

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

>> HEY, EVERYONE, HAPPY FRIDAY.

THANKS FOR WATCHING UP TO SPEED.

LET'S JUMP IN WITH A QUICK RECAP OF THE WEEK.

MONDAY, SAM AND CRAIG JOINED US LIVE TO DISCUSS THE LATEST WORK FORWARD UPDATES, AND ON TUESDAY, ANDY SHOWED US HOW TO BEST PREPARE FOR HYBRID ACTIVATION ON APRIL 4TH.

FROM REMEMBERING YOUR BADGE TO

BOOKING A SPACE, COMING BACK CAN BE AS SIMPLE AS 1-2-3.

AND THURSDAY, WE SHARED VERIZON'S CALL FILTER FEATURES

TO HELP STOP PESKY ROBOCALLS AND

A QUICK AND EASY WAY TO REPORT SPAM TEXTS WITH 7726.

NOW, ON TUESDAY, OUR LEADERS, MAGDA YRIZARRY AND NICKI PALMER JOINED THE MCKENZIE DELIS REVIEW U.S. LAUNCH EVENT.

THE MCKENZIE DELIS REVIEW IS THE

FIRST OF ITS KIND OFFERING A COMPREHENSIVE AND NATIONWIDE ANALYSIS ACROSS TEN COMPONENTS OF WORKPLACE DIVERSITY.

LET'S TAKE A LOOK AT WHAT THEY DISCUSSED.

>> DIVERSITY IS SO CRUCIAL TODAY

BECAUSE WE CAN'T LET THE FOURTH

INDUSTRIAL REVOLUTION OCCUR WITHOUT HAVING A WHOLE

POPULATION TAKE PART IN ITS DEVELOPMENT.

AND IT'S REALLY THAT SIMPLE.

YOU KNOW, IT'S NO SECRET THAT

TECH HAS HAD A LONGSTANDING

DIVERSITY AND INCLUSION PROBLEM, IF I COULD SAY THAT.

THE HOMOGENEITY OF THE INDUSTRY

IS NOT JUST A SUPERFICIAL ISSUE EITHER.
IT'S ARGUABLE THAT IT'S A ROOT
CAUSE OF MANY LARGER ISSUES THAT
PLAGUE TECH, AND IT HAS
IMPLICATIONS NOT JUST FOR
JUSTICE AND FAIRNESS, BUT IT ALSO RESULTS IN, LIKE,
DEVASTATING FLAWS IN THE INDUSTRY'S OWN PRODUCTS.
SO CONSIDER JUST A FEW OF THESE,
FOR EXAMPLE, LIKE UNJUST FACIAL
RECOGNITION TECHNOLOGIES THAT EXACERBATE DISCRIMINATION
AGAINST PEOPLE OF COLOR, OR HOW
ABOUT VIRTUAL REALITY HEAD SETS DESIGNED BY AND FOR MEN
PRIMARILY, THAT CAN CAUSE WOMEN TO FEEL, YOU KNOW, NAUSEOUS WHEN
THEY PUT THEM ON, RIGHT?
AND HOW ABOUT THOSE, YOU KNOW,
THERE'S BEEN MANY, MANY
PUBLISHED EXAMPLES OF ARTIFICIAL
INTELLIGENCE ALGORITHMS THAT HAVE INHERENT BIAS IN THEM.
AND WE'RE JUST GETTING STARTED ON ALL OF THESE TECHNOLOGIES.
SO THOSE ARE JUST A FEW EXAMPLES
OF PRODUCTS IN AN INDUSTRY WITH
INSUFFICIENT DIVERSITY, OF
PERSPECTIVES THAT GO IN TO PRODUCT DESIGN.
>> THE PERCEPTION THAT THIS IS A
ZERO-SUM GAME HAS TO BE ADDRESSED, THAT IN ORDER FOR
SOME PEOPLE TO GAIN ACCESS, THAT MEANS OTHER PEOPLE ARE GOING TO
LOSE ACCESS, AND IT'S REALLY NOT ABOUT THAT.
IT'S REALLY ABOUT OPPORTUNITY FOR ALL.
AND IN THAT, WE HAVE TO BE COMFORTABLE NOT TO TREAT
EVERYBODY EXACTLY THE SAME WAY,

