

Verizon
Up To Speed
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>>> HAPPY THURSDAY, EVERYONE, WELCOME TO A SPECIAL LIVE EDITION OF UP TO SPEED ON THIS THURSDAY.

IT'S LIVE BECAUSE WE'VE GOT HANS WITH US WHO, HONESTLY, THE LAST FEW TIMES WE'VE BEEN ON UP TO SPEED, HANS, AS I MENTION ALL THE TIME, YOU'RE ALWAYS INVITED, HOWEVER, A MAN OF SURPRISES FROM TIME TO TIME.

THIS ONE KIND OF SNUCK UP ON US.

WE HAVE A LOT TO TALK ABOUT, BUT WELCOME BACK.

AGAIN, YOU ARE ALWAYS INVITED, BUT THIS ONE'S VERY SPECIAL.

THANK YOU FOR JOINING US, SIR.

>> HANS: IT'S GREAT TO BE HERE FOR THE SECOND TIME IN A LONG WEEK.

UNTIL WE GET BACK TO NORMALITY.

I LIKE TO BE ON UP TO SPEED.

I'M SO HAPPY THAT YOU INVITED ME AGAIN, ANDY.

IT SAYS A LOT ABOUT YOU.

>> ANDY: IT'S GREAT TO HAVE YOU.

I'M NOT INVITING YOU, YOU ARE THE MAN, YOU CONTROL WHEN YOU'RE ON UP TO SPEED.

WE DO APPRECIATE YOU BEING HERE.

AND WE'VE GOT A LOT TO COVER AND TALK ABOUT.

AND JUST WANTED TO SEE WHAT'S ON YOUR MIND TODAY.

THERE'S A LOT OF NEWS THAT WE'RE GOING TO MENTION LATER IN THE SHOW, BUT JUST WANT TO SEE HOW YOU'RE DOING AND WHAT'S ON YOUR MIND TODAY?

>> HANS: I WANTED TO START A LITTLE BIT ON A MORE-SERIOUS NOTE. AS WE END THE LUNAR NEW YEAR HERE.

I WANTED TO SPEAK ABOUT WHAT'S HAPPENING TO OUR ASIAN-AMERICAN COMMUNITY AND THE HORRIFIC EVENTS WE'VE SEEN THERE.

IN EACH OF THE CASES, IT HAS NO PLACE IN OUR SOCIETY.

THE EVENTS THAT WE'VE SEEN RECENTLY IN THE U.S. AND ALSO THE REST OF THE WORLD.

I WANTED TO ADDRESS THAT.

I THINK IT'S, IT'S AWFUL AND WE SHOULDN'T SEE OUR SOCIETY TREATING GROUPS LIKE THAT.

I WANT TO TALK ABOUT THAT TODAY.

I ALSO WANTED TO SAY, LAST SUMMER, OUR PURPOSE IS SO CLEAR.

WE CREATE THE NETWORKS THAT MOVE THE WORLD FORWARD, FOR EVERYONE.

AND SOME OF THE VALUES WE'RE HAVING IN THERE IS OF COURSE, DIVERSITY, IT'S EQUALITY, FOR EACH AND EVERY ONE.

THESE TYPES OF THINGS HAVE NO BELONGING IN OUR SOCIETY.

I, I WANTED TO COME OUT AND SAY, TALK ABOUT THAT, BECAUSE, WHAT WE'VE SEEN THE LAST COUPLE OF MONTHS, WEEKS, HERE, ABOUT WHAT'S HAPPENING TO OUR ASIAN-AMERICAN FRIENDS AND COLLEAGUES, AND CUSTOMERS, SOCIETY, IN GENERAL, IT'S NOT OKAY

AND... WE HAVE, OF COURSE, LONG-TERM STANDING WITH SOME OF THE MOST-PROMINENT ASIAN-AMERICAN GROUPS, LIKE THE ASIAN AMERICANS, THE NATIONAL COALITION OF PACIFIC ASIAN AMERICANS.

WE HAVE OUR OWN ERG TO FACE, WHICH IS VERY IMPORTANT IN THESE TIMES.

