Force letting him know of his network experience has any hiccups which of course we don't expect because the family has been working tirelessly to ensure the best

experience for our customers.

>> RAQUEL WILSON: Absolutely, thank you, Don, for helping us out and we hope you enjoy the big game.

>> JEN MARIN: Yep, speaking of our network the news came out today that Verizon has won the JD Power award for wireless network quality for the 32nd, 32nd, time in a row.

[APPLAUSE].

>> RAQUEL WILSON: Yeah.

>> JEN MARIN: We love that.

>> RAQUEL WILSON: 32 sounds pretty good.

>> JEN MARIN: Yeah it does.

>> RAQUEL WILSON: Now we have our Chief Network Officer Lynn Cox here today.

Hello, Lynn.

>> LYNN COX: Hi, everybody.

>> RAQUEL WILSON: Yeah we want to know more about this news, more about what it means for our customers what it means to you to Win 32 times.

>> LYNN COX: We are so proud of this award and honestly it means a great deal to us.

JD Power has referred to us as the voice of the customer because it's an acknowledgement from the general public on who they believe is the best network.

People believe we have the best network because our teams work every day to ensure a high quality, reliable and secure experience for our customers.

And I see it every day with my team.

The Test Force.

I love that we launched that page by the way.

>> RAQUEL WILSON: Yes.

>> LYNN COX: You know if you think about what's been going on over the past couple of weeks around the country, we have had such severe weather in all parts of the country.

And we've had engineers in snow shoes.

On snowplows, snow cats, wading through flooded streets and braving tornado-like windstorms to keep our network up and running for our customers.

Our teams are passionate, very, very passionate about this network.

And they work every single day to make the best network even better.

>> RAQUEL WILSON: Absolutely.

>> LYNN COX: So a couple other things that you know when I think about what this award means, it's that our customers see that effort and they feel that effort.

And it shows up in their experience with us every single time that they use our network.

>> JEN MARIN: Absolutely.

And Lynn, you know, why do you think we have won so many times in a row?

>> LYNN COX: It's about consistency.

It's about the way we engineer our network.

We never slow down.

We never rest.

We never lower our standards.

And we know just like the credo says our best was good for today and tomorrow we will do better.

And when I think about my team and how we show up, it's that drive and determination day in, day out, year after year.

Our team pours into making these networks -- into making these the best networks that move the world forward.

And we're committed to that improvement.

Our network is constantly evolving and improving.

And you can see that actually in the last few JD Power reports.

If you look at the trends, we are showing fewer reported problems compared to our competitors.

And we're outpacing the industry.

We are building differentiated network experiences and our customers recognize that.

>> JEN MARIN: Awesome.

>> RAQUEL WILSON: Now, I know our network is reliable, it's secure, it performs.

But --

>> LYNN COX: You better believe it.

>> RAQUEL WILSON: Right?

We've got to keep growing and evolving and making it better.

So what's next for our network.

>> LYNN COX: Oh, good question.

We are not taking our foot off the gas.

You know you think about what the last few years have been, we've been heavily focused on expanding access to 5G.

Both mobile and broadband, Fixed Wireless Access.

And I like to think about it in phases.

So that early access to the additional C-band spectrum last year really accelerated our deployment and we've been very, very strategic with how we've deployed premium millimeter-wave high band spectrum, especially in venues.

You talked about the Super Bowl.

I can tell you we are ready to rock that stadium.

The network is just -- it's going to be phenomenal.

So that is really millimeter-wave's time to shine.

So Phase 1 was really about getting customers basic access to the service, driving adoption of 5G.

And when I think about the next phase or Phase 2, you're going to see us build new capabilities and technologies into the network that help drive performance.

So a truly end-to-end 5G experience from the end user all the way through the core with our stand-alone core.

It's how they are going to use it.

And we match with network slicing the experiences they need with the performance characteristics of the network.

Then really enabling all of this to drive more revenue development on top of the network.

So I think the strategic path we have going forward with the best team in the industry, we're unstoppable.

>> RAQUEL WILSON: I love it.

Unstoppable that's the theme of the year, right.

>> LYNN COX: Exactly, absolutely.

>> JEN MARIN: We really appreciate all of the information Lynn thank you for being with us and stay with us.

>> LYNN COX: By the way did you all look cold up there.

>> RAQUEL WILSON: A little bit.

>> JEN MARIN: A little bit.

>> LYNN COX: What a great moment though.

>> JEN MARIN: It was so warm, though.

That's why I was looking warm, though, because the heart emotions and everything that's the nice part.

>> RAQUEL WILSON: All right.

Well, team, before we go we do want to remind you to mark your calendars, next Tuesday, January 23rd, we will be hosting our Fourth Quarter earnings webcast at 11:30 a.m. Eastern Time so we want to see you there.

>> JEN MARIN: Absolutely Hans and other members of our Leadership Team will be sharing our results and reminding us of our big priorities for 2024. And Lynn, are you excited about earnings.

>> LYNN COX: Oh I'm very excited about earnings.

I along with Joe might be coming to you from a very important place. Las Vegas.

Where we are getting ready for Super Bowl.

So stay tuned.

>> JEN MARIN: Wow.

>> RAQUEL WILSON: Exciting.

>> JEN MARIN: Lynn you're going to close out the show with us.

>> LYNN COX: I am, I will do my best.

>> JEN MARIN: We've got the first part you've got until next time feed.

>> LYNN COX: Let's do it.

>> JEN MARIN: All right.

>> Until next time.

>> LYNN COX: You're up to speed.

[Applause].

[MUSIC PLAYS].