BECAUSE WHETHER IT WAS THE
EXAMPLE ABOUT PEOPLE WITH DISABILITIES OR THE EXAMPLE OF
THE SOCIOECONOMICALLY DISADVANTAGED COLLEGE STUDENTS,
EVERYONE DOESN'T START AT THE SAME PLACE.
EVERYONE DOESN'T NEED THE SAME RESOURCES, RIGHT?
SO THIS COMFORT THAT SAYS I'M
GOING TO MEET PEOPLE WHERE THEY
ARE, AND THAT EVERYONE'S NEEDS
ARE NOT EXACTLY THE SAME IS GOING TO MAKE THE ORGANIZATION FEEL LIKE AN US
AND A THEM, LOWERING OF THE STANDARDS.

SO WE'VE GOTTA PUT THAT ON THE
TABLE AND REALLY TALK ABOUT
EQUITY IN A WAY THAT REALLY REFLECTS ALL OF US.

>> AND TAMI ERWIN SPOKE ON A
PANEL WITH SCOTT MILLS,
PRESIDENT AND CEO OF BET AND
JOHN STANDLEY, CEO OF WALGREEN'S
BOOTS ALLIANCE IN PARTNERSHIP WITH THE PALEY CENTER.
THEY DISCUSS TODAY'S MOST
PRESSING SOCIETAL CHALLENGES AROUND THE EVENTS THEME,
BROADENING THE CONVERSATION
AROUND DEI IN THE WORKPLACE TO
HARNESS THE POWER OF DIVERSITY AND INCLUSION.

HERE'S A CLIP OF THE EVENT.

>> WHEN WE HAVE FACTS AND
CLARITY, THEN WE CAN BE CLEAR ON
ACTIONS THAT YIELD MEASURABLE
RESULTS, AND FOR ME, THAT'S WHAT IT'S ABOUT.
IT'S ABOUT HAVING CLARITY OF
WHERE ARE WE TODAY, HOW DO WE RECOGNIZE THAT WE ALL HAVE

MULTIPLE COMPONENTS THAT MAKE UP WHO WE ARE, SO IT'S NOT JUST THAT I'M A WOMAN, BUT I'M A DAUGHTER, I'M A WIFE, I'M A, YOU KNOW, WHAT ARE ALL THE COMPONENTS THAT BRING ME TO THE WORK ENVIRONMENT, THAT BRING ME TO SOCIETY, AND HOW DO I REPRESENT AND ACKNOWLEDGE MINE, AND THEN EMBRACE OTHERS.

AND FOR ME IT STARTS WITH THE FACTS.

KNOW THE FACTS.

WHEN YOU KNOW THE FACTS, YOU CAN'T IGNORE THEM.

>> AND LIKE OUR LEADERS

MENTIONED, WE'RE DOING OUR PART

TO MOVE THE WORLD FORWARD, AND

WE'RE COMMITTED TO HELP BRIDGE

THE DIGITAL DIVIDE BY MAKING HIGH-QUALITY CONNECTIVITY MORE AFFORDABLE FOR CUSTOMERS IN NEED.

THAT'S WHY WE'RE PARTICIPATING

IN THE FCC'S AFFORDABLE CONNECTIVITY PROGRAM, WHICH

HELPS LOW-INCOME HOUSEHOLDS PAY FOR INTERNET AND MOBILE SERVICE.

FOR THE FIRST TIME, VERIZON IS

OFFERING FREE INTERNET WITH ITS

FIOS FORWARD PROGRAM TO QUALIFYING ACP CUSTOMERS.

QUALIFYING CUSTOMERS WILL GET

THE FASTEST SPEEDS IN THE MARKETPLACE WITH FIOS FORWARD,

ALONG WITH A FREE VERIZON ROUTER, AND NO HIDDEN FEES OR SET-UP CHARGES.

AND ON TO SOME

VERIZON BUSINESS NEWS.

THE U.S. DEPARTMENT OF DEFENSE HAS AWARDED VERIZON PUBLIC SECTOR THREE ENTERPRISE INFRASTRUCTURE SOLUTIONS AWARDS WORTH \$966.5 MILLION.

