

VERIZON
UP TO SPEED LIVE
February 24, 2022 12:00 PM ET

>> DIANA ALVEAR: WELCOME, EVERYBODY, TO A SPECIAL UP TO SPEED LIVE EPISODE TODAY.

I'M DIANA ALVEAR.

SO HAPPY TO HAVE YOU WITH US.

SO FROM JANUARY 31ST TO FEBRUARY 14TH WE CALLED ON YOU, THE V TEAM, TO MAKE YOUR VOICES HEARD AND TO COMPLETE THE FIRST VZPULSE SURVEY OF THE YEAR.

WELL, THE RESULTS ARE IN AND I'M SO HAPPY TO HAVE HANS AND SAM WITH ME TODAY TO SHARE WHAT WE LEARNED AND WHAT'S NEXT AS WE GO FROM GREAT TO FANTASTIC.

HANS, I AM GOING TO START WITH YOU.

IT'S A PLEASURE TO HAVE YOU HERE.

>> HANS VESTBERG: GREAT TO BE HERE WITH ALL OF YOU V TEAMERS AND HAVE SOME UPDATES FOR YOU.

BUT LET ME START BY TALKING A LITTLE BIT ABOUT THE SITUATION UNFOLDING IN RUSSIA AND UKRAINE.

WE HAVE SOME FEW EMPLOYEES IN RUSSIA AND SOME SURROUNDING COUNTRIES.

OF COURSE FIRST OF ALL WE THINK ABOUT THEM ALL THE TIME AND SEE THEY ARE SAFE AND SECURE.

WE UNDERSTAND ALSO THAT MANY V TEAMERS MIGHT HAVE RELATIVES IN THIS REGION WHICH YOU THINK A LOT ABOUT AND IT'S VERY IMPORTANT STAYING SAFE IN THESE TIMES BECAUSE THIS IS A SITUATION THAT'S REALLY TOUGH.

AND WE'RE SO CONNECTED AS WELL, THIS IS IMPACTING CUSTOMERS.

WE HAVE A LOT OF THINGS TO DO HERE AND WORK WITH.

BUT FIRST OF ALL, I'M THINKING ABOUT THE PEOPLE IN THE REGION, THE V TEAMERS IN THE REGION IN A SITUATION LIKE THIS, WHICH, YOU KNOW, WAR IS SOMETHING WE DON'T WANT TO SEE.

IT'S NOTHING THAT IS GOOD IN THIS WORLD, YOU KNOW.

SO IT'S A TOUGH SITUATION FOR MANY OUT THERE, BUT VERIZON WILL DO EVERYTHING WE CAN TO SUPPORT OUR EMPLOYEES AND, OF COURSE, OUR PARTNERS AND CUSTOMERS IN THAT REGION.

COUPLE OF OTHER THINGS WHEN I'M ON TO UPDATING WE WILL COME TO THE PULSE, BUT THE LAST COUPLE WEEKS A LOT OF THINGS WE ANNOUNCED FIOS, 2 GIGABYTE FIOS.

THE TECHNOLOGY CONTINUES TO SURPRISE US WITH GREAT THINGS THAT ARE COMING UP WITH.

I'M REALLY, REALLY EXCITED OVER THAT.

WE ALSO HAD ANOTHER ANNOUNCEMENT WHICH IS FORTIFYING OUR POSITION IN NORMAL EDGE COMPUTE TOGETHER WITH BLOOMBERG AND AWS.

WE'RE NOW USING THE MOBILE EDGE COMPUTE TO SEE HOW WE CAN CHANGE THE WAY BLOOMBERG IS DISTRIBUTING THE CONTENT AND VIDEOS AND ALL OF THAT.

THAT'S ALSO EXCITING.

ANOTHER THING THAT TECHNOLOGY HAS DONE TOGETHER WITH OUR CUSTOMER GROUPS IS, OF COURSE, THE ROBOCALLS.

WE'VE NOW BLOCKED MORE THAN 20 BILLION UNWANTED CALLS FOR 80 MILLION CUSTOMERS.

THANKS TO STIR AND SHAKEN.

YOU REMEMBER THAT'S WHAT WE HAVE.

AGAIN THE TECHNOLOGY AND INNOVATION WHERE THE TEAM HAS BEEN WORKING VERY HARD ON.

ANOTHER THING THAT'S ALSO HAPPENING WHICH I JUST WANT TO HIGHLIGHT, WE TALKED SOMETIMES TOO LITTLE ABOUT IOT.

AND OUR SUCCESS IN IOT.