ASK ANY OF OUR ERGS TO HAVE THE CONVERSATION THAT WE DISCUSS AND CLEARLY STATE THAT THIS IS NOT PART OF OUR SOCIETY

SO, THAT'S WHAT'S HAPPENING, IT'S SAD TO SEE AND, BUT, CLEARLY, I WANT TO REINFORCE VERIZON, THIS HAS NO PLACE IN, IN OUR COMPANY.

AND IN DISCRIMINATION FOR CERTAIN GROUPS AND HOW THEY'VE BEEN TREATED.

THAT'S NOT OKAY AND IT'S EVEN WORSE, IT'S VIOLENCE, SO, WE STAND UP FOR OUR DIVERSITY AND FOR OUR CORE VALUES.

THEY SHOULD BE THERE FOR EACH AND EVERY ONE, REGARDLESS OF BACKGROUND LAND YOU COME FROM

SO, IN THESE TIMES, MY THOUGHTS ARE WITH THE ASIAN AMERICANS AND WE'LL DO EVERYTHING WE CAN TO SUPPORT.

WE STAND FIRMLY BEHIND YOU AND THIS IS NOT OKAY, NOT ACCEPTABLE.

>> ANDY: HANS, IT'S BITTERSWEET THAT WE ONCE AGAIN HAVE TO HEAR YOU TALK ABOUT THIS.

WE ADDRESS THIS, BUT AT THE SAME TIME, IT IS SO UP LIFTING AND, TO FEEL THE COMPASSIONATE LEADERSHIP, YOUR LOVE FOR ALL OF OUR COMMUNITIES AS A FELLOW ASIAN-AMERICAN, I'VE BEEN EXAMINING MY OWN HEART AND MY SOUL ABOUT THIS.

AND IT'S VERY DIFFICULT.

MUCH LIKE, OUR, OUR V TEAMERS WHO WATCHED WHAT HAPPENED TO GEORGE FLOYD IN THE SUMMER AND EXAMINED THEIR OWN HEARTS.

I THINK MANY OF OUR ASIAN-AMERICAN V TEAMERS ARE DOING THE SAME

WE TALKED ABOUT THIS DURING THE LUNAR NEW YEAR CELEBRATIONS, BRIEFLY.

WE OF COURSE, TALKED ABOUT HOW THIS IS, A TIME OF RESILIENCY, IN THE YEAR OF THE OX.

AND, OUR, OUR KINDNESS CAMPAIGN COMES TO MIND.

HOW WE CAN BE SO, JUST SIMPLE ACT OF KINDNESS CAN CHANGE SO MUCH.

TALK ABOUT WHY THIS IS SO IMPORTANT FOR YOU TO, TO SORT OF, TO MAKE SURE WE SEW THE SEEDS OF THIS KIND OF KINDNESS RIGHT NOW

YOU KNOW, I DON'T THINK COMPANIES HAVE TO DO THIS.

BUT, FROM OUR CONVERSATIONS, HANS, LIKE, THIS IS, THIS IS SO, THIS IS SUCH A BIG PART OF WHO YOU ARE AND WHO THIS COMPANY IS.

>> HANS: I GUESS, ALL FAIRNESS IN SOCIETY, I HAVE A HARD TIME DEALING WITH THAT.

THIS IS UNFAIRNESS.

BECAUSE, WHO WE ARE AND WHAT WE DO.

I THINK THAT THINGS THAT I REALLY DISLIKE, AND I ALWAYS HAVE A FIRM BELIEF THAT THE DIVERSITY OF THE COMMUNITY, THE DIVERSITY OF THE COMPANY, DIVERSITY OF SOCIETY, WILL ALWAYS LEAD TO BETTER SOLUTIONS, PEACE, FRIENDSHIP, KINDNESS AND THAT'S, OF COURSE, IT'S ALSO IMPORTANT FOR VERIZON.

PART OF OUR DNA AND I LEAD VERIZON AND I STAND BEHIND IT, 100%. AND I'VE SEEN IT, MYSELF.

I'VE BEEN LIVING IN SEVEN DIFFERENT COUNTRIES, OR SIX, WHATEVER IT IS.

