

Verizon-Up To Speed LIVE
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- >>> The network has to be prepared.
- >> We're always prepared.
- >> Make sure the network is working all the time.
- >> We're constantly monitoring, take that responsibility very seriously.
- >> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.
- >> That is why we do what we do.
- >> We relentlessly are committed to the network.
- So in times like this America can stay connected to work, school and most importantly, to each other.
- >> Most people think of Verizon as a reliable phone company.
- >> But for businesses we're a reliable partner.
- >> We're engineers.
- >> 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 opportunities.
- >> Like 5G.
- It's going to make things just incredible.
- >> Almost all the Fortune 500 partners with us.
- >> Plus thousands of other companies of all sizes.
- >> No matter what business you're in.
- Digital transformation never stops.
- >> Verizon keeps a 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 whatever 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 that 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.

>> Can everybody see my screen?

Let's start with --

>> Hello, everybody.

>> That's a very good way to see you.

>> This is.

>> There we go.

>> Yeah, it sounded really good.

>> Happy birthday.

>> Adios!

>> Bye.

>> Hello there.

It is noon on the east coast, 9:00 a.m. on the west.

March 30th, it's a Monday for us here.

And welcome again to another edition of up to speed live.

A lot of developments over the weekend that we want to get right to with our normal crowd here of Hans and Christy.

Let's start with you.

How are you doing today, sir?

>> HANS VESTBERG: Good morning.

Here we are continuing working from home as many of our VP colleagues are doing.

We continue with our work with, of course, keeping all our employees safe and healthy as well as keeping the networks up.

That's sort of the mantra every day.

As I said, developed over the weekend, of course, here in the U.S., more legislation and orders coming out.

We are following that closely, of course, complying but also in many of the countries where we're operating around the world is coming out with a lot of new information.

I would say that we -- our team is working 24 by 7 to update to see that we have our guidelines right and appropriate for our mission, and today Christy will share with you that we have new principles when it comes to our field technicians and also share our new guidelines around stores and people working the front lines.

I think that's very important.

So constantly we are evaluating how we update that, and we're going to hear from Christy a little bit deeper on that, the emergency operations center have been working with and executive team has discussed over the weekend, also Christy will come back to that.

And remember also on Friday I talked about the file survey we're coming out with.

Hopefully some of you have gotten it and we really want that feedback to sort of structure back, see how we are acting in I would say different unprecedented times. So that's what we have in front of us today.

On the business side, I can say the network continues to hold up.

Tyler and the team are doing a fantastic work to keep the networks good.

And I have talked to a lot of customers over the weekend to see that we are actually supporting them, and we're doing a good job.

I also had a conversation with the FCC on Friday to go over what we're doing and sharing our experience on how we're building the network and what we're doing right now.

So lots of interactions with different stakeholders in this time to see that we're actually doing the right things.

So that's where we are.

So back to you, Jeremy.

>> JEREMY GODWIN: Hans, appreciate that.

Thanks so much.

And more from Hans shortly.

Christy, good afternoon.

Let's get to your update for the folks, please.

>> CHRISTY PAMBIANCHI: Thanks, Jeremy.

I have four updates for all the V-teamers this morning.

First I want to share that, you know, as you know, you see a lot in the news about the heroes out there the people on the front line in the medical system and the first responders and many people out there helping the world cope with coronavirus.

And we have our own here at the V-team helping keep the network connected and our customers served in this time.

So I wanted to share that we'll be launching today for the V-teamers, that their work cannot be done from home, and as you know, we've mobilized over 112,000 actually of our people to be able to work from home.

But we do still have a number of our folks that cannot work from home because they're servicing the network or our customers.

And so for those individuals, we'll be putting in place an essential on-site services pay program.

And they'll be hearing from their supervisors throughout the course of today and early tomorrow how this applies to them so that we have a special way of acknowledging that we have roles that cannot be done from home but that are vital given the critical infrastructure requirements that our services provide that we have folks that still have to leave their home in this time.

So more to come on that.