AND LAST WEEK - - ACTUALLY THIS WEEK WE HAD SOME OF OUR LEADERSHIP IN THE IOT AREA ON TV TALKING ABOUT THE NEW PARTNERSHIP WITH AUDIT WHERE WE DO THE CONNECTIVITY FOR THE AUDITS, NEXT GENERATION CARS.

AGAIN, THAT IS A GROWING BUSINESS FOR US, ON TOP OF OUR NETWORK, THEY'RE DOING A GREAT JOB HERE BY ACTUALLY SEEING THAT WE ARE FINDING THOSE OPPORTUNITIES.

I TALKED TEN YEARS AGO ABOUT 50 BILLION CONNECTED DEVICES, AND, YOU KNOW, EVERYBODY SAID THAT'S PROBABLY WRONG.

AND I WAS TOTALLY WRONG.

BUT THAT'S WHAT WE'RE SEEING HAPPENING RIGHT NOW.

WE SEE CLEARLY THAT CONNECTED DEVICES ARE HAPPENING ACROSS ALL INDUSTRIES AND WE ARE BUILDING OUR NETWORK THIS BECOMES EVEN MORE IMPORTANT BECAUSE WE CAN NOW WITH 5G DEFINITELY HANDLE MUCH MORE DEVICES IN A MUCH SMALLER AREA.

AND THAT'S WHAT IT NEEDED, BESIDES, OF COURSE, HAVING SMARTPHONES AND NORMAL USAGE.

OTHER THAN THAT, THE TEAM ARE WORKING A LOT WITH OUR INVESTOR DAY.

WE'RE HAVING THAT THE 3RD OF MARCH, SO THE WHOLE LEADERSHIP TEAM TOGETHER WITH THE ORGANIZATION ARE WORKING WITH OUR NARRATIVE, HOW WE'RE GOING TO EXPLAIN THE NETWORK AND THE SERVICE, FIVE VECTORS OF GROWTH, THE OVERALL STRATEGY FOR OUR INVESTORS SO THEY FEEL THE SAME EXCITEMENT THAT WE DO, ALL THE V TEAMERS.

AND THE THINGS WE'VE DONE THE LAST THREE YEARS AND MAYBE THE LAST 12 MONTHS WHEN IT COMES TO OUR DECISIONS OF BUYING TRACFONE, BUYING C- BAND SPECTRUM, DIVESTING VERIZON MEDIA GROUP, CHANGING ORGANIZATIONAL STRUCTURE, EVERYTHING WE'VE DONE IS LEADING UP TO THIS MOMENT.

SOME OF YOU MIGHT REMEMBER WE HAD THE KICKOFF, IT FEELS LIKE YEARS AGO, BUT IT WAS KICKOFF FOR THIS YEAR AND HOW GOOD WE FELT KICKING

OFF THIS YEAR WITH EVERYTHING WE HAD AND OF COURSE AFTER THAT WE HAD THE ULTRA LAUNCH AND ALL OF THAT.

SO THAT'S WHAT WE'RE GOING TO TALK TO OUR INVESTORS WITH.

AND HOPEFULLY THEY'RE GOING TO BE EQUALLY EXCITED AS I AM.

AND I KNOW MANY OF YOU ARE AS WELL.

SO I AM REALLY LOOKING FORWARD TO THAT.

FINALLY, BEFORE I COME TO THE PULSE, IT'S BLACK HISTORY MONTH, AND THIS IS A VERY IMPORTANT PIECE OF OUR WORK IN THE DIVERSITY AND EQUITY TO SEE THAT WE REALLY ARE TALKING, HAVING OUR TRANSPARENT CONVERSATION.

WE HAVE LEARNED A LOT THE LAST TWO YEARS IN THIS AREA, AND WE ALSO KNOW THAT MORE HAS COME UP, HOW WE WORK AS A COMPANY BEING - - ON THIS.

WE HAVE DONE GREAT THINGS, BUT THAT'S NOT GOOD ENOUGH BECAUSE THIS IS MOVING CONSTANTLY AND WE NEED TO CONTINUE TO HAVE KNOWS CONVERSATIONS, TRANSPARENT, TO SEE WE ARE A GREAT COMPANY, A VERY FAIR COMPANY IN ALL ASPECTS.

AND THAT'S WHY THE BLACK HISTORY MONTH IS AN IMPORTANT MONTH FOR THAT CONVERSATION, FOR THAT ERG.

FINALLY, BEFORE I LET SAM IN HERE, I TALKED A LOT ABOUT A LOT OF THINGS, I KNOW PULSE WAS ON THE MAIN THING HERE, I WOULD LIKE TO START THANKING ALL THE V TEAMERS.

