

**VERIZON
UP TO SPEED LIVE
MARCH 31, 2020
12:00 P.M. EST**

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>> My name is Jonathan and I work for Verizon I totally get how important it is to stay connected.

>> We're connecting with people offering solutions.

>> Customers can 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.

You can keep everything managing from home and on the Verizon app and at Verizon.com.

[Music].

>> My name is Dan Evans, I work in the Verizon Business Group in England we went back into war mode for COVID-19 where the Government asking manufacturing, innovative companies and engineers to come up with ideas around how they could supply ventilators our client took us to that mark and come up with an ability to provide ventilators to the UK Government which is fantastic news.

This is not something they do on a regular basis they were trying to take the kind of knowledge and their ability to be innovative and actually create something in record time.

So one thing we have done and I'm quite proud of the team as well about how quick they were able to go to the mark and health is kind of look at what did we already have in place for our clients?

And how can we utilize all potential bandwidth to do that.

Within hours probably in the day we were able to get on a call live with the customer out of hours and still be able to troubleshoot and make sure that we could load balance to HQ so they could take more bandwidth into that and allow the home workers to continue working from home with limited bounceback from the community perspective it's actually been pretty an amazing community in terms of getting together and creating a group of individuals or volunteers to be able to help with the community.

So I helped.

We set up WhatsApp technology groups working with a local charity called 3SG and we've been able to get people signed up before the Government actually announced volunteers.

We got over 1500 volunteers to help with that.

We geolocated them on a map and then we're able to now integrate into kind of bigger initiatives with like a number for our local areas.

People with access that.

And then we can put them on their street so they can help more locally and stop the interaction between too many individuals but also make sure that no one is left on their own.

When you're faced with a challenge you'll find out what sort of person you are.

That's when you'll really find what sort of person you are, whether you shy away or whether you take it on and roll your sleeves up and get involved.

I think you'll see that, yeah, we've genuinely created some real kind of relationships.

>> JEREMY GODWIN: We continue to hear some inspiring words from our teammates and team members out there around the world.

We're also doing some incredible volunteering acts like Joe here, central office manager and his daughter, they collected 125 hand sanitizers, Lena Peters and Stephanie Powers donated pizza to the Jersey Shore medical center in Neptune New Jersey and of course the US naval ship Comfort docked in New York City helping people. Verizon is behind that delivering connectivity you see our folks there who have been working to get that connected we can't forget we're still running a business and bad things happen just earlier this weekend Jonesboro, Arkansas went through an EF3 tornado our response team is there here we are live today 12:03 on the oos coast in the afternoon time now last day of March that was Dan Evans who led the show for us today and Dan is happening a major company there in the UK figure out how to make ventilators that are so badly needed today and we'll be talking about volunteerism. Rose Kirk is joining us today but I want to get to updates starting with Hans. Hans, good afternoon, how are you, sir?

>> HANS VESTBERG: Good afternoon, good morning, good night, wherever you are, V Teamers.

Great to be back again.

We continue with our live webcast to talk over what's happening and what we're doing and again I remind my team, Executive Team every morning we start with our mission is to see that our employees are safe and healthy that we keep up the networks and that we think about the four stakeholders, our employees of course.

Our customers.

And our society and our shareholders.

And we constantly try to formulate our agenda thinking of them and today we'll hear more from Rose talking about the society.

But of course Christy will touch about what we do for all of us and the employees.

I will myself just say that yesterday's news, enormous support from all V Teamers for the impacted V Teamers