EVERYTHING DIFFERENT AND I'VE BEEN SORT OF COMING INTO COMMUNITIES, BEING ACCEPTED AND EVERYBODY DID THAT, REGARDLESS WHERE YOU COME FROM PARK -- FOR ME, THIS IS TIMES WHERE WE NEED TO STAND UP.

WE NEED TO TALK ABOUT IT, I DON'T HAVE ALL THE ANSWERS.

WE KNOW IT'S THE SAME WHEN WE HAVE BLACK LIVES MATTER.

I DIDN'T HAVE THE ANSWERS, BUT THE OUTREACH AND THE DISCUSSIONS, WITH ALL GROUPS BECOMES IMPORTANT.

BECAUSE IT'S ALL ABOUT EDUCATION.

IT'S ALL ABOUT TRAINING, LEARNING, UNDERSTANDING.

YOU MIGHT HAVE DIFFERENT OPINIONS, BUT YOU CAN NEVER HAVE ANY DISCRIMINATION WITH CERTAIN GROUPS OR DIFFERENT PEOPLE.

AND WE'RE, WE NEED DIVERSITY, WE NEED EQUALITY, WE NEED TO SUPPORT MANKIND, REGARDLESS OF WHERE YOU COME FROM.

AND WHAT WE'RE SEEING, RIGHT THERE, IS WITH VIOLENCE, IS EVEN WORSE.

>> ANDY: THANK YOU, HANS, FOR THAT INVITATION TO SPEAK ABOUT THIS.

I, PERSONALLY, WASN'T JUST SADDENED THERE, WAS FRANKLY HATE IN MY HEART WHEN I SAW THIS.

BECAUSE THESE WERE PEOPLE, IN MY COMMUNITY, AND I IMAGINED WHAT MY MOTHER OR MY LATE FATHER, WOULD HAVE FELT, YOU KNOW, AND I THINK ABOUT THAT A LOT.

AND SO, I WANT TO TAKE THAT KIND OF ENERGY THAT YOU'RE EXHIBITING HERE, AND REALLY, REINFORCE AND ENCOURAGE EVERYONE TO THINK ABOUT YOUR NEIGHBORS AND THE PEOPLE AROUND YOU AND THE COMMUNITIES THAT ARE IN YOUR VICINITY AND GET TO KNOW THEM BETTER.

THAT'S REALLY THE, THE BEST WAY THAT WE'RE GOING TO BATTLE THIS HATE, IS WITH A DEEP COMPASSIONATE SENSE OF LOVE, NOT ONLY FOR EACH OTHER, BUT FOR OUR ENTIRE WORLD

SO, HANS, THANK YOU VERY MUCH.

THIS IS, ON A PERSONAL LEVEL --

>> HANS: THANK YOU AS WELL, ANDY.

AS YOU'RE PART OF THIS COMMUNITY, IT'S ALSO GREAT TO HEAR HOW YOU'RE THINKING ABOUT IT.

ULTIMATELY, IT'S ABOUT LISTEN, THE ONES IN THE COMMUNITY AND THE ONES OUT OF THE COMMUNITY.

THAT IS CREATING IMPROVEMENTS THAT WE NEED, THINGS WE NEED IN THIS SOCIETY.

>> ANDY: ABSOLUTELY.

AS WE SAY, WE MONK THE WORLD FORWARD WITH CONVERSATIONS JUST LIKE THIS ONE.

I LOOK FORWARD TO HAVING MORE CONVERSATIONS LIKE THIS, WITH ALL OF OUR COMMUNITIES AND HANS, THANK YOU FOR OPENING THOSE DOORS.

THANK YOU SO MUCH.

SHIFTING GEARS NOW, SOMETHING, I'LL BE LOOKING FORWARD TO TALKING A LOT ABOUT ALL KINDS OF SUBJECTS.

FOR THE TIME BEING, WE MAY NOT BE TALKING TOO MUCH ABOUT THE C BAND OPTION, BUT THAT SAID, WE'RE GETTING CLOSE.