87% OF YOU RESPONDED.

IT'S JUST FANTASTIC.

I'M PLEASED TO SEE THAT SO MANY OF YOU ARE ACTUALLY RESPONDING. AND IT PUTS A LOT OF RESPONSIBILITY ON PEOPLE LIKE ME AND THE OTHER LEADERS OF THE COMPANY TO USE THAT FOR CONVERSATION AND SEE THAT WE'RE MOVING FORWARD.

BECAUSE MANY OF US RESPONDING TO THIS WE BELIEVE THAT THIS IS REALLY HELPING US TO BE A BETTER COMPANY.

AND IT IS REALLY HELPING US TO BE A BETTER COMPANY.

BUT FOR ME TO SEE THE PARTICIPATION WE GET IN THIS SHORT QUESTIONNAIRES THAT WE'RE DOING, IT'S VERY, VERY HELPFUL TO SEE THAT WE STEER THE COMPANY IN THE RIGHT WAY, WE HAVE THE RIGHT CULTURE, THE RIGHT UNDERSTANDING WHAT WE'RE DOING AND THE STRATEGY AND ALL OF THAT.

SO I JUST WANT TO THANK YOU ALL FOR BEING SUCH A GOOD V TEAMER AND BEING PART OF THIS SERVICE, BECAUSE THAT HELPS ME, SAM, AND THE WHOLE TEAM TO DO A MUCH BETTER WORK WITH THE CULTURE AND CONTINUE.

SO I WILL LET NOW SAM EXPLAIN ALL THE DETAILS ABOUT IT BECAUSE SHE KNOWS EVERYTHING, YOU KNOW.

SO I'M GOING TO LEAVE HER TO GIVE YOU THE FIRST GLIMPSE ON THE OUTCOME OF THE PULSE.

SAM, PLEASE.

>> SAM: THANKS, HANS.

AND WE'LL JUMP RIGHT INTO THOSE RESULTS.
AS HANS SAID, WE THANK YOU TREMENDOUSLY FOR PARTICIPATION.
WE TIED OUR HIGHEST PARTICIPATION THAT WE HAVE HAD ON THE PULSE,
AND I KNOW THAT TIME IS AN AMAZING LUXURY FOR US ALL, SO THANK YOU
FOR TAKING THE TIME.
SO WHEN WE LOOK AT WHAT WE HAD AND OUR RESPONSES, WE'RE
THRILLED WITH WHAT IS LOOKED LIKE.
WE'RE HOVERING AROUND THE THIRD AND FOURTH QUARTILES AND WE'RE
ABOVE AVERAGE IN MOST OF THOSE ITEMS.
IT'S EXTREMELY ENCOURAGING TO SEE.
BUT IT ALSO MEANS WE HAVE WORK TO DO, AND WE HAVE TO CONTINUE TO
IMPROVE.
WE DO STILL HAVE A NORTH STORE.
WE WANT TO REACH THAT TOP QUARTILE.
OUR OVERALL SATISFACTION IS 4.16 AND IT MATCHES THE RESULTS FROM
THE THIRD QUARTER OF THE LAST YEAR.
WE'RE TRENDING BACK UP.
AND THOSE TYPES OF IMPROVEMENTS ARE EXACTLY WHAT WE WANT TO
SEE, WHAT WE ARE LOOKING FOR, AND WE WANT THE UPWARD SHIFT TO
CONTINUE.
BUT WE WANT TO DO IT IN THE RIGHT WAY.
OF COURSE WE EXPECT TO SEE EBBS AND FLOWS, AND WE ARE NOT SHY
ABOUT SEEING THOSE DECREASES HERE AND THERE.
BUT THE DEEP DIVES AND AS HANS MENTIONED, WE HAVE A BIG
RESPONSIBILITY AND WANT TO BE EXTREMELY TRANSPARENT, THAT'S WHAT
THESE NUMBERS DO.
IT ALLOWS US AS LEADERS TO BE TRANSPARENT, LOOK AT THE DATA AND
RESPOND TO YOUR VOICE.
IN TERMS OF THE SECOND QUESTION, WHAT WE SAW IN THE V TEAMERS
WERE EXCITED ABOUT THE FUTURE THAT WE'RE BUILDING TOGETHER.
BUT WE CAN DO BETTER.
HOW DO WE CONTINUE TO INSPIRE?
AND IF THERE'S ANY YEAR TO BE EXCITED ABOUT, 2022 IS THAT YEAR.
SO LET'S CREATE THAT - - THAT FIRE, THAT EXCITEMENT AROUND THIS.
QUARTERS WERE A TOUCH LOWER THAN WHAT WE SAW IN Q1 OF 2021 A
YEAR AGO.
THAT MEANS THERE'S ROOM TO IMPROVE.
WE HAVE THE OPPORTUNITY SHAPE A FUTURE THAT WE'RE ALL EXCITED
ABOUT.
THE NEXT THREE ITEMS ARE ALL AROUND I UNDERSTAND HOW MY ROLE
SUPPORTS OUR OVERALL BUSINESS STRATEGY, MY MANAGER KNOWS HOW
TO PRIORITIZE GOALS, NOW HOW TO PRIORITIZE MY RESPONSIBILITIES.
THE RESULT WERE REALLY ENCOURAGING AND THEY'RE SHOWING US THAT
WE'RE PARTNERING AS A TEAM TO DRIVE RESULTS.

