

VERIZON
UP TO SPEED LIVE
February 18, 2022 12:00 PM ET

>> HEY, EVERYONE!

HAPPY FRIDAY, AND WELCOME TO UP TO SPEED.

WE'VE GOT LOTS OF GREAT NEWS TO COVER TODAY, INCLUDING ANNOUNCING THE AMAZING WINNERS FROM OUR ULTRA CHALLENGE.

BUT, OF COURSE, WHAT'S A FRIDAY WITHOUT A WEEKLY RECAP?

LET'S JUMP IN, SHALL WE?

MONDAY, WE HEARD FROM HANS AND SAM ON AN IMPORTANT WORK FORWARD UPDATE WITH A LOOK AT OUR FUTURE OF WORK.

AND ON TUESDAY, JESS AND ANDY RECAPPED THEIR ULTRA-EXCITING EXPERIENCE AT THE BIG GAME AND HOW WE GAVE FANS THE 5G ULTRA WIDEBAND EXPERIENCE.

AND ON THURSDAY, WE WERE ON THE GROUND FOR THE PHOENIX OPEN, WHERE WE SHOWED YOU ALL THE WAYS WE'RE TALKING TO FOLKS ABOUT 5G HOME AND BUSINESS INTERNET.

OKAY.

OKAY.

NOW WE'RE HERE FOR THE NEWS WE'VE ALL BEEN WAITING FOR!

OUR 5G ULTRA CHALLENGE WRAPPED UP ON FRIDAY, AND WE HAVE HAD SO MUCH FUN WATCHING ALL YOUR SUBMISSIONS.

WE HAD RAPPING, BEAT BOXING, I THINK I SAW SURFING WAFFLES, AND MORE THAN ONE ULTRA FAST CAR AND SOME SERIOUSLY HYPED SALES PITCHES.

THE CREATIVITY AND EXCITEMENT REALLY BROUGHT 5G ULTRA WIDEBAND TO LIFE.

BUT NOW IT'S TIME TO CROWN OUR WINNERS.

EVERYONE AT HOME, QUEUE THE DRUM ROLL!

THE WINNERS ARE:

VERONICA DAVIS, TRENT REDMOND,

MICHAEL RAJ, GABRIEL SERAFIN,

JONATHAN BUIA, TYRAI THOMAS,
JEFFEREY LANE, NATHAN JONES,
OSMAR TRUJILLO, STEVEN LYTLER,
AND SVITLANA MAZZO.

AND KEVIN VIRAX.

CONGRATULATIONS TO ALL OUR WINNERS, AND V-TEAM, WE'VE PUT ALL OF OUR
SUBMISSIONS ON DISPLAY FOR YOU TO ENJOY, SO HEAD TO THE LINK IN OUR
STORY, AND LET US KNOW YOUR FAVORITE IN THE COMMENTS.

AND YESTERDAY, AS PART OF SEVERAL BLACK HISTORY MONTH EVENTS
HIGHLIGHTING THE THEME OF KNOWLEDGE IN ACTION, CONSUMER GROUP CHIEF
OPERATING OFFICER KRISTA BOURNE SAT DOWN WITH VERIZON BOARD MEMBER
SHELLYE ARCHAMBEAU, WHERE SHELLYE SHARED MORE ON HER CAREER
JOURNEY, INCLUDING HER 16 YEARS SERVING AS THE CEO OF METRICSTREAM,
INC., AND HOW WE CAN ALL ACHIEVE OUR AMBITIONS THROUGH ACTIONABLE
STEPS.

LET'S TAKE A LISTEN TO PART OF THEIR CONVERSATION.

>> HOW DO YOU BEST NEGOTIATE AND
NAVIGATE GETTING PEOPLE TO SPONSOR YOU WHEN YOU'RE NOT IN
THE ROOM?

>> I FIND, AT LEAST MY
EXPERIENCE HAS BEEN, I'VE BEEN
ABLE TO, IN ESSENCE, TURN MENTORS AND SUPPORTERS IN TO
SPONSORS BY BEING A REALLY GOOD
MENTEE, AND LET ME EXPLAIN WHAT I MEAN BY THAT.

WHEN PEOPLE GIVE YOU ADVICE, WHICH THEY DO ALL THE TIME, OR
GIVE YOU FEEDBACK OR GIVE YOU AN
OPPORTUNITY, IT'S REALLY
IMPORTANT TO CLOSE THE LOOP BACK WITH THEM AND LET THEM KNOW HOW
THE TIME THEY SPENT WITH YOU,
THE FEEDBACK, THE -- WHATEVER IT WAS, HOW IT ACTUALLY IMPACTED

YOU.