THIS IS VERY IMPORTANT FOR ALL OF US AS A V TEAM, HANS, LAY THE GROUNDWORK FOR WHAT'S HAPPENED AND WHAT WE NEED TO THINK ABOUT IN THE DAYS AHEAD WHEN IT COMES TO THIS AUCTION.

>> HANS: THIS IS AN IMPORTANT TOPIC.

THAT DOESN'T MEAN WE CAN START TALKING ABOUT IT, IT'S AN ANTI-COLLUSION PERIOD OF TEN DAYS BEFORE WE CAN START TALKING ABOUT THIS.

I CAUTION EVERYONE, AS CRAIG DID, THIS IS SOMETHING WE WAIT UNTIL WE'RE CLEARED TO HAVE A CONVERSATION AND WE'LL TALK ABOUT IT

SO, IT'S A VERY QUIET PERIOD, THE NEXT TEN DAYS, WORKING DAYS AND THEN, THEN WE CAN TALK ABOUT WHAT IT MEANS WITH VERIZON.

RIGHT NOW, I ASK EVERYONE TO KEEP IT TO YOURSELF AND NOT TALK TO ANYBODY ELSE ABOUT IT.

THERE'LL BE TIME FOR THAT.

>> ANDY: WE HAVE TO STAY DILIGENT IN THIS PROCESS.

YOU HEARD FROM HANS, RULE NUMBER ONE OF THE AUCTION, DO NOT TALK ABOUT THE AUCTION.

SOMETHING WE CAN TALK ABOUT IS 5G.

WE LOVE TALKING ABOUT 5G.

THERE'S NEWS YOU WANT TO ANNOUNCE THIS MORNING ABOUT OUR 5G CITIES.

>> HANS: YEAH, IT'S THE WEEK OF ENGINEERS, I GUESS.

THE WEEK OF ENGINEERS AND THESE GUYS ARE CONTINUING TO WORK RELENTLESSLY AND OF COURSE, THEY WORK ON MULTIPLE, THE 4G NETWORK -- FIBER NETWORK, THEY'RE WORKING ON ULTRA WIDEBAND, THEY'RE WORKING ON THE WHOLE NETWORK, BUT THEY'RE ALSO LAUNCHING NOR SAFETY TOGETHER ON THE COMMERCIAL SIDE THAN TODAY.

WE ANNOUNCED THREE MORE CITIES, IT WAS SACRAMENTO, SEATTLE, AND PENSACOLA, IF I REMEMBER IT RIGHT.

THERE ARE SO MANY THINGS RIGHT NOW, SO, NOW WE HAVE EVEN MORE CITIES WITH ULTRA WIDEBAND.

WE HAVE NATIONWIDE, COVERING 250 MILLION PEOPLE IN THE COUNTRY AND WE HAVE, AS I ALWAYS SAY, THE BEST 4G IN THE WORLD.

SO, WE JUST CONTINUE AND OUR ENGINEERS ARE DOING A FANTASTIC JOB OUT THERE.

AS I SAID, BEFORE, IT'S A LOT OF GRATITUDE TO ENGINEERS, BOTH IN THE FIELD AND FOR THE PLANNING AND ENGINEERING TEAM FOR MAKING THIS HAPPEN, BECAUSE IT'S A LONG CHAIN OF PEOPLE, FROM SUPPLY, PLANNING OF VENDORS, DOING IT IN THE FIELD AND SEEING THAT WE OPERATE AND MAINTAIN AND SEEING THE SYSTEM, HOW IT WORKS.

SO, TO PUT OUR COMMERCIAL SIDE IN THE, IN THE POSITION TO CONTINUE TO HAVE GREAT SUCCESS.

SO... IT'S A GREAT, THAT WE SEE THAT CONTINUE AND... WE MAKE SOME BOLD COMMITMENTS FOR THE YEAR, BASICALLY WE'RE GOING TO ROLL OUT EQUALLY MANY ULTRA WIDEBAND LIKE THIS YEAR AND LAST YEAR.

SO HAVING SOME, 14,000 TOTALING 30,000 ULTRA WIDEBANDS WHEN THE YEAR HAS ENDED AND THE TEAM IS ALSO GOING TO START WITH THIS.

THANK YOU FOR, THAT I'M EXCITED OVER IT.