My second announcement relates to things you heard from crystal last week when she joined our broadcast.

So for our retail associates, as you know, we shared that we have approximately 70% of our footprint closed right now, so we've really gone to essential distribution points, and many of our retail associates are currently at home.

And so we're going to be doing a survey launching today.

So you'll be getting a notification, a Verizon notification system text.

And that will link you and advise you to go on your email to take a survey.

So the next 48 hours, we're asking those individuals in the retail associates group to please take the text, follow the link to the survey, and we're asking folks what their interests are so that during this time they can be redeployed and assigned temporary work assignments.

And so that's happening here, launching today for the next 48 hours.

There will be letters and more instruction from the HR team in the Verizon consumer.

And then finally you heard Hans mention that we continue to reduce the dispatches that we can service in this difficult time.

So we've now -- we'll only be dispatching our techs on repairs for voice and broadband or where we have to install new voice or broadband to keep a home or a business connected.

And we will only be doing video if it is a broadband and only one set top box.

I know this has been a lot of the questions that have been coming in over the last week or so, Jeremy, and I just want to say that Kyle, Kevin, John and a number of leaders worked hard over the last number of days to continue to provide what can we do in this current environment to balance keeping with the requirements to keep the infrastructure up and running for the parts of the world that we serve and at the same time minimize any of our employees' potential contact in shelter and home arrangements around the world.

And then finally Hans mentioned the pulse survey.

So we do want to hear from all of you and hear how you think we're doing and matching our response to coronavirus.

And so that survey launched last night in Asia and it's in the United States and Europe today.

And it will be active through Wednesday, April 1st.

And I just want to thank all of you that responded already.

We already have over 40,000 responses to the survey.

So a third of you have already taken the time in the few hours that the survey is open to tell us how we're doing.

So we really look forward to that information because it guides Hans and our leadership team to respond to what we're doing to support all of you.

And we'll be sharing those results here on the live broadcast at the end of the week.

I'd like to shift gears, Jeremy, and talk about something that happened very early this morning, and I want to share some very sad news with all of you.

And I'm very sad to tell you that here at Verizon, we're more than a team.

We're a family.

And we care deeply about all of our associates and our employees in the company.

And we have lost one of our employees to coronavirus early this morning.

I know all of you share my heartfelt condolences and empathy for the family and the coworkers, and we're in contact with the family and the employees in the work group today.

And this is obviously a tremendous loss to the whole company because it just brings the pandemic and the situation that we're battling as a society and a humanity, you know, even one step closer to home.

And so we wanted to make sure that you heard that from us within hours of us being

aware of this.

For several weeks we've now established programs to be in direct contact with any of our employees that have coronavirus.

We have a case worker, a nurse and medical doctor system in contact with our employees with coronavirus.

And that's available to any of you.

And we are going to continue to provide all of the support.

We also know there is a number of V-teamers that have lost family members to coronavirus.

And I think that, you know, the way in which the experts expect it to continue to unfold.

We know that as so many of us now are one degree if not directly affected by coronavirus.

So my deepest and heartfelt condolences to our employee and their family and their coworkers, and we'll be spending the day making sure we're doing all the right things to support them in their time of need.

Back to you, Hans and Jeremy.

>> HANS VESTBERG: Oh, Christy, thank you.

Tough days for all the V-teamers and condolences, of course, with the family of our fellow V-teamer that has passed away.

This is times that are so hard on the family and friends are so important.

As Christy said, we are dealing with this pandemic will have these type of losses.

It's tough.

>> JEREMY GODWIN: Yeah.

I think we're seeing that come in online now.

You know, we streamed this over Twitter every day, and our employees, we ask them to share things.

And now we're getting condolences and thoughts for the team members, prayers to the family from Jennifer to 78, Nina said praying for the family.

This reminds me of so many people talking about the family we are and how in times like this we come together for one another.

And we are there for one another.

And Christy, when we're working through this, you know, what is the process for people who have tested positive, and how we're staying in touch with them and they're part of a network really of healthcare professionals?