IT'S EXTREMELY IMPORTANT THAT EVERY V TEAMER FEELS CONNECTED AND THAT WE HAVE THE SENSE IN OUR WORK, WE KNOW THE IMPACT IT MAKES AND THE PRIDE.

SIMPLY SAID, IT'S A SENSE OF BELONGING FOR OUR PEOPLE.

THE MOST IMPORTANT THING WE CAN DO RIGHT NOW IS CREATE AND DRIVE A SENSE OF BELONGING.

THIS CREATES STICKINESS FOR US.

WE ALL WANT TO BE A PART OF THAT CULTURE.

SO WE'RE STILL COMING THROUGH THE OPEN- ENDED RESPONSES.

WE RECEIVED OVER 35,000 COMMENTS FROM V TEAMERS.

I PERSONALLY HAVE READ OVER 2,500 RIGHT NOW.

I COMMITTED TO READING ALL 35,000 BECAUSE I THINK THIS IS WHERE THE MAGIC LIES.

AND SO FOR ALL OF YOU THAT TAKES THE TIME TO PROVIDE THOSE WRITTEN COMMENTS, THAT'S HOW WE TRULY WHAT'S UNDER.

YOU'VE GIVEN US GREAT IDEAS AND INSIGHT AND THOSE COMMENTS ARE EXTREMELY IMPORTANT.

WE'LL CONTINUE TO USE THAT DATA TO CREATE AN EVEN BETTER WORKPLACE AND DRIVE OUR DESIRED CULTURE.

SO LET'S TALK ABOUT NEXT STEPS AND WHAT YOU CAN EXPECT.

PEOPLE LEADERS RECEIVE THEIR TEAM RESULTS ON TUESDAY AND ARE TAKING A CLOSER LOOK AT WHAT NEEDS TO BE WORKED ON.

FOLLOWING A REVIEW, SCHEDULE THAT DISCUSSION.

THIS IS WHAT WE TALKED ABOUT WITH THE TRANSPARENCY.

SCHEDULE A DISCUSSION WITH YOUR TEAM.

DIVE INTO THE RESULTS.

UNDERSTAND WHERE PEOPLE ARE COMING FROM.

HOW DO WE USE THE AMAZING INFORMATION TO BECOME BETTER?

AS PART OF THIS DISCUSSION, IT'S ALSO SUPER IMPORTANT TO REVISIT THOSE ACTION PLANS.

IT'S NOT A TOTAL REDO OF THE ACTION PLANS, IT'S JUST A GUT CHECK.

SO CHECK BACK IN AND SAY THESE ARE STILL THE RIGHT ONES FROM THE FEEDBACK THAT WE'RE GETTING.

AND OF COURSE, ACTION PLANNING.

WE TALKED A COUPLE MONTHS AGO ABOUT ACTION PLANNING AND WE KNOW IT DRIVES THE RIGHT RESULTS.

SO THOSE ARE SUPER IMPORTANT.

IT WILL TRANSLATE THE DATA INTO THE STRATEGY AND THE SOLUTION.

SO, AGAIN, A HUGE THANK YOU TO EVERYONE WHO TOOK THE TIME TO DO THIS QUICK CHECK- IN PULSE SURVEY.

YOUR VOICE IS THE MOST VITAL THING THAT WE HAVE AND WE'RE GOING TO MAKE THIS OUR BEST YEAR YET.

U 2 WILL BE THE SUPERCHARGE THE SURVEY.

THIS IS THE FULL CHECK IN.

THIS WILL BE COMING UP IN MAY.

WE'LL COME WITH REMINDERS THEN, BUT WE WILL GET THAT AGAIN, REALLY NEEDED VOICE FROM ALL OF YOU TO MAKE SURE WE'RE ADDRESSING THE RIGHT THINGS.

