

VERIZON  
UTS WEBCAST  
THURSDAY, MARCH 26, 2020  
12 P.M. EASTERN TIME

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>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER IS GOING TO COME ITS WAY.

>> WE ARE ALL PREPARING.

>> MAKE SURE THE NETWORK IS WORKING ALL THE TIME.

WE'RE CONSTANTLY LOOKING AT IT AND MONITORING AND TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

>> THE MOST REWARDING THING WE DO IS WHEN WE SEE A CUSTOMER COMMUNICATE BACK TO THEIR LOVED ONES.

>> THAT IS WHY WE DO WHAT WE DO.

>> WE ARE RELENTLESSLY CONNECTED TO THE NETWORK SO IN TIMES LIKE THIS AMERICA CAN STAY CONNECTED TO WORK, SCHOOL, AND MOST IMPORTANTLY, EACH OTHER.

>> MOST PEOPLE THINK OF VERIZON AS A RELIABLE PHONE COMPANY.

>> BUT TO BUSINESSES, WE'RE A RELIABLE PARTNER.

>> WE'RE ENGINEERS.

>> CLOUD ARCHITECTS.

>> DEVELOPERS.

>> DATA SCIENTISTS.

>> WE KEEP COMPANIES READY FOR WHAT'S NEXT.

>> WE DO THINGS LIKE PROTECT THEIR DATA.

>> WITH SECURITY BUILT RIGHT INTO THEIR BUSINESS.

>> WE VIRTUALIZE THEIR OPERATIONS WITH SOFTWARE-BASED NETWORK TECHNOLOGIES.

>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCES.

>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.

>> LIKE 5G.

IT'S GOING TO MAKE THINGS JUST INCREDIBLE.

>> ALMOST ALL THE FORTUNE 500 PARTNER WITH US.

>> PLUS THOUSANDS OF OTHER COMPANIES OF ALL SIZES.

>> NO MATTER WHAT BUSINESS YOU'RE IN, DIGITAL TRANSFORMATION NEVER STOPS.

>> VERIZON KEEPS BUSINESS READY.

>> MY NAME IS JONATHAN, AND I WORK FOR VERIZON.

I TOTALLY GET HOW IMPORTANT IT IS TO STAY CONNECTED.

>> WE'RE CONNECTING WITH PEOPLE, WE'RE OFFERING THEM SOLUTIONS.

>> CUSTOMERS CAN DO WHAT THEY NEED TO DO WHENEVER THEY NEED TO DO IT ONLINE.

>> BECAUSE IT GIVES CUSTOMERS THE ABILITY TO NOT COME INTO THE STORE.

THEY CAN SIMPLY TAP AND SWIPE.

>> SOMETHING THEY CAN USE WHEREVER THEY ARE.

>> WE CARE ABOUT KEEPING YOU SAFE.

>> AT VERIZON, WE ARE HERE AND WE ARE READY.

WE ARE OPEN 24/7 ONLINE SO YOU CAN KEEP MANAGING EVERYTHING FROM HOME THROUGH THE VERIZON APPS AND VERIZON.COM.

>> HEY TEAM.

I KNOW IT'S BEEN A WHILE.

IT'S PRETTY DIFFERENT THESE DAYS, BUT FIRST A BIG THANK YOU TO ALL OF YOU WATCHING OUR UP TO SPEED LIVE EVERY NOON EASTERN WITH HANS, CHRISTY, AND JEREMY.

WE REALLY APPRECIATE CONNECTING WITH YOU THERE.

IN ADDITION TO THAT, WE'RE GOING TO TRY SOMETHING NEW WITH OUR UP TO SPEED TEAM.

>> HEY EVERYONE.

IT'S JESS HERE.

HOPE YOU'RE STAYING SAFE AND HEALTHY.

MISS YOU EVERY DAY.

>> WE'VE GOT KATIE LOGGED IN AT HOME, AS WELL.

>> HEY EVERYONE.

IT'S KATIE HERE.

IT'S GOOD TO BE HERE, AT LEAST VIRTUALLY, WITH YOU FOR UP TO SPEED.

>> WE'RE ALL DOING WHAT WE CAN TO MOVE FORWARD TOGETHER.

IT'S WHY THIS UP TO SPEED VIRTUAL CONVERSATION IS GOING TO TRY TO TACKLE THE QUESTION WHAT IS HELPING YOU COPE IN THIS NEW NORMAL WE'RE IN.

KATIE, YOU'VE GOT A LOT TO JUGGLE AT HOME.

>> WE'VE GOT A TWO AND A HALF YEAR OLD AND A SIX MONTH OLD.

WE'RE TRYING TO CREATE SOME ROUTINES IN THIS NEW NORMAL WE'RE IN.

AS A FAMILY, WE'VE STARTED WATCHING OUR UP TO SPEED LIVE BROADCAST OVER PEANUT BUTTER AND JELLY.

EVERY TIME AT LUNCH SHE ASKS IF IT'S TIME TO WATCH MOMMY'S FRIEND, JEREMY.

>> I KNOW YOU'RE SPENDING TIME REACHING OUT TO V-TEAMERS.  
JESS, WHAT'S HELPING YOU COPE.  
>> FOR ME, IT'S A LITTLE BIT DIFFERENT.  
JUST ME AND THE CAT.  
MY TV HAS BECOME MY OTHER HALF.  
I LOVE TO BINGE WATCH REALITY TV.  
THE JERSEY SHORE MARATHONS HAVE BEEN COMFORT FOOD IN THE PALM  
OF MY HAND.  
ALSO WORKING OUT.  
I HAVE TO KEEP MOVING THROUGHOUT THE DAY.  
WE'RE AT HOME, WE HAVE SOME GREAT WORKOUT AT HOME VIDEOS ON THE  
WEB.  
TAKE A LOOK AT THOSE.  
STAYING HEALTHY AND STAY INSIDE.  
>> NOW BEFORE WE GO, A SILVER LINING THAT WE CAN ALL CHEER FOR.  
THIS IS FROM COREY.  
HIS WORK FROM HOME SITUATION PUT HIM FRONT AND CENTER FROM A  
VERY IMPORTANT MILESTONE.  
HIS 1-YEAR-OLD SON'S VERY FIRST STEPS.  
TAKE A LOOK.  
>> AHHH!  
YOU DID IT!  
>> BY THE WAY, WE WANT TO KNOW HOW YOU'RE DOING.  
HOW ARE YOU COPING WITH THIS NEW NORMAL?  
PLEASE LET US KNOW.  
WE'RE GOING TO DISCUSS SEVERAL DIFFERENT TOPICS INCLUDING  
PARENTING, MENTAL HEALTH, KEEPING YOURSELF ENTERTAINED, AND SO  
MUCH MORE.  
SO PLEASE LOOK FOR THAT.  
LOOK OUT FOR THAT.  
LOOK OUT FOR EACH OTHER.  
AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> TESCO, A CUSTOMER OF VERIZON.  
THEY'RE A HUGE GROCERY MARKET IN THE U.K.  
AL VERY IMPORTANT TIME TO KEEP FOOD ON THE SHELVES FOR EVERYBODY.  
THEIR HOME SHOPPING BUSINESS IS 50% UP EVEN ON THEIR BIGGEST  
CHRISTMAS PEAK.  
THEY'RE UNDER REAL PRESSURE RIGHT NOW.  
AND EVERYTHING WE DO FOR THEM IS ESSENTIALLY THEIR DIGITAL NERVOUS  
SYSTEM.  
THERE'S NO PRODUCTS THAT MOVE, NO ORDERS THAT GET SHIPPED,  
NOTHING THAT GOES THROUGH A TILL OR REGISTER WITHOUT LANDING ON