How is that going forward?

>> CHRISTY PAMBIANCHI: We reach out directly to the employee and their family, and we also want everybody to know that we've also been helping some individuals that have reached out to us that feel that they're displaying symptoms of coronavirus, who may be having trouble getting to a testing facility or getting access to a test.

So through ask Christy or their HR VP or reaching out to the medical help lines that we have, we're helping assist our employees getting to those services.

And really we want to be there to make sure where there's so much uncertainty, what we know and what we can help individuals and their families with in this time, we're doing.

Internationally outside the United States, we're also similarly reaching out.

Each country has a slightly different medical system and access points into it.

But nonetheless, we feel it's very important that our employees know that our HR team and the resources we have to maintain our medical and backup medical plans for all of you are here and we're using all of them to help get the care that our employees need.

>> JEREMY GODWIN: That's good to know.

And I know during this time the employee assistance program, EAP as we call it is always available to folks.

What other types of resources should employees know about at this time?

>> CHRISTY PAMBIANCHI: We have employee assistance programs that we will bring into the work teams, also available to the family, and then we have very highly support-oriented program to support any of the families affected by coronavirus in this way.

And obviously, many other online resources and work group resources that we can make available.

Right now the most important thing, we want to make sure people do reach out if they think they've got coronavirus.

We want to know so we can help them get access to all the support that they need.

And then we recognize it's changing very quickly.

So it's a really tough time.

And as systems get overwhelmed, that's where we're trying our best to help, any of our V-teamers that need it.

>> JEREMY GODWIN: Good.

And those condolences and the messages of love and support continue to come in on Twitter and through email here.

So know that it's a good family to be a part of even through these tough times.

There's a song that's sticking out, a lyric in mind that say tough times don't last but tough people do.

I think that's what we can all rally around at this point.

Before I go to Hans, Christy, any final thoughts before we go to Hans to wrap us for the day?

>> CHRISTY PAMBIANCHI: My last thoughts for everybody is to just, you know, stay close to your colleagues and your friends and your family.

I know with the shelter at home rules in place in most of the world use the digital means to stay connected.

I think it's important for our well-being and emotional states to be grounded in that, and so please reach out to friends or colleagues through these kind of chat forums because I think it's a good way to alternatively stay connected, and I think it's important in these times to do that.

>> JEREMY GODWIN: Certainly.

Certainly.

Hans, closing thoughts for us today, please?

>> HANS VESTBERG: Yeah.

A very emotional day, I have to say.

I think that first of all, Christy has said so many times now, we're here, we're supportive, whatever you have doubts, questions, impacts, we have the system to support you.

Unfortunately that system cannot protect us all from this pandemic, that's clear, but we will do everything we can.

And as we discussed today, this is a monumental time, it's an evolution.
We have new groups coming out, guidelines.
Every day is a new day, and we learn new things every day.
We just need to be there for each and every one of us in these times.
Colleagues, friends, extended V-team family becomes very important at this time to stay connected.
As I said before, we just need to work hard through this very unprecedented situation, and we're going to be stronger when we come out of it.
It's just going to be painful when we go through it.
I just want to end, again, with my thoughts and condolences to our V-teamer that passed away today.
And I think that many of us think about it, unfortunately, this is a time where we're going to see more of this, and it's so tough for all of us.
But remember, we have the safety net.
We'll do everything to keep our V-teamers and extended V-team family as good as possible in these times.
And remember also, reach out to your friends, colleagues, partners, family.
It's so important to stay in contact in these times.
And of course, we also have a second mission.
We have the networks that so many people rely on today.
And I'm so proud of the work you're all doing to keep them up in supporting our customers and partners.
So thank you very much.
Jeremy, back to you.
>> JEREMY GODWIN: Hans, Christy, thanks so much for leading and guiding us through these hard times.
You know, like Hans said, now is the time to -- you know, you're with someone, reach out, give them a hug and kiss.
If not, reach out and tell them you love them.
Until next time.
You're up to speed.