>> ANDY: WE CONTINUE TO APPRECIATE OUR ENGINEERS.

IF YOU'RE WATCHING, GIVE THEM A STANDING OVATION IN YOUR HOME OFFICE OR WHEREVER YOU ARE.

5G NATIONWIDE, AS YOU MENTIONED.

OVER 2700 CITIES, 230 MILLION PEOPLE, 67 ULTRA WIDEBAND AND BY THE WAY, SACRAMENTO, THEY'RE ALSO GETTING THE LATEST 5G HOME INTERNET EQUIPMENT.

YOU MIGHT REMEMBER THAT SACRAMENTO WAS ONE OF OUR VERY FIRST 5G HOME CITIES.

IT'S AMAZING TO THINK ABOUT THAT TIME DURING OUR COMPANY'S GROWTH AND WHERE WE ARE NOW

SO, IT IS ABSOLUTELY AWESOME TO SEE AND OF COURSE, ON THIS NATIONAL ENGINEERS WEEK, WE CONTINUE TO APPRECIATE AND CELEBRATE THE WORK OF OUR ENGINEERS.

SO, THANK YOU TO ALL OF OUR ENGINEERS.

HANS, WE COVERED A LOT HERE.

AND AGAIN, YOU KNOW, JUST ON BEHALF OF JUST, PERSONALLY, THANK YOU FOR ADDRESSING WHAT YOU ADDRESSED AT THE TOP OF THE SHOW.

WANTED TO JUST GET YOUR FINAL THOUGHTS AS WE WRAP UP HERE ON THIS LIVE UP TO SPEED AND ONCE AGAIN, HANS, YOU ARE INVITED WHENEVER YOU'D LIKE.

THERE'S NO INVITATION --

>> HANS: I'LL SHOW SOON AGAIN, I CAN TELL YOU.

I JUST FORCE MYSELF IN.

A COUPLE THINGS -- FIRST OF ALL, OUR CREDO BECOMES VERY IMPORTANT.

>> WE'VE HAD A LOT OF THINGS GOING ON IN OUR SOCIETY.

EVERYTHING FROM THE COVID, WHICH STILL IS HERE AND DANGEROUS, ECONOMIC DOWNTURN, THE IMPACT ON FAMILIES.

TO HAVE THE ATTACKS ON, ON THE BLACK AMERICANS WHO HAVE NOW, ON THE ASIAN AMERICANS, UNFAIRNESS IN GENERAL FOR THAT.

SO... IT'S A LOT OF THINGS HAPPENING.

THAT'S WHEN YOU GO BACK TO CORE VALUES -- YOUR FAMILY, THINK ABOUT WHAT WE STAND FOR AND I CAN ONLY SAY WE STAND FOR DIVERSITY, EQUALITY -- EVERYBODY HAS AN EQUAL CHANCE.

WE NEED DIVERSITY TO BE BETTER.

WE NEED TO SHOW OUR BEST OUR BEST -- TO EVERYONE AROUND US.

SO, I WANT TO START WITH THAT.

THEN I WANT TO COME BACK TO THE COVID-19 AND YEAH, WE SEAT CURVE COMING DOWN IN THE WEST, IT'S ALL SO IMPORTANT RIGHT NOW.

A VACCINE IS THERE.

JUST KEEP YOURSELF SAFE AND HEALTHY RIGHT NOW.

BECAUSE, THAT'S GOING TO BE SO IMPORTANT.

WE'VE BEEN SUFFERING A LONG TIME.

WITH THE CONTACT WITH FRIENDS, WITH FAMILY, WITH COWORKERS AND ALL OF THAT.

SO, I JUST ASK YOU TO CONTINUE TO HAVE THAT.

YOU NEED TO REPEAT THAT FOR YOURSELF AND YOUR FRIENDS, ALL THE TIME.

I TEND TO FORGET THAT SOMETIMES, NOW IT SEEMS NORMAL AGAIN.

IT'S NOT NORMAL.

WE'RE NOT IN A NORMAL STATE.

SO, I WON'T SAY THAT TO ALL OF YOU.