THE SERVICES THAT VERIZON PROVIDES TO TESCO.  
AND RIGHT NOW THERE'S PRESSURE ON THE CAPACITY AND THE SUPPLY  
CHAIN.

WE MANAGED TO GET SOME EMERGENCY CONNECTIVITY IN THERE WITH  
WIRELESS EQUIPMENT.

WE'VE BEEN LAYING OUT LAN TECHNOLOGY AND WI-FI TECHNOLOGY.  
BUT AMAZINGLY NOW WE'VE ALSO GOT FULL CONNECTIVITY INTO THAT  
LOCATION.

THE JOB HAS BEEN UNBELIEVABLY WELL DONE BY EVERYONE ACROSS THE  
BUSINESS AND IT'S A CRITICAL TIME TO SUPPORT TESCO.

THANKS AND THANKS FOR LETTING ME SHARE THIS STORY.

>> JEREMY GODWIN: THAT WAS GREAT TO HEAR.

THAT WAS HOWARD, AS YOU HEARD THERE, PART OF OUR TEAM IN THE U.K.,  
CONNECTING TESCO AND DOING WHAT THEY DO.

I WANT TO REMIND FOLKS THAT WE'VE GOT FOLKS WORKING AROUND THE  
WORLD FOR US AS WE DO EVERY SINGLE DAY.

SO YOU SHOULD BE SEEING SOME PHOTOS OF SOME OF OUR GLOBAL  
SERVICE MANAGEMENT TEAM, AS YOU CAN SEE IN THEIR DIFFERENT  
LOCALES THERE.

KEEP CALM AND CARRY ON.

THAT TEAM IS DOING A HECK OF A JOB.

BUT THAT'S NOT THE ONLY FOLKS WHO ARE OUT THERE WORKING.

IF WE GO TO THE NEXT PHOTO, WE KEEP TALKING ABOUT THE CRITICAL  
WORK THAT OUR TECHNICIANS ARE DOING IN BAD WEATHER EARLIER THIS  
WEEK IN UP STATE NEW YORK.

SOME TREES DOWN.

WORKING WITH DIFFERENT PROVIDERS IN THE CITY THERE TO GET PEOPLE  
CONNECTED WHEN THEY NEED IT MOST.

BUT THAT'S NOT ALL.

UP AND DOWN, ALL ACROSS AMERICA, ALL ACROSS THE COUNTRY, DEALING  
WITH THIS DAILY.

WE SEE SOME OF OUR WORKERS FROM THE VIRGINIA BEACH AREA DOING  
THE CRITICAL WORK THAT NEEDS TO BE DONE TO KEEP PEOPLE  
CONNECTED.

AND AS WE WRAP THIS OUT, TAKING A LOOK AT THE PHOTOS OF PEOPLE  
WORKING.

OUR RESPONSE TEAMS ARE OUT THERE DOING A GREAT JOB IN OUR  
STORES.

THERE ARE STORES OPEN DOING CRITICAL, ESSENTIAL NEEDS AT THIS TIME.

SO HERE WE ARE, 12:02 EASTERN, WE HAVE FOR US TODAY.

THANK YOU SO MUCH FOR JOINING US AGAIN FOR UP TO SPEED LIVE.

HOPEFULLY YOU ENJOYED SEEING ANDY, KATIE, AND JESS AT THE  
BEGINNING OF OUR MORNING EDITION.

WE'LL CONTINUE TO DO THAT.

AND HOW GREAT TO SEE COREY'S SONS TAKE HIS FIRST STEPS.

WE'LL HAVE HANS ON AND CHRISTY.  
AND JOINING US TODAY IS WENDY TACCETTA FROM OUR VERIZON BUSINESS  
GROUP TO TALK ABOUT THE WORK THEY ARE DOING.  
SO WITHOUT FURTHER ADO, LET'S GET RIGHT TO HANS.

HANS, GOOD AFTERNOON.

HOW ARE YOU SIR?

>> HANS VESTBERG: HI JEREMY.

HI V-TEAMERS.

YEP, ANOTHER DAY IN THIS PANDEMIC.

AND FIRST OF ALL, REMIND US ALL ABOUT THE PRIORITIES WE HAVE.

FIRST OF ALL, SAFE AND HEALTHY FOR ALL OF US.

AS V-TEAMERS, THAT'S NUMBER ONE.

AND NUMBER TWO, KEEPING THE NETWORK UP.

AND THAT CONTINUES TO BE OUR MANTRA AND WILL BE SO THROUGH THIS  
PROCESS.

FIRST OF ALL, ON THE EMPLOYEE SIDE, WE KNOW THAT WE HAVE V-TEAMERS  
THAT HAVE THE COVID-19.

AND FIRST OF ALL, MY THOUGHTS ARE WITH THEM AND THEIR SUPPORT.

OUR TEAM IS REACHING OUT TO ALL OF THEM TO SEE WHAT THEY NEED AND  
HOW WE CAN SUPPORT THEM.

THAT'S VERY IMPORTANT, AND CHRISTY WILL TALK MORE ABOUT THIS.

BUT OUR THOUGHT IS WITH THOSE V-TEAMERS WHO HAVE GOT THE COVID-19  
RIGHT NOW AND HOPEFULLY WILL STAY STRONG THROUGH THIS.