WE'RE GOING TO MANAGE OUR ENGAGEMENT, INTERDIMENSIONS, ALL THE FUN STUFF THAT UNDERSTANDS HOW TO IMPROVE.

>> DIANA ALVEAR: THIS IS INTERESTING BECAUSE THE WAY YOU LAID ALL OF THIS OUT ABOUT HOW A SIMPLE TWO TO THREE- MINUTE SURVEY, THOSE RESULTS ARE GOING TO SHAPE WHAT WE'RE DOING ALL THE TIME, WORK AS A DIRECT RESULT OF LISTENING TO EVERYBODY.

35,000 RESPONSES, THAT'S A LOT.

FIRST AND FOREMOST, IT'S GREAT TO SEE THE IMPROVEMENT FROM ONE SURVEY TO ANOTHER.

PEOPLE ARE REALLY STARTING TO BELIEVE THIS IS A TOOL TO MAKE OUR CULTURE BETTER.

IT'S A ITERATIVE PROCESS.

YOU'RE GOING TO LOOK AT THE RESULTS AND SAY WHAT CAN WE CHANGE AND MAKE THE CULTURE BETTER?

SO CRUCIAL AS WORK FORWARD IS IN FULL SWING.

SO THESE SURVEYS COUNT.

WE NEED YOUR DATA TO SHAPE THE ACTION PLANS THAT ENGAGE AND ELEVATE THE V TEAM.

AS SOON AS I SEE IT POP UP IN MY MAILBOX I'M LIKE HELLO, GALLUP, I'M GOING TO TAKE MY SURVEY NOW.

BEFORE WE WRAP THINGS UP, I KNOW WE HAVE A SPECIAL ANNOUNCEMENT TO SHARE.

TAH- DAH, SAM.

>> SAM: YES, SUPER EXCITING.

WE HAVE A HUGE CONGRATULATIONS AND KUDOS AND IT'S IN ORDER FOR ONE PARTICULAR V TEAMER.

SO WE ALL KNOW I TALKED ABOUT OUR NORTH STAR IS THE BEST PLACE TO WORK.

WE WANT TO BE THE EMPLOYER OF CHOICE.

BUT THAT TAKES MORE THAN JUST THE BEST TECHNOLOGY.

IT TAKES THE BEST PEOPLE.

IT TAKES OUR V TEAMERS.

IN 2021, WE RECEIVED A GALLUP EXCEPTIONAL WORKPLACE AWARD.

AND MORE RECENTLY, WE PARTICIPATED IN THE MANAGER OF THE YEAR PROGRAM WITH GALLUP.

SO OVER THE PAST TWO MONTHS, WE'VE IDENTIFIED FINALISTS FROM OUR BAND 5 AND BELOW BASED ON THE PULSE SURVEY SCORES IN 2020 AND 2021.

SO A MASSIVE SPAN.

ALL V TEAM FINALISTS THAT ACHIEVED THE 90TH PERCENTILE

YEAR- OVER- YEAR IMPROVEMENT WERE CONSIDERED.

SO EACH BUSINESS GROUP NAMED A WINNER FROM THEIR TEAM, BUT TODAY I'M SO THRILLED TO ANNOUNCE OUR OVERALL MANAGER OF THE YEAR.

AND THE WINNER IS, I FEEL LIKE I NEED A DRUM ROLL.
JOHN HOLLINGER, SENIOR MANAGER OF CONTRACT SERVICES IN OUR GN&T
GROUP.

AMAZING NEWS.

HER DIRECTOR CARA OLESKA SURPRISED HIM EARLIER THIS WEEK.
LET'S TAKE A LOOK.

>> MY NAME IS JOHN HOLLINGER, I
MANAGE CONTRACT SERVICES FOR
MARYLAND, D.C., AND VIRGINIA.

BE STRONG AND DECISIVE BUT BE
PERSONABLE.

SO YOUR TEAM HAS TO KNOW THIS IS
WHAT WE'RE LOOKING FOR, THIS IS
WHAT I EXPECT, BUT THEN ALSO YOU
HAVE TO GET TO KNOW YOUR TEAM.
THEY'RE PEOPLE.

SO TAKE THE TIME TO LISTEN AND
GET TO KNOW THEM.

>> HI, JOHN.

[LAUGHTER]

GOOD MORNING.

>> I DIDN'T KNOW YOU WERE GOING
TO BE ON HERE.

>> I REALLY ENJOYED LISTENING TO
THAT.