AND THEN, FINALLY, AS WE HAD OUR UP TO SPEED ON MONDAY, FROM THE LEADERSHIP FORM, WE CONTINUE TO HAVE DISCUSSION AND ONE THING I TELL TO ALL THE LEADERS AND EMPLOYEES RIGHT NOW, REMEMBER, THE

SERVICE IS AS GOOD AS THE ACTION PLANS YOU DO WITH IT AND CONVERSATIONS YOU HAVE AROUND IT.

IT MIGHT BE GREAT THAT YOU WANT TO WORK ON IT AND SAY, THIS IS GREAT, WE SHOULD CONTINUALLY CONTINUE IT.

AS A WEAKNESS, NOT CLEAR WHAT WE'RE DOING HERE.

AND WE WANT TO DO THAT.

REGARDLESS OF WHETHER IT'S POSITIVE OR NEGATIVE, IT SHOULD BE CONVERSATION.

AND OF COURSE, PUT A LOT OF PRESSURE ON THE LEADERS, BUT TO BE HONEST, I PUT A LOT OF PRESSURE ON EMPLOYEES.

YOU NEED TO ASK FOR IT, IF YOU DON'T HEAR SOMETHING.

WE'RE IN A COMPANY THAT EVERYBODY HAS A SAY, EVERYBODY IS EQUAL, WE NEED TO HAVE THIS CONVERSATION.

I GUESS A GOOD FEELING FROM THE LEADERSHIP FORUM, THAT LEADERS WILL GO HOME AND TAKE IT WITH THEM AND WITH THAT, 87% OR 115,000 EMPLOYEES, THAT RESPONDED ON THE CALLS, I'M ENCOURAGED.

WE ALL WANT TO MAKE THIS COMPANY EVEN BETTER AND WE HAVE TRUST IN EACH OTHER, THAT WE'LL DO SOMETHING WITH IT

SO... ON THAT NOTE.

THANK YOU FOR INVITING ME TO UP TO SPEED TODAY.

IT'S GREAT TO BE HERE AND... I'M EXCITED TO SHARE A LITTLE BIT WHAT'S HAPPENING IN MY LIFE.

AND I HAVE A LOT OF DIFFERENT THINGS WE'RE DOING IN THE COMPANY AT THE SAME TIME.

THIS GIVES ME ENERGY.

AND I HOPE IT GIVES YOU ENERGY TO CONTINUE TO STRIVE AND FIGHT IN A FAIRLY COMPLICATED TIME IN OUR WORLD.

SO, ANDY, THANK YOU.

>> ANDY: HANS, YOUR ENERGY IS INFECTIOUS AND WE'LL CERTAINLY HARNESS THAT TO BRING IT RIGHT BACK TO YOU AND OUR LEADERS AND MY HOPE IS THAT OUR V TEAMERS WATCHING CAN FEEL JUST HOW PALPABLE THE ENERGY, ENTHUSIASM, THE LEADERSHIP AND THE LOVE THAT YOU BRING.

IT MATTERS TO YOU, IT MATTERS TO OUR LEADERS, AND IT MATTERS THAT OUR V TEAMERS FEEL THAT.

HANS, THANK YOU VERY MUCH, ON THIS GREAT THURSDAY

A BITTERSWEET ONE, TO BE COMPLETELY HONEST, BUT, ONE THAT I STILL BELIEVE THAT NO MATTER WHO YOU ARE OR WHERE YOU'RE FROM, WHAT YOU LOOK LIKE, WHAT YOU BELIEVE IN, YOU BELONG ON THIS TEAM.

YOUR VOICE TRULY MATTERS AND WE'LL CONTINUE TO CHAMPION THAT, RIGHT HERE ON UP TO SPEED.

SO, THANK YOU TO HANS, THANK YOU TO ALL OF YOU WATCHING.

HAVE A FANTASTIC REST OF YOUR WEEK AND A SHOUTOUT TO OUR ENGINEERS ON THIS NATIONAL ENGINEERS WEEK.

FOLKS, HAVE A GREAT DAY.

WE'LL SEE YOU BACK HERE, UP TO SPEED LIVE WITH DIANA.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

TAKE CARE.