WHEN IT COMES TO THE NETWORK, I JUST SAW IN THE PICTURE THE TEAM IS  
DOING AN INCREDIBLE JOB OUT THERE.

AND BOTH SEEING THAT THE NETWORK IS UP, BUT ALSO ADDING A LOT OF  
CAPACITY.

I JUST SPOKE TO KYLE THIS MORNING, OUR HEAD OF NETWORK WHERE  
REMEMBER WE GOT SOME NEW SPECTRUM.

THE TEAM HAS ALREADY PUT UP CAPACITY ON THAT SPECTRUM THAT WE  
GOT JUST DAYS AGO.

THAT MEANS OUR TEAM IS CRANKING UP MORE CAPACITY IN THE NETWORK.  
AND RIGHT NOW THE NETWORK IS GOING VERY WELL.

THE LATEST STATS ON THE NETWORK IS BASICALLY 47% MORE WEB-BASED  
USAGE ON THE NETWORK.

CONFERENCING IS THE BASELINE.

AND OVER 50% GROWTH ON THE VPN CONNECTION SINCE THE BASELINE.  
BASELINE MEANING WHEN WE STARTED SORT OF THIS PANDEMIC.

THAT MEANS WE ARE 50% MORE PEOPLE USING AND ACCESSING FROM  
HOME THEIR CRITICAL APPLICATIONS FROM THEIR WORK, ET CETERA.

SO TREMENDOUS CHANGE HOW WE'RE WORKING IN THIS COUNTRY AND  
WHERE WE ARE AND HOW WE ACCESS OUR APPLICATIONS.

AND THAT GOES FOR US, AS WELL, AS A COMPANY.

CHRISTY TALKED ABOUT IT YESTERDAY.

REMARKABLE HOW QUICKLY WE HAVE TURNED AROUND AND HAVE SO MANY

PEOPLE WORKING FROM HOME AND ACTUALLY CONTINUE TO DO THE DAILY DUTIES WHICH ARE SO IMPORTANT TO KEEP THE COMPANY UP.

FROM THE CUSTOMER SIDE, YOU SAW OUR CUSTOMER FROM TESCO, THE IMPORTANCE OF WHAT WE DO.

WE WORK WITH ALL TYPES OF CUSTOMERS.

TODAY I WANT TO HIGHLIGHT THE FIRST RESPONDERS, WHICH WE HAVE A PRIORITY ON.

AND I WILL SAY WE'RE WORKING WITH MORE THAN 160 EMERGENCY COMMAND CENTERS, WHICH ARE PUT UP IN THE COUNTRY TO BOTH HELP THEM WITH THEIR HOT SPOTS, TO GIVE THEM CHARGING STATIONS, BETTER COVERAGE, TABLETS, ET CETERA, WHAT IS NEEDED.

WE'RE ALSO WORKING WITH EMERGENCY CENTERS WHICH ARE DOING THE TESTING FOR COVID-19.

SO IT'S A BIG EFFORT THAT WE HAVE OUT IN THE FIELD SUPPORTING ONE OF THE MOST IMPORTANT AND CRITICAL THINGS IN THIS COUNTRY RIGHT NOW IS THE HEALTHCARE AND THE FIRST RESPONDERS.

SO THAT'S HAPPENING. MAYBE YOU SAW OR MAYBE YOU DIDN'T SEE, BUT WE CONTINUE TO COME OUT WITH NEWS OF WHAT WE'RE DOING FOR OUR SOCIETY.

YESTERDAY, RONAN AND HIS TEAM CAME OUT WITH A GREAT PRESS RELEASE TALKING ABOUT CONTENT FOR FREE, ESPECIALLY, FIRST OF ALL, EDUCATION CONTENT THAT GOES OUT THROUGH OUR CHANNELS, WHICH IS GOING TO BE FREE.

SO MORE TRAINING AND EDUCATION.

BUT ALSO SOME PREMIUM CONTENT, AS WELL, LIKE MOVIES, ET CETERA FOR FREE IN ORDER IN THIS TIME WHEN MANY PEOPLE ARE STAYING AT HOME TO ACTUALLY HAVE SOMETHING TO ENJOY.

A LOT OF THINGS HAPPENING.

YOU MIGHT WONDER WHY I HAVE A JACKET TODAY.

THAT'S BECAUSE WE HAVE A VIRTUAL BOARD MEETING TODAY.

SO ONE SCREEN TO ANOTHER SCREEN.

SO THE BOARD IS ALSO WORKING ON WEBEX TODAY.

WE HAVE A FULL BOARD MEETING FROM 7 O'CLOCK IN THE MORNING TO 7 O'CLOCK IN THE EVENING.

AND WE ARE TRYING TO RUN AS NORMAL A BOARD MEETING AS WE ARE TRYING TO DEAL WITH EVERYTHING ELSE.

THAT IS WHAT'S HAPPENING TODAY.

JEREMY, BACK TO YOU.

>> JEREMY GODWIN: HANS, THANKS SO MUCH FOR THE UPDATE.

WENDY TACCETTA IS ALSO ON WITH US FROM THE BUSINESS TEAM.

I LOVE CONNECTING WITH HER.

I STAY CONNECTED WITH HER ON TWITTER.

MAKE SURE YOU GIVE HER A FOLLOW.

IT'S A GOOD STEP AWAY FROM WHAT'S HAPPENING AND EVERYTHING GOING ON IN THE WORLD.

WENDY, GIVE US THE LATEST OF WHAT'S HAPPENING WITH THE BUSINESS GROUP EMPLOYEES AND THE BUSINESSES YOU'RE SUPPORTING AROUND THE WORLD, PLEASE.

>> WENDY TACCETTA: PERFECT.

THANKS JEREMY FOR THE PLUG.

I APPRECIATE THAT.

I REALLY WANT TO TAKE A MOMENT TO SAY THANK YOU.

IT SEEMS LIKE SUCH A SMALL WORD.

BUT REALLY IT ENCOMPASSES I THINK HOW WE'RE ALL FEELING.

SO FIRST, I THINK THE FACT THAT WE'RE HERE TO TALK ABOUT WHAT THE BUSINESS TEAM IS DOING.

I'M GOING TO DO MY BEST TO REPRESENT THE WORK OF A SMALL ARMY OF PEOPLE WHO HAVE BEEN WORKING AROUND THE CLOCK.