THOSE WERE GREAT ANSWERS.
BUT THAT'S NOT WHY I'M JUMPING
IN AND BEING HERE TODAY.
I'M ACTUALLY BEING HERE TODAY
BECAUSE I WANT TO NOTIFY YOU
THAT YOU WERE SELECTED AS
VERIZON'S 2021 MANAGER OF THE
YEAR.

I MEAN, CONGRATULATIONS, WELL
DESERVED.

WHAT A PHENOMENAL
ACCOMPLISHMENT.

[LAUGHTER]

>> OH, MY GOSH.

>> EVERYTHING YOU DO, JOHN, YOU
SHOW EXEMPLARY, EXEMPLARY
LEADERSHIP.

YOU LED THAT TEAM IN MID
ATLANTIC TO NOT ONLY MEET AND

EXCEED ITS REQUIREMENTS, WHICH INCLUDE THE FINANCIAL SPEND OF UPWARDS OF \$52 MILLION AND SUPPORTING AND DELIVERING ON THE VERIZON FIBER BILLS, WHICH INCLUDES 5G, FIBER TO THE SOUTH, FIBER TO THE PREM, BUT YOU ALSO LED THE CULTURAL TRANSFORMATION AND STANDARDIZATION OF CONTRACTS.

YOU'RE A GREAT COMMUNICATOR. WHEN WE TALK ABOUT WHAT YOU DID, YOU KNOW, IN TERMS OF DEVELOPING AND ROLLING OUT THESE INNOVATIVE SYSTEM AND PROCESS CHANGES ACROSS CONTRACT SERVICES, ACROSS THE WIRELINE FOOTPRINT, THAT WOULD NOT HAVE BEEN AS SUCCESSFUL AS IT WAS WITHOUT THE PHENOMENAL JOB YOU DID COMMUNICATING THE WHY AND HOW TO THE IMPACT OF EMPLOYEES.

YOU ALWAYS LOOK FOR THE BEST OUTCOME, JOHN, AND YOU'RE ALWAYS ENCOURAGING COLLABORATION, INCLUDING EVERYONE, LISTENING TO WHAT THEY HAVE TO SAY, MAKING SURE ALL OF THE PERSPECTIVES ARE INCLUDED.

AND IT'S HOW YOU APPROACH THINGS WITH YOUR HONEST, COLLABORATIVE, AND FRIENDLY NATURE THAT MAKES YOU A GREAT LEADER AND MAKES YOUR TEAM MEMBERS AND PARTNERS FEEL SUPPORTED AND ENGAGED AND RESPECTED.

I MEAN, THANK YOU AGAIN FOR EVERYTHING YOU DO, FOR ALL OF YOUR CONTRIBUTIONS.

YOU ARE JUST AN INVALUABLE MEMBER OF THIS TEAM OF VERIZON.

I JUST - - IT'S JUST - - IT'S AWESOME.

IT'S REALLY AWESOME.

>> I DON'T KNOW WHAT TO SAY, BUT THANK YOU VERY MUCH.

I LOVE THIS JOB.
I LOVE WHAT I DO.
I LOVE THE PEOPLE AROUND ME.
IT'S EXCITING.
IT'S VERY EXCITING.
WE'RE SO FAST PACED, LIKE I
SAID, THERE'S NEVER A DULL
MOMENT.
AND EVERY DAY I GROW, I LEARN.
AND IT'S JUST WONDERFUL TO BE A
PART OF THIS TEAM.
SO THANK YOU VERY MUCH.
>> DIANA ALVEAR: YEA!
CONGRATULATIONS, JOHN!
THAT WAS SO AWESOME.
I LOVE HEARING WHEN PEOPLE'S MANAGERS OR DIRECTORS TALK NICELY
ABOUT THEM AND WE GET TO HEAR ALL THE WONDERFUL THINGS.
BIG CONGRATS TO JOHN.
WE WISH YOU LUCK AWE AS YOU'RE IN THE RUNNING FOR GALLUP'S
MANAGER OF THE YEAR.
GALLUP'S MANAGER OF THE YEAR.
THIS WILL BE ANNOUNCED IN JUNE.
WE WANT TO THANK ALL OF OUR MANAGERS.
YOU ALL WORK SO HARD WITH US.
SAM, IT'S BEEN A BUSY WEEK, IT'S NICE, I GOT TO SEE YOU A LOT.
I ENJOYED THIS.
I WOULD LIKE TO HAVE YOU SHARE ANY CLOSING THOUGHTS.
YOU HAD A LOT GOING ON.
YOU'VE SEEN THE POWER OF THE V TEAM.
ANY CLOSE ARE THOUGHTS ON THIS PULSE SURVEY?
>> SAM: JUST A COUPLE.
AGAIN, THANK YOU FOR YOUR THOUGHTS.
PLEASE DO CONTINUE TO DO THAT.
IT HELPS US BUILD THE BEST EMPLOYEE EXPERIENCE THAT WE CAN.
AND SO THERE'S TIME TO BE PROUD OF AND CELEBRATE AND THERE'S
ALWAYS THE OPPORTUNITY TO IMPROVE AND CONTINUE TO CREATE AN
EVEN BETTER VERIZON.
AND THAT'S WHY THE SURVEYS MATTER.
THEY HELP US KNOW HOW TO STRENGTHEN.
SO WORK FORWARD, AS YOU MENTIONED, GUESS WHAT?
NEXT WEEK IS MARCH.
LITTLE CRAZY.
BUT WE TALKED ABOUT MARCH AND DUSTING OFF OUR ROUTINES AND
FLEXING OUR MUSCLES TO GET BACK INTO OUR OFFICE LOCATIONS.
WHAT ARE THE SCHEDULES GOING TO LOOK LIKE?
LET'S QUICKLY RECAP WHAT WE SHARED LAST MONDAY.