AND THE REASON YOU WANT TO DO

THAT IS BECAUSE OTHERWISE, THEY REALLY DON'T KNOW.

AND THEN THEY FORGET ABOUT YOU.

BUT WHEN YOU ACTUALLY CLOSE THE LOOP AND SAY, OH, MY GOD,

KRISTA, THANK YOU SO MUCH, THAT

TWO-MINUTE CONVERSATION WE HAD IN THE HALLWAY CHANGED MY ENTIRE

ABILITY TO GET THIS PROJECT DONE, BLAH, BLAH, BLAH.

WHY DO YOU DO THAT?

BECAUSE WHEN KRISTA GETS THAT NOTE, IT FEELS GOOD!

SHE FEELS GOOD.

AND WHEN SHE FEELS GOOD, SHE REMEMBERS YOU.

AND YOU DO THAT OFTEN ENOUGH,

AND SUDDENLY SHE FEELS LIKE,

OKAY, SHE'S HAVING AN IMPACT ON

YOU, AND SHE THINKS ABOUT YOU WHEN OPPORTUNITIES COME UP.

AND SO YOU KNOW WHAT, YOU MIGHT

ACTUALLY CHECK WITH SHELLYE, RIGHT?

BECAUSE I'VE SEEN, BLAH, BLAH, BLAH.

SO YOU CAN DEVELOP SPONSORS BY ACTUALLY MAKING SURE THAT YOU

CONSTANTLY CLOSE THE LOOP AND LET THEM KNOW HOW THEY'RE

IMPACTING YOU.

>> THANK YOU, SHELLYE AND KRISTA.

I WATCHED LIVE YESTERDAY, AND I KNOW THAT I TOOK AWAY SO MANY GEMS.

AND V-TEAM, THIS POWERFUL CONVERSATION WILL BE LINKED IN TODAY'S STORY,

SO MAKE SURE YOU CHECK IT OUT IF YOU WEREN'T ABLE TO YESTERDAY.

AND NOW ON TO OTHER EXCITING NEWS.

FIOS IS NOW OFFERING A NEW 2 GIGABIT CONNECTION PLAN IN SELECT AREAS OF

NEW YORK CITY.

WE'RE TALKING THE FASTEST SPEEDS EVER FOR FIOS CUSTOMERS WITH SPEEDS AVERAGING BETWEEN 1.5 GIGABITS PER SECOND AND 2.3 GIGABITS FOR SECOND FOR UPLOAD AND DOWNLOAD.

AND IF YOU AREN'T IN NEW YORK, DON'T FRET.

THE SERVICE WILL BE EXPANDING IN OTHER CITIES THIS YEAR.

NOW, IF YOU HAVE ANY FRIENDS OR FAMILY WHO WOULD LOVE THIS NEWS, MAKE SURE TO SHARE YOUR FRIENDS AND FAMILY CODE, WHICH CAN BE FOUND ON THE FRIENDS AND FAMILY ABOUT YOU PAGE, AND THEY CAN SAVE UP TO \$10 PER MONTH OFF OF FIOS WHEN THEY SWITCH TO VERIZON ONLINE.

AND FIOS ISN'T THE ONLY THING EXPANDING.

VERIZON NOW PROVIDES MORE THAN 30 MILLION HOUSEHOLDS AND MORE THAN 2 MILLION BUSINESSES THE ABILITY TO ACCESS RELIABLE, FAST PLUG AND PLAY WIRELESS INTERNET SERVICES AROUND THE COUNTRY.

THIS IS AN ADDITIONAL 10 MILLION HOUSEHOLDS COVERED SINCE THE LAUNCH LAST MONTH.

OKAY.

NOW, RAISE YOUR HAND IF YOU ALSO DON'T LIKE PESKY ROBOCALLS.

WELL, TODAY, VERIZON HAS BLOCKED 20 BILLION UNWANTED CALLS FOR 80 MILLION CUSTOMERS, AND I THINK WE CAN ALL AGREE THAT'S A SIGNIFICANT AMOUNT.

NOW, THE CALL FILTER APP HAS A NEW LOOK AND PROVIDES EVEN MORE OPTIONS TO FILTER UNWANTED CALLS.

ALL CUSTOMERS NOW HAVE THE OPTION TO SEND CALLS IDENTIFIED AS POTENTIAL SPAM TO VOICE MAIL.

PLUS, THERE'S SHARED NAME I.D. WHICH HELPS WITH CALLER ID.

CHANCES ARE YOU ALREADY HAVE CALL FILTER SO MAKE SURE YOU TAKE A LOOK AT THE MY VERIZON APP OR THE CALL FILTER APP ON YOUR PHONE TO CHECK IT OUT.