I REALLY THINK WE APPRECIATE THE PARTNERSHIP WE HAVE, WHETHER IT'S BEEN GTS, HR, FACILITIES, EVERYONE HAS COME TO THIS MOMENT WITH AN ATTITUDE OF "WE WILL FIND A WAY."

IT'S BEEN PRETTY INCREDIBLE TO EXPERIENCE.

BUT I ALSO APPRECIATE OUR GLOBAL TEAM.

THE REALITY IS WE ACTIVATED OUR DISASTER RESPONSE IN ASIA-PAC ON JANUARY 27TH.

THIS IS A COMPANY THAT PLANS FOR THE UNEXPECTED, BUT EVEN FOR US THIS HAS BEEN A TEST.

THAT TEAM FIGURED OUT HOW TO CARE FOR EMPLOYEES AND CARE FOR CUSTOMERS, AND THEY GAVE US A PRETTY GOOD BLUEPRINT FOR HOW TO DO OUR WORK IN THE U.S.

HATS OFF TO THAT TEAM.

AND I THINK AS AN EMPLOYEE, IT'S BEEN A REALLY GREAT FEELING TO REALIZE WE'RE IN AN ESSENTIAL FUNCTION.

WE WORK IN A BUSINESS THAT IS ESSENTIAL NOW MORE THAN EVER.

I TAKE A SENSE OF PRIDE IN THAT.

IT'S A REALLY GREAT QUOTE OUT THERE THAT SAYS WE TAKE PRIDE IN WHAT WE'VE ACHIEVED, BUT WE HAVE CONFIDENCE IN THAT WE CAN DO EVEN MORE.

AND THAT'S THE WAY THAT THE BUSINESS TEAM HAS APPROACHED THIS MOMENT.

SO WE'VE BEEN FIRST PRIORITIZING GETTING EMPLOYEES TO WORK FROM HOME.

NOW, WHAT WE'VE DONE IS WE'VE TAKEN APPROACH OF VERSUS PERFECT.

WE'VE BEEN ABLE TO GET 99% OF OUR EMPLOYEES TO WORK FROM HOME.

MIKE BICKEL'S TEAM HAS FIGURED OUT HOW TO GET THEM TO WORK FROM HOME AND JUGGLE EVERYTHING THAT THEY HAVE GOING ON IN THEIR OWN HOMES WITH THEIR FAMILIES.

IT'S A GREAT SHOW FROM THE EMPLOYEES THAT WE HIRE EVERY SINGLE DAY.

WE ALSO HAVE WHAT WE CALL EVERYDAY HEROES.

200 PEOPLE.

BUT I'LL CALL OUT A FEW OF THEM.

CRYSTAL, COURTNEY, SCOTT, AND JUST AN ARMY BEHIND THEM WHO HAVE DONE EVERYTHING TO GET LAPTOPS TO PEOPLE WHO HAVE NEVER HAD THEM, TO CARE FOR EMPLOYEES WHO HAVE THEIR OWN INDIVIDUAL CIRCUMSTANCES.

WE APPRECIATE THE WAY THAT YOU'VE SHOWN UP AND IT HAS MADE A DIFFERENCE TO OUR BUSINESS.

NOW THE SECOND GROUP I'M GOING TO CALL OUT IS THE ROAD WARRIOR. SO THE BUSINESS TEAM SPENDS A LOT OF TIME ON PLANES, TRAINS, AND AUTOMOBILES, BECAUSE WE BELIEVE BEING IN FRONT OF CUSTOMERS MAKES A DIFFERENCE.

NOW ALL OF OUR TEAMS ARE HOME NOW.

BUT THE RELATIONSHIPS THEY'VE BUILT OVER ALL THIS TIME ARE PAYING DIVIDENDS FOR US, BECAUSE WHEN WE CALL CUSTOMERS AND SAY HOW CAN WE HELP YOU, THEY'RE TAKING OUR CALLS BECAUSE THEY KNOW THAT WE ARE COMING TO THEM WITH SOLUTIONS THAT ARE READY FOR THEIR BUSINESS.

SO HATS OFF TO THAT TEAM BECAUSE THE WORK THEY HAVE DONE HAS REALLY HELPED US UNLOCK SOME NEW OPPORTUNITIES THAT WE PROBABLY WOULD NEVER HAVE EXPECTED.

YOU HEARD ABOUT TESCO, CUSTOMERS LIKE AMAZON AND WAL-MART. BUSINESSES WHO ARE ALSO ESSENTIAL RIGHT NOW ARE TURNING TO US AND LOOKING FOR SUPPORT.

FOR ALL THE PARENTS OUT THERE, WE'RE ALSO WORKING WITH SCHOOL DISTRICTS ACROSS THE COUNTRY.

EARLIER THIS WEEK, YOU MAY HAVE SEEN AN ANNOUNCEMENT.

WE WERE ABLE TO DEVELOP A PARTNERSHIP WITH L.A. SCHOOL DISTRICTS FOR ABOUT 120,000 STUDENTS WHO DON'T NORMALLY LEARN FROM HOME. WE FOUND A WAY AND IT'S THE SECOND BIGGEST SCHOOL DISTRICT IN THE COUNTRY.

WE TAKE A LOT OF PRIDE IN OUR ABILITY TO SHOW UP FOR THEM.

AND WE ARE DOING THAT ALL OVER THE COUNTRY WITH THE TEAM AND THE WORK AND THE PARTNERSHIPS THAT THEY'VE CREATED.

YOU HEARD HANS TALK EARLIER ABOUT ALL THESE DOCs THAT WE'RE SHOWING UP, AS WELL.

WE'RE AT 166 LOCATIONS.

ALL THESE PLACES WHERE THEY'RE SETTING UP TEST SITES, THEY NEED CONNECTIVITY.

THAT'S HOW THEY GET ALL THE TEST RESULTS THAT THEY NEED TO TREAT PATIENTS.

HATS OFF TO OUR VRT TEAM OUT IN THE MIDDLE OF IT.

HERE IS SOMETHING THAT HAS ALSO BEEN INTERESTING.

CUSTOMERS ARE CHANGING HOW THEY DO BUSINESS.

FOR YEARS WE THOUGHT IT WAS BETTER DOING BUSINESS FACE TO FACE.



AND THE TELESales TEAM WILL TELL YOU CUSTOMERS ARE WILLING TO DO BUSINESS OVER THE PHONE.

WE'RE SEEING A 200% INCREASE.

HATS OFF TO THE TEAM WORKING FROM HOME NOW.

AND ANOTHER TEAM I WANT TO TELL YOU ABOUT IS OUR CONFERENCING TEAM.