VERIZON WILL PROVIDE NETWORK
MODERNIZATION SERVICES AND TECHNICAL SUPPORT SERVICES TO
THE PENTAGON, THE DEPARTMENT OF DEFENSE, NATIONAL CAPITAL
REGION, AND FORT BELVOIR.

VERIZON BUSINESS ALSO ANNOUNCED
THAT BLUEJEANS TELEHEALTH, A HIPAA-READY AND INTUITIVE
VIRTUAL CARE PLATFORM IS NOW AVAILABLE THROUGH KAJEET, WHICH
IS A LEADING PROVIDER OF IOT
CONNECTIVITY, SOFTWARE AND HARDWARE SOLUTIONS TO ADDRESS
INCREASING CUSTOMER DEMAND FOR CONNECTED HEALTH SOLUTIONS TO
IMPROVE THE PATIENT-PROVIDER RELATIONSHIP.

NOW WE'VE SEEN SEVERAL EXTREME
WEATHER EVENTS THIS YEAR ALREADY
AND WE WANT YOU TO KNOW THAT
VERIZON IS PREPARED NO MATTER THE CRISIS.

OUR EXTREME NETWORK IS BUILT TO WITHSTAND PROLONGED POWER
OUTAGES WITH NEARLY 80 PERCENT OF MACROCELL SITES AND SWITCH
FACILITIES EQUIPPED WITH GENERATOR BACK-UP, AND 100
PERCENT EQUIPPED WITH BATTERY BACK-UP.

BUT THAT'S NOT ALL.

WE'VE INVESTED IN MAINTAINING
THE LANDSCAPES AROUND OUR FACILITIES AND WILDFIRE
PRONE-AREAS, A SUBZERO SWITCH IN
AREAS VULNERABLE TO ICE AND FLOODS AND SUPER SWITCHES THAT
CAN WITHSTAND HURRICANES AND OTHER MEASURES IN CASE OF
TORNADOES, EARTHQUAKES AND MORE.

FOR ALL THE WAYS OUR NETWORK
GOES EXTREME TO KEEP YOU
CONNECTED IN A CRISIS, CLICK THE LINK IN TODAY'S STORY.

AND WITH THE ONGOING SITUATION

IN EASTERN EUROPE, VERIZON IS
EXPANDING ITS RELIEF OFFER THROUGH MARCH 24TH TO KEEP
CUSTOMERS CONNECTED TO FRIENDS
AND LOVED ONES IN THE AFFECTED AREAS.
AS A REMINDER, VERIZON IS WAIVING INTERNATIONAL CALLING,
TEXTING AND IN-COUNTRY DATA
CHARGES FOR CONSUMER AND
BUSINESS WIRELESS CUSTOMERS TO AND FROM HUNGARY, MOLDOVA,
POLAND, ROMANIA, SLOVAKIA AND UKRAINE.

RESIDENTIAL LAND LINE CUSTOMERS WILL
SEE WAIVED INTERNATIONAL CHARGES TO THOSE COUNTRIES AS WELL.
AND CUSTOMERS, YOU DO NOT HAVE
TO TAKE ANY ACTION TO TAKE ADVANTAGE OF THESE OFFERS.
IF YOU'RE WONDERING HOW YOU CAN
HELP, YOU CAN CONTINUE TO TEXT
TO DONATE TO THE INTERNATIONAL
RESCUE COMMITTEE, SALVATION ARMY AND UNICEF.
YOUR DONATION CAN BE MATCHED
WITH OUR EXISTING MATCHING
PROGRAM, SO CHECK OUT OUR STORY TO LEARN MORE.
AND WE KNOW THAT MANY OF YOU
HAVE BEEN AFFECTED INDIRECTLY OR DIRECTLY, AND TODAY WE WANT TO
SHARE THE STORY OF OUR VERY OWN UKRAINIAN BORN V-TEAMER, SASHA
SHEKHTER, WHO SHARES HOW THE
CRISIS HAS AFFECTED HIM AND HIS
THOUGHTS ON HOW OUR HELP CAN GO A LONG WAY.

>> MY NAME IS SASHA.