SO EARLIER, WE TALKED ABOUT THE WINNERS OF THE ULTRA CHALLENGE.

BUT NOW LET'S TALK ABOUT VERIZON'S WIN.

WE'RE PROUD TO ANNOUNCE THAT VERIZON HAS BEEN RECOGNIZED BY MODERN RETAIL AWARDS AS THE 2021 WINNER FOR BEST OMNICHANNEL STRATEGY.

WE WERE HONORED BECAUSE OF OUR NIMBLE PIVOT TO TOUCHLESS RETAIL TO ACCOMMODATE CHANGING CONSUMER BEHAVIORS AND NEEDS.

THIS IS TRULY A TESTAMENT TO THE FLAWLESS EXECUTION AND OPERATIONAL EXCELLENCE THAT OUR TEAM DELIVERED AT A TIME THAT WAS SO CRITICAL FOR OUR CUSTOMERS.

AND WE'RE NOT THE ONLY WINNERS.

THIS WEEK WE ANNOUNCED IS VERIZON CLIMATE RESILIENCE PRIZE WINNERS, HYFI, FORESTRY AND FIRE RECRUITMENT PROGRAM AND CORAL VITA WERE ALL AWARDED A TOTAL OF \$500,000 TO HELP SCALE INNOVATIVE SOLUTIONS THAT ARE WORKING TO REDUCE CLIMATE CHANGE IMPACTS ON COMMUNITIES.

THE ANNOUNCEMENT TOOK PLACE LIVE AT THE GREEN BIZ22 CONFERENCE IN SCOTTSDALE, ARIZONA IN PARTNERSHIP WITH THE ARSHT-ROCKEFELLER CLIMATE RESILIENCE CENTER.

AND MORE ON CITIZEN VERIZON.

VERIZON INNOVATIVE LEARNING HQ'S LIBRARY IS LAUNCHING A \$1 MILLION INITIATIVE TO CONNECT EDUCATORS NATIONWIDE WITH MUSEUMS AND CULTURAL INSTITUTIONS TO SHOW CASE INNOVATIVE EDTECH APPROACHES THAT WEAVE TOGETHER PHYSICAL AND DIGITAL EXPERIENCES.

UP TO TEN INSTITUTIONS WILL BE CHOSEN BY NYC MEDIA LAB AND AWARDED UP TO \$100,000 PER ORGANIZATION.

ALL OF THOSE DETAILS WILL BE IN TODAY'S STORY.

NOW, SPEAKING OF INNOVATION E, WE'VE GOT SOME REALLY COOL NEWS.

VERIZON AND THE LOS ANGELES TIMES HAVE PARTNERED TO ACCELERATE THE DEPLOYMENT OF ADVANCED ROBOTICS AND OTHER TECHNOLOGY FROM VERIZON TO EXPAND ON THE WAYS NEWS IS GATHERED, SHARED AND CONSUMED.

THIS WILL BE A GAME CHANGER FOR THE FUTURE OF JOURNALISM, AND I AM SO EXCITED TO CHECK THAT OUT.

NOW, VALENTINE'S DAY WASN'T TOO LONG AGO, AND I DON'T KNOW ABOUT YOU, BUT I'M STILL FEELING THE LOVE, AND I THINK OUR CONSUMER GROUP V-TEAMERS ARE, TOO.

THAT'S RIGHT.

IT'S I LOVE VERIZON WEEK AGAIN.

IT'S A WEEKLONG CELEBRATION THAT FITTINGLY STARTED ON VALENTINE'S DAY.

OF ALL THE THINGS THAT WE LOVE ABOUT VERIZON, FROM OUR PEOPLE, OUR NETWORKS, TO OUR PRODUCTS AND SERVICES.

AS WELL AS THE PERKS WE GET AS EMPLOYEES.

V-TEAMERS IN THE CONSUMER GROUP CELEBRATED THE WEEK BY PUTTING CUSTOMERS AND THOSE WHO SERVE THEM IN THE SPOTLIGHT, SHARING THEIR LOVE AND CONNECTING WITH EACH OTHER, ALL WHILE PAYING TRIBUTE TO THE FACT THAT VERIZON IS THE EMPLOYER OF CHOICE.

WELL, I DON'T KNOW ABOUT YOU, BUT I THINK LOVE IS A GREAT WAY TO END TODAY'S EPISODE.

KEEP LOVING ONE ANOTHER, V-TEAM.

THANKS SO MUCH FOR WATCHING TODAY.

WE'LL SEE YOU NEXT WEEK.

I'M RAQUEL WILSON.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.