THEY'RE TAKING SOMETHING LIKE THREE TIMES THE REQUESTS.

SO THINK OF ALL THE COMPANIES THAT NEED TO STAY CONNECTED WITH THEIR EMPLOYEES.

THINK OF ALL THE LEADERS THAT ARE OUT THERE TRYING TO STAY CONNECTED WITH CUSTOMERS.

IT'S NOT JUST VERIZON.

IT'S EVERY CUSTOMER OUT THERE COUNTING ON OUR SERVICES AND THEY ARE DOING AN INCREDIBLE JOB.

SO WE'RE CONFIDENT THAT WE CAN DO EVEN MORE?

WELL HERE'S WHY.

WE'VE WORKED YEARS AND YEARS TO BUILD THE CUSTOMER BASE WE HAVE. AND IT IS SHOWING DIVIDENDS FOR US.

OUR CUSTOMERS ARE TAKING OUR CALLS AND NEW CUSTOMERS ARE CALLING TO SIGN UP WITH US, TOO.

WE KNOW THAT WE HAVE A TEAM THAT'S GOING TO FIND A WAY.

AND WE KNOW THAT WE HAVE PARTNERS WHO ARE STANDING BEHIND US, LOCKING ARMS, AND MAKING SURE WE DO THIS TOGETHER.

WE FEEL CONFIDENT, BUT WE ARE ALSO CONFIDENT THAT OUR EMPLOYEES HAVE BROUGHT OUR BUSINESS INTO THEIR HOMES.

THEY HAVE LET OUR COMPANY INVADe THEIR NATURAL ENVIRONMENT.

AND WE ARE TRYING TO FIGURE OUT HOW THAT NEW BUSINESS AS USUAL IS GOING TO LOOK.

AND IT MEANS TAKING SOME TIME OUT WITH YOUR FRIENDS AND YOUR FAMILY, GOING OUTSIDE FOR A BREATH OF FRESH AIR.

MAKING A PHONE CALL TO SOMEONE WHO IS MAYBE LIVING ALONE RIGHT NOW.

WE CAN FIND TIME TO DO THAT AND TAKE CARE OF OUR CUSTOMERS.

WE ARE COMMITTED TO GETTING BETTER AT OUR RESPONSE EVERY DAY, AND WE'RE GOING TO GET THROUGH THIS TOGETHER BECAUSE THAT'S THE WAY WE BUILT THIS BUSINESS AND THAT'S THE WAY OUR BUSINESS HAS ALWAYS BEEN.

>> JEREMY GODWIN: IF THOSE WORDS FROM WENDY DON'T FIRE YOU UP AND GO SERVE OUR CUSTOMERS, I DON'T KNOW WHAT WILL.

THE WORDS BEHIND HER, WORK HARD, BE KIND, STAY HUMBLE, THOSE MEANS SO MUCH RIGHT NOW.

CHRISTY, WHAT'S THE LATEST FROM YOU TODAY?

>> CHRISTY PAMBIANCHI: THANKS JEREMY.

AND GREAT TO HAVE WENDY WITH US TODAY.

AND ALWAYS GREAT TO HEAR FROM OUR OPERATIONS LEADERS OUT TO THE

V-TEAMERS.

I THINK A COUPLE OF HIGHLIGHTS.

SO I'LL JUST JUMP RIGHT IN.

I THINK FIRST AND FOREMOST, I JUST WANT TO AGAIN PUT OUT A HEARTFELT EXTENSION OF ALL THE V-TEAMERS WELL WISHES TO ANY OF OUR EMPLOYEES WHO HAVE CORONAVIRUS.

AND JUST TO REITERATE WE DID PUT A CARE MANAGEMENT SYSTEM IN PLACE SO WE HAVE A NURSING TEAM FROM ANTHEM HERE IN THE UNITED STATES REACHING OUT TO ANY OF OUR EMPLOYEES THAT HAVE, THROUGH OUR MEDICAL SYSTEMS, CONFIRMED THAT THEY HAVE CORONAVIRUS. THIS IS COMPLETELY PRIVATE.

WE WANT TO MAKE SURE OUR EMPLOYEES HAVE SOMEONE TO TALK TO IN THE MEDICAL PROFESSION AND KNOW HOW TO GET ALL THE SUPPORTS AND RESOURCES THAT WE NEED.

WE'RE DOING SOMETHING SIMILAR OUTSIDE THE UNITED STATES.

SECOND, YOU HEARD FROM WENDY ALL THE WAYS WE'VE PIVOTED AND BEEN INCREDIBLY AGILE AS A COMPANY.

WE HAVE OVER 10,000 V-TEAMERS WORKING FROM HOME.

OVER 25,000 PEOPLE RECEIVED VIRTUAL TRAINING THIS WEEK FOR NEW ROLES THAT THEY'RE DOING.

WE'VE GOT THOUSANDS OF TABLETS AND COMPUTERS FOR THEM TO WORK FROM HOME.

WE'RE DOING HOME GARAGING.

AND WE'RE BEGINNING A PROCESS WITH OUR RETAIL ASSOCIATES TO HELP IDENTIFY TEMPORARY WORK ASSIGNMENTS FOR THEM.

THIS IS VERIZON AT ITS BEST AND ALL OF OUR V-TEAMERS REALLY COMING TOGETHER TO HELP EACH OTHER AND TO HELP THE COMPANY.

AND SO TO THAT END, WE KNOW WE'RE GETTING A LOT OF GREAT QUESTIONS FROM OUR EMPLOYEES THAT SAY HOW ELSE CAN WE HELP OUT? CAN WE VOLUNTEER?

ARE THERE WAYS IN WHICH WE CAN DO SOMETHING TO HELP OUR COMMUNITIES WITH CORONAVIRUS OUT THERE.

AND SO I WOULD JUST SAY STAY TUNED.

WE'RE BUILDING A PLATFORM AND WE'LL HEAR FROM ROSE KIRK VERY SHORTLY.

BUT WE WILL HAVE A WAY AND AN INVENTORY OF VOLUNTEER ASSIGNMENTS THAT FOLKS CAN DO DIGITALLY TO HELP CONTRIBUTE TO CORONAVIRUS SUPPORT OR TO COMMUNITIES AND OTHERS HARD HIT BY THIS GLOBAL PANDEMIC.

ANOTHER THING, THANKS FOR THOSE OF YOU GOING TO THE WEB PAGE AND ASKING QUESTIONS THAT YOU STILL HAVE.