I'M AN ATTORNEY IN THE VERIZON'S
LITIGATION GROUP.

I LIVE IN WASHINGTON D.C., BUT

I'M ORIGINALLY FROM KIEV, UKRAINE.
AND WHEN I WAS GROWING UP, MY
PARENTS WERE INVOLVED IN POLITICAL DIS-- WHEN THINGS CAME
TO A HEAD, THEY ULTIMATELY CHOSE TO LEAVE THE SOVIET UNION AND WE
BECAME INTERNATIONAL REFUGEES
AND EVENTUALLY MADE OUR WAY TO THE UNITED STATES.
HEARING STORIES OF OTHER
GENERATIONS RESISTING, BUT MAINTAIN THEIR IDENTITY,
MAINTAIN THEIR TRADITIONS,
MAINTAIN THEIR CULTURE,
UKRAINIANS OF ALL STRIPES LOVE
PERSONAL FREEDOM AND HOLDING THEIR CHINS WAY HIGH UP.
I'M IN CONSTANT CONTACT WITH MY FRIENDS AND RELATIVES IN KIEV,
AND FOR AS LONG AS I CONTINUE TO
RESPOND, I KNOW THAT THEY'RE STILL THERE.
THEY STILL NEED THE HELP.
BUT THEY REFUSE TO LEAVE AND TRY TO HELP THEM AS MUCH AS WE CAN.
AND IN THE BEGINNING, AT LEAST,
I FELT HELPLESS.
I FELT PROUD OF THEIR COURAGE.
I FELT SOMEWHAT ASHAMED OF MY
INABILITY TO HELP THEM IN THE
MOMENT, BUT I ALSO FELT THAT THIS WAS A TIME TO DO SOMETHING.
IN LIFE, WE DON'T GET MANY CHANCES TO DO THE RIGHT THING.
SITTING IDLY ON THE SIDE AND
ENJOYING THE COMFORTS OF LIFE
HERE WOULD HAVE BEEN AN OBVIOUS EASY CHOICE, BUT THAT'S NOT A
CHOICE THAT I COULD LIVE WITH.
MY WIFE AND I AND OUR FRIENDS,
AND MANY OF OUR COLLEAGUES

REACHED OUT, ORGANIZED AND STARTED SENDING HUMANITARIAN AID
DIRECTLY TO UKRAINE, SENDING MONEY, SENDING HYGIENE PRODUCTS,
SENDING BABY FORMULA, AND THEN
ORGANIZING AROUND THAT TO DO MORE.
FINALLY, IT CULMINATED IN OUR
COLLECTING MANY SUPPLIES FROM
OUR FRIENDS AND NEIGHBORS HERE
IN WASHINGTON D.C., WHICH I'LL BE TAKING TO THE BORDER IN A COUPLE OF DAYS.
THERE IS NO WRONG WAY TO HELP.
ANY LEGITIMATE INTERNATIONAL ORGANIZATION WILL MAKE SURE THAT
THOSE FUNDS WILL GO TO THOSE AREAS THAT NEED THE MOST.
VERIZON AS AN ORGANIZATION
ALMOST IMMEDIATELY WAIVED ALL CALLING CHARGES.
ADDITIONALLY, VERIZON FOUNDATION
WILL MATCH CERTAIN DONATIONS
DOLLAR FOR DOLLAR TO CAUSES THAT
WILL HELP THOSE WHO ARE MOST VULNERABLE.
I HAVE NO DOUBT THAT IN THE
MIDDLE OF A CRISIS, VERIZON WILL SHOW UP.
>> THANK YOU, SASHA, FOR SHARING YOUR STORY.
AND V-TEAMERS, THERE ARE PLENTY
OF VOLUNTEER OPPORTUNITIES ON THE CITIZEN VERIZON VOLUNTEERS
PORTAL THAT SUPPORTS THOSE DIRECTLY IMPACTED BY THE CRISIS,
SO CHECK OUT TODAY'S STORY TO SIGN UP.
WELL, THAT'S ALL I HAVE TODAY, FOLKS.
ENJOY YOUR WEEKENDS, AND UNTIL
NEXT TIME, YOU'RE UP TO SPEED.