FOR OUR HYBRID V TEAMERS IN THE U.S., STARTING IN MARCH, WE ARE INVITING YOU TO COME INTO YOUR WORK LOCATIONS AND TEST IT OUT. GET THE TECH, CHECK IT OUT.

WE TALKED ABOUT HOW THERE'S A LOT OF PEOPLE WHO STARTED NEW OR MAYBE WENT TO A DIFFERENT LOCATION IN THE LAST COUPLE OF YEARS DURING THE PANDEMIC.

AND SO GET USED TO THOSE LOCATIONS, GO ON TOURS.

WE'RE GOING TO HAVE LOTS OF EXCITING NEWS COMING SOON ABOUT THE THINGS THAT YOU CAN PARTAKE IN.

I WAS SO INSPIRED BY CARA AND JOHN'S NOTE AND HER SURPRISING HIM, BECAUSE THAT WAS SO FUN.

I DECIDED I'M GOING TO SURPRISE A LOCATION.

IN MARCH AND APRIL I'M GOING TO POP INTO SOME OF OUR LOCATIONS, MEET OUR V TEAMERS ENGAGE IN PERSON.

SUPER EXCITED ABOUT THAT.

EFFECTIVE APRIL 4TH IS WHEN WE'LL OFFICIALLY ACTIVATE THOSE U.S. HYBRID PLANS.

OUR V TEAMERS WILL GO AHEAD AND FOLLOW THE CADENCE THAT THEY'RE TESTING OUT AND THOSE SCHEDULES THAT THEY'VE HAD SET IN THE SYSTEM WITH THEIR DIRECTOR.

AND WE KNOW THEY'RE GOING TO BE FLUID AND WE'RE GOING TO LEARN FROM THOSE AND WE'RE GOING TO ADJUST.

WHAT DOES THAT MEAN RIGHT NOW?

IF YOU ARE A HYBRID V TEAMER, MAKE SURE YOU'RE SPEAKING WITH YOUR LEADER, YOU'RE DETERMINING THE VALUE OF COMING IN THE OFFICE.

IDENTIFYING THE MOMENTS THAT MATTER.

NOW'S THE PERFECT TIME.

TEST IT OUT, COME AND FIND OUT WHAT WORKS FOR YOU, WHAT WORKS FOR YOUR TEAM.

GET SOME OF THAT AMAZING ENGAGEMENT AND THAT WAY WE'RE READY TO GO IN APRIL.

>> DIANA ALVEAR: THIS IS ALL VERY EXCITING.

I'VE BEEN BUYING SOME WORKWEAR, IT'S LIKE THE FIRST DAY OF SCHOOL FOR ME TO COME BACK AND PLANNING, LIKE YOU SAID.

I KNOW THAT MY DAYS IN THE OFFICE, I'M GOING TO BE COLLABORATING AND HAVING THOSE GROUP CONVERSATIONS AND REALLY BUILDING CULTURE ENGAGING.

SO IT'S ALL VERY EXCITING.

WE KNOW THAT YOU AND EVERYONE HAVE PUT IN SO MUCH WORK INTO THIS EFFORT.

SO THANK YOU SO MUCH, SAM, FOR HANGING OUT TODAY.

HANS, I'M GOING TO BRING YOU BACK IN FOR FINAL THOUGHTS.