WE'RE GETTING OVER 100 QUESTIONS TODAY.

AND AS I MENTIONED, MYSELF AND A TEAM OF FOLKS ARE LOOKING AT THOSE.

WE REALLY APPRECIATE THE FEEDBACK.

AND THE INSIGHTS.

WE'RE USING IT TO UPDATE OUR WEB PAGE CONTENT.

AND ALSO ONE OF THE MORE FREQUENTLY ASKED QUESTIONS WAS WHEN ARE WE GOING TO RETURN, HOW LONG ARE WE GOING TO KEEP OPERATING LIKE THIS?

SO WHAT I WANTED TO SHARE A COUPLE OF THOUGHTS ON THAT IS WE ANTICIPATE THAT IT WON'T BE ONE SOLUTION WORLDWIDE.

THAT AS COMMUNITIES AND AREAS OF THE WORLD FEEL THAT THE WORSE OF THE CORONAVIRUS IS BEHIND THEM AND THEY REMOVE SHELTER-IN-PLACE RESTRICTIONS AND ALLOW BUSINESS TO OPEN BACK UP, WE WILL FOLLOW THOSE PROTOCOLS.

WE EXPECT TO SEE THAT WITH SCHOOLS AND GOVERNMENTS AROUND THE WORLD.

WE WILL GIVE YOU PLENTY OF NOTICE AND WE EXPECT IT TO BE COMMUNITY AND REGION AT A TIME.

WE CAN EXPECT TO OPERATE LIKE THIS INTO NEXT WEEK AT A MINIMUM.

WE ARE GOING TO BE RUNNING A LEADERSHIP EDGE PODCAST, HIGHLIGHTING NEW WAYS OF WORKING AND SUCCESS STORIES AROUND THE COMPANY.

SO STAY TUNED FOR THAT COMING SOON.

AND OUR FITNESS TRAINING TEAM IS PUTTING VIDEOS OUT TO OUR TRAINERS SO THEY CAN FIND WAYS TO WORK OUT AT HOME.

>> JEREMY GODWIN: THANKS CHRISTY.

I'LL TURN THE STUDIO INTO A WORKOUT ROOM.

I HAVEN'T DONE THE 10 PUSH-UPS YET.

I'M GOING TO DO IT.

THANKS FOR ALL OF THE UPDATES.

WENDY TALKED ABOUT OUR PEOPLE WHO ARE OUT THERE SERVING. EVEN BEFORE THIS HAPPENED, WE HAD SOME WORKERS WHO WERE REMOTE IN THESE INTERNATIONAL PLACES.

ONE OF OUR V-TEAMERS DOWN IN MEXICO CITY.

HECTOR MADRID.

I WANT TO SHARE HIS STORY WITH YOU ABOUT HOW HE IS HELPING HIS CUSTOMERS RIGHT NOW.

>> I'M HECTOR IN MEXICO CITY.

I WORK FOR THE VERIZON BUSINESS GROUP AND SALE SITE.

I USED TO DO WORK FROM HOME ON FRIDAYS.

IT'S NOT NEW TO ME.

BUT HAVING IT ON A WEEKLY BASIS, IT COMES WITH PARTICULAR CHALLENGES, RIGHT?

ESPECIALLY WHEN MY KID IS AT HOME, MY WIFE IS ALSO HERE.

WE HAVE TO JUGGLE AND TO COPE WITH THE NEW REALITY.

I HAVE A SPECIFIC CUSTOMER WHO CAME TO ME IN A PANIC MODE SAYING HEY WE CANNOT GET OUR WORKERS CONNECTED.

THEY ARE DROPPING.

THEIR CONNECTION IS NOT FULLY WORKING.  
SO WE NEED AN EMERGENCY UPGRADE TO OUR SERVICE WITH YOU, RIGHT?  
AND THE CUSTOMER WAS VERY SURPRISED AND HAPPY TO HEAR WE WERE  
ABLE TO TURN IT OUT IN A COUPLE OF HOURS INSTEAD OF DAYS, MAYBE  
WEEKS THE REGULAR PROCESS TAKES.  
WE MADE IT HAPPEN IN A FEW HOURS.  
AND THE CUSTOMER WAS REALLY, REALLY APPRECIATIVE OF THAT.  
I'M REALLY GRATEFUL FOR THE RESPONSE OF OUR LEADERSHIP OF GETTING  
OUT IN FRONT OF THE LINES AND DOING THESE LIVE WEBCASTS, SAYING  
OKAY, THESE ARE THE STEPS WE'RE TAKING.  
AND I THINK THAT PROVIDES MUCH CLARITY AND ALSO PEACE OF MIND TO  
ALL THE V-TEAMERS AROUND THE WORLD.  
>> JEREMY GODWIN: MY APOLOGIES TO HECTOR THERE.  
HECTOR BORO THERE FROM MEXICO CITY.  
I WANT TO GO TO WENDY FIRST BECAUSE SHE'S OUR GUEST OF THE DAY  
WITH THE VERIZON BUSINESS GROUP.  
WENDY, HOW CAN WE HELP OUR CUSTOMERS GET THE BEST EXPERIENCES  
POSSIBLE RIGHT NOW IN TERMS OF THE MEETINGS THAT WE SET UP AND THE  
THINGS THAT WE'RE DOING AS A COMPANY?  
>> WENDY TACCETTA: THANKS, JEREMY.  
IT'S BEEN INTERESTING AND WE'RE ALL TRYING TO FIGURE IT OUT.  
HERE'S A COUPLE OF TIPS THAT MIKE BICKEL HAS SHARED WITH US.  
AND I WOULD THINK OF HIM AS THE KING OF SERVICE.  
HE IS WHAT HE HAD SHARED.  
FIRST UP IS LOOK AT DIFFERENT OPTIONS FOR WHICH VIDEO SERVICES  
YOU'RE USING FOR CONFERENCING.  
SO WE HAVE GOOGLE HANGOUTS, WE HAVE ZOOM, WE HAVE WEBEX.  
THE SECOND THING IS DON'T SCHEDULE YOUR CALLS AT THE TOP OF THE  
HOUR.  
THERE'S LOTS OF REQUIREMENTS FOR SYSTEMS AT 10 O'CLOCK, WHEREAS  
AT 10:15, IT GIVES US A LITTLE MORE SPREAD ON OUR NETWORK.  
THE THIRD THING IS WE ALL HAVE TO RECOGNIZE MANY OF US ARE USING  
OUR LOCAL ISP.  
SO IF POSSIBLE, USING A CABLE TO PLUG INTO YOUR ISPs GIVES US A  
BETTER, STABLE CONNECTION.  
ALSO, I KNOW WE ALL LOVE TO LOOK AT EACH OTHER.  
BUT DECIDE WHEN VIDEO IS REALLY RELEVANT AND WHEN YOU CAN JUST DO  
A ONE-TO-ONE VOICE CALL.  
SOMETIMES WE WANT TO USE VIDEO BECAUSE WE'RE TALKING TO  
CUSTOMERS ABOUT SOMETHING REALLY IMPACTFUL BECAUSE WE'RE  
SHOWING THEM SOMETHING.  
AND SOMETIMES A VOICE CALL IS BETTER THAN ANYTHING YOU CAN DO  
OVER A TEXT MESSAGE.  
THAT'S OUR ADVICE.  
>> JEREMY GODWIN: THAT'S GOOD TO KNOW.

AND SECONDLY FOR YOU WENDY, YOU KNOW, I THINK WE'RE SEEING A LOT OF OTHER COMPANIES COME UNDER PRESSURE.

HOW ARE WE CONTINUING TO SUPPORT THOSE COMPANIES THAT MAY HAVE TO CHANGE THE WAY THEY'RE WORKING?

>> WENDY TACCETTA: IT ALL DEPENDS.

SO HERE'S WHAT THE REALITY IS.

WHEN YOU LOOK AT VERIZON BUSINESS, WE SUPPORT CUSTOMERS IN JUST ABOUT 13 DIFFERENT WAYS DEPENDING ON THE PRODUCTS THEY'RE BUYING.

THEY MAY BE ON OUR NETWORK.

WE MAY BE BUYING THEIR NETWORK FROM SOMEONE ELSE.

WE MAY BE PROVIDING PROFESSIONAL SERVICES.

OUR REQUEST IS THAT YOU START WITH THE WEBSITE.

WE POINT OUR CUSTOMERS TO THE SAME INFORMATION WE GIVE OUR SALES TEAM.

THE SECOND THING IS LET'S TRY TO ANSWER THE CUSTOMER'S SPECIFIC QUESTIONS.

AND IN MANY CASES, THAT MEANS REACHING OUT TO OUR CUSTOMER SUPPORT TEAM.

SO SHELLEY ATWELL.

THEY ARE EXPERTS AT THIS.

A LOT OF TIMES THEY CAN ANSWER WHAT'S ON YOUR CUSTOMER'S MIND.

AND WE'VE CREATE ADD MAILBOX FOR CUSTOMERS WHO HAVE QUESTIONS WE DON'T HAVE ANSWER TO THEM YET.

AND EVERY DAY WE PULL OUT THOSE QUESTIONS, WE SEND IT TO OUR PARTNERS, AND WE WORK TO FIND AN ANSWER.

THE REALITY IS FOR US AND OUR CUSTOMERS EVERYTHING DOESN'T HAVE AN ANSWER RIGHT NOW.

SOME THINGS HAVE A WE NEED TO GO WORK ON IT AND WILL GET IT TO YOU AS SOON AS WE CAN.

AND CUSTOMERS FEEL CONFIDENT THAT WE MEAN IT WHEN WE SAY IT.

WE JUST HAVE TO STAY BEHIND OUR WORDS THAT WE WILL TRY TO GET BETTER EVERY DAY.

>> JEREMY GODWIN: GOOD TO KNOW, WENDY.

CHRISTY, YOU MENTIONED THERE ARE E-MAILS COMING INTO YOU.

WHAT ARE SOME OF THE TRENDS YOUR SEEING AND THINGS WE NEED TO HAMMER HOME FOR OUR EMPLOYEES TODAY?

>> CHRISTY PAMBIANCHI: I THINK A LOT OF FOLKS ARE ASKING ABOUT WHEN ARE WE GOING TO RETURN TO NORMAL.

AND I THINK JUST WANT TO REITERATE FOR EVERYBODY THAT THIS IS SORT OF REALLY, REALLY UNCERTAIN TIMES.

AND THAT'S WHY WE'RE DOING THE BROADCAST.

WE'RE ACTING ON THE INFORMATION WE KNOW.

AND SO I WOULD SAY FOR THIS WEEK AND INTO NEXT WE FULLY EXPECT TO OPERATE LIKE THIS AS WE HELP AND DO OUR PART TO FOLLOW ALL THE

SHELTER-IN-PLACE GUIDANCE THAT'S OUT THERE.

ANOTHER THING, WE GET A LOT OF FOLKS ASKING ABOUT WHEN WILL THEY HEAR BACK ON ANY OF THEIR LEAVE REQUESTS.

WE'VE GOT A TEAM OF OVER 50 PEOPLE MANNING THE REQUESTS AND WE'RE PUTTING A 24-HOUR TURNAROUND TIME ON THOSE, PARTICULARLY FOR THE CHILD CARE AND CAREGIVER LEAVES.

WITH RESPECT TO THE UNDERLYING MEDICAL LEAVE, OFTENTIMES THAT CAN BE TURNED AROUND IN 24 HOURS IF THE EMPLOYEE ALREADY HAS MEDICAL DOCUMENTATION.

WE'RE TRYING OUR BEST TO GET BACK WITHIN THE DAY.

>> JEREMY GODWIN: IF YOU HAVE QUESTIONS, GO TO THE ASK CHRISTY PAGE TO GET THEM IN.

THANKS SO MUCH.

YOU MENTIONED THE BOARD IS MEETING TODAY.

WHAT ARE YOU ALL DISCUSSING?

WHAT'S THEIR MESSAGE TO EMPLOYEES AT THIS TIME?

>> HANS VESTBERG: FIRST OF ALL, YOU DO, AS I DO WITH EVERYTHING, OF COURSE WE TALKED ABOUT THE CURRENT SITUATION, ABOUT WHAT WE'RE DOING, HOW WE'RE RESPONDING.

WE'RE VERY EXPERIENCED BOARD REPS AND SITTING ON OTHER BOARDS AND OTHER LEADERS.

THEY ARE SHARING WHAT THEY'RE DOING. SO WE'RE SHARING THAT.

AND ALSO BUSINESS AS NORMAL.

WHAT WE'RE DOING AND HOW WE TAKE THIS COMPANY FORWARD IN THE FUTURE.

THE FINANCIALS HAVE TO BE REVIEWED.

I THINK YOU DO A BALANCE.