>> HANS VESTBERG: GREAT JOB FROM YOU AND SAM ON THE PULSE.

BUT AS SHE SAID, YOU KNOW, THE DIFFERENT UNITS AND WE NEED TO GO THROUGH THERE BUT ON THE HIGH LEVEL OF COURSE IT'S GOOD TO SEE HOW THE RESULTS ARE COMING OUT.

AND HOW THE ORGANIZATION IS RESPONDING.
AND TAGGING ALONG A LITTLE BIT ON WHAT SAM SPOKE AT THE END THERE,
THE WORK FORWARD, THE HYBRID EMPLOYEES, YEAH, IT'S TIME TO PREPARE
YOURSELF.
WE HAVE ALL THE THINGS IN PLACE.
WE HAVE V TEAMERS DAY, YEAH, IT'S GREAT.
THIS IS REALLY GREAT.
SO LOOKING FORWARD TO THAT, TO COME UP THERE AND ALL THESE PLANS
THAT WE HAVE.
AGAIN, ALL THE HUBS IN THE U.S. ARE OPEN, BUT I ALSO WANT TO REMIND
THEM WE HAVE ALSO V TEAMERS THAT ARE ALWAYS IN THE FIELD EITHER IN
THE STORE OR IN THE FIELD WHICH IS DOING A FANTASTICALLY IMPORTANT
JOB FOR US.
AND THEN WE HAVE A SUBSET OF THE V TEAMERS THAT ALWAYS WORK
FROM HOME THAT ALWAYS IS DOING A GREAT JOB.
WE HAVE ALL OF THAT IN THE WORLD WE'RE LIVING IN TODAY AND ALL OF US
ARE V TEAMERS.
JUST WANT TO END BY A COUPLE THINGS.
I ALWAYS HAVE A LOT OF THINGS, BUT JOHN, THERE ARE SO MANY OF THESE
IMPORTANT MANAGERS AND LEADERS IN OUR COMPANY THAT IS DOING
SUCH A TERRIFIC JOB EVERY DAY TO SEE THAT THE V TEAMERS HAVE THE
PURPOSE, THE CULTURE, THE RESPECT WE SHOW FOR EACH OTHER, FOR
OUR CUSTOMERS, FOR LEADING WITH OUR CREDO, I COULDN'T BE MORE
GRATEFUL TO SEE.
AND OF COURSE, JOHN, WHAT THE WORK YOU'RE DOING AND BEING THE
MANAGER OF THE YEAR, YOU KNOW.
I NEED TO WORK HARD, MAYBE ONE DAY.
BUT I KNOW THAT JOHN IS DOING A GREAT JOB AND MANY OTHER LEADERS
AS WELL.
SO THANK YOU VERY MUCH.
JUST ENDING ON THE NOTE, WE'LL HAVE A LOT OF THINGS TO DO THIS YEAR,
WE ARE IN FULL EXECUTION MODE ON EVERY OTHER DIFFERENT AREAS
WE'RE INTO.
AND I'M REALLY EXCITED OVER THE YEAR AND HOPEFULLY YOU ARE AS
WELL.
AND I JUST WANT TO CONCLUDE AND THANK ALL THE V TEAMERS, NOT ONLY
FOR PARTICIPATING IN THE PULSE, BUT ALSO FOR ALL THE WORK YOU'RE
DOING WHEREVER YOU ARE.
AND WE WILL SEE THAT WE STAY SAFE AND SECURE, ALL OF US, GOING
FORWARD.
SO ONCE AGAIN, THANK YOU, EVERYONE, AND, DIANA, THANK YOU.
>> DIANA ALVEAR: I LOVE THAT YOU SAID THE PEOPLE HAVE BEEN IF THE
FIELD EVERY DAY.
EVERY TIME I WALK IN THE STORE OR SEE A VERIZON VAN I GET EXCITED.
I LIKE A LITTLE FIST BUMP WHEN I SEE A VERIZON VAN AND THEY'RE LIKE,
WHY IS SHE FIST BUMPING ME?

IT'S BECAUSE I HAVE THAT VERIZON PRIDE.

THANK YOU.

>> HANS VESTBERG: THANK YOU.

>> DIANA ALVEAR: WE'RE MOVING FORWARD TOGETHER.

WE'RE GOING TO BUILD THAT CULTURE ENGAGE EVERYBODY AND IT TAKES YOU.

YOU MATTER.

SO THANK YOU SO MUCH FOR WATCHING TODAY.

STAY SAFE, STAY CONNECTED, I AM DIANA ALVEAR AND NEXT TIME, YOU'RE UP TO SPEED.