BUT OF COURSE IT'S AN OVERHANG OF QUESTIONS AROUND OUR RESPONSE.

HOWEVER, WE HAVE KEPT OUR BOARD VERY UP TO DATE ON EVERYTHING WE'RE DOING AS A COMPANY.

WEEKLY, SOMETIMES DAILY WHAT WE'RE DOING.

WE'RE SENDING INFORMATION TO THEM.

HAD A COUPLE OF EXTRA MEETINGS YESTERDAY.

WE GET THE EXPERIENCE AND HAVE THE DISCUSSION WITH THEM AS A BOARD SHOULD DO.

THAT'S HOW THE CONVERSATION IS GOING TODAY.

WE HAVE A COUPLE OF HOURS LEFT HERE AFTER THIS.

WE'RE GOING TO SEE HOW IT'S GOING TO END.

>> JEREMY GODWIN: THANK YOU.

AND GOOD LUCK WITH THAT.

DO APPRECIATE THAT.

NOW I WANT TO THANK OBVIOUSLY CHRISTY FOR JOINING US AGAIN TODAY AND WENDY, AS WELL.

HANS, GO AHEAD AND LEAVE US WITH SOME FINAL THOUGHTS FOR TODAY IF YOU WOULD PLEASE.

>> HANS VESTBERG: I JUST WANT TO EXTEND MY GRATITUDE TO ALL THE V-TEAMERS FOR THE WORK YOU'RE DOING. YOU'RE FRONT-LINE EMPLOYEES THESE DAYS AND DOING IMPORTANT WORK. AND YOU'VE HEARD THE TESTIMONIALS. THANK YOU FOR THAT. I WANT TO GIVE SOME IDEA FOR THE ONES WORKING FROM HOME. USUALLY IT'S LIKE THE FIRST WEEK IS SORT OF SETTING IT UP, TIME IS RUNNING, IT'S GOING PRETTY FINE, A LOT OF COMPLEXITIES. THE SECOND WEEK YOU GET INTO IT. THIRD WEEK IS REALLY WHEN THINGS WILL START HITTING YOU WORKING FROM HOME AND FINDING A RHYTHM AND THE WAY YOU'RE WORKING THAT IS VERY DIFFERENT. SO MANY OF US ARE GOING INTO THE THIRD WEEK RIGHT NOW, SOME IN THE BEGINNING OF THE WEEK. SOME ARE IN THE FIFTH, SIXTH, OR SEVENTH WEEK. THAT'S AN EXPERIENCE YOU HAVE. IF YOU'RE GETTING INTO THE THIRD WEEK, YOU'RE GOING TO FEEL A BIT EXHAUSTED. IT'S VERY DIFFERENT. YOU JUST NEED TO FIND A WAY TO WORK. AND AS I SAID SO MANY TIMES BEFORE, COMMUNICATION IN THESE TIMES, COLLEAGUES, PARTNERS, FRIENDS, FAMILIES, THAT'S GOING TO BE IMPORTANT. THE NETWORK IS REALLY UP THESE DAYS WITH ALL THE COMMUNICATION. I REMEMBER I SHARED YESTERDAY 9 BILLION MESSAGES A DAY RIGHT NOW, EQUAL TO NEW YEAR'S EVE. SO MANY PEOPLE ARE DOING IT. THINK ABOUT YOUR COLLEAGUES, AS WELL. WE'RE ALL SITTING HOME DOING OUR WORK. IT'S GOING TO BE DIFFERENT. AND AS CHRISTY SAID, WE CANNOT REALLY FORESEE WHEN THIS IS GOING TO GO OVER. WE PROBABLY NEED TO BE PREPARED IT'S GOING TO TAKE SOME MORE. WE JUST NEED TO CONTINUE TO HAVE THE CADENCE AND THE PERSEVERANCE TO WORK FROM HOME. SO ONCE AGAIN, I'M THANKING ALL THE V-TEAMERS FOR THE FANTASTIC WORK YOU'RE DOING. AND I'M SURE WE'RE GOING TO SEE EACH OTHER IN LESS THAN 24 HOURS.

>> JEREMY GODWIN: YOU KNOW THE TIMING WELL, HANS. THANKS FOR THAT FINAL MESSAGE BACK AT NOON. DON'T FORGET THE BEST VIEWING EXPERIENCE FOR THIS IS TO GO TO YOUR MOBILE DEVICE AND THE UP TO SPEED STREAM. LET'S DO THAT FOR OURSELVES, AS WELL. I WANT TO CLOSE WITH THIS. THIS IS A MESSAGE FROM CRAIG SILLIMAN THAT WILL POP UP ON THE

SCREEN THAT HE SHARED WITH HIS TEAM YESTERDAY WHEN WE TALK ABOUT WORKING FROM HOME AND HOW THIS IS SO IMPORTANT. CRAIG IS A GREAT WRITER. NOT SAYING THAT. BUT THIS MESSAGE REALLY CAPTURES WHAT IS THE NEW NORMAL FOR OUR FOLKS WORKING FROM HOME. BUT ALSO THE FOLKS STILL DOING THAT ESSENTIAL WORK OUT IN THE FIELD. WHERE AT ANY GIVEN TIME WE'RE JUGGLING MANY THINGS IN OUR LIVES. WORKING, CARING FOR LOVED ONES AND THOSE WHO ARE SICK. WE'VE ASKED YOU TO TAKE YOUR WORK SPACE INTO HOME. DO NOT FEEL THAT YOU NEED TO TAKE YOUR HOME OUT OF THAT WORK SPACE. THE SOUND OF A CHILD, THE BARK OF A DOG, THE DISARRAY IN THE BACKGROUND, ALL A JOY. THANK YOU CRAIG FOR SHARING THOSE WORDS. WE'RE GOING TO PROVIDE SOME JOY TONIGHT. OUR PAY IT FORWARD LIVE SHOW WITH DAVE MATTHEWS FROM HIS LIVING ROOM. YOU CAN CHECK THAT OUT ON THE VERIZON TWITTER HANDLE STARTING AT 8 P.M. EASTERN. THAT'S A GREAT THING. WE'RE ALSO HELPING LOCAL BUSINESSES IN THIS TIME OF NEED. GREAT REMINDERS. IT'S A NICE DAY IN THE NORTHEAST. I'M GOING TO GO GET SOME FRESH AIR IN A COUPLE OF MINUTES. WE'LL SEE YOU BACK HERE AT NOON TOMORROW. UNTIL NEXT TIME, YOU'RE UP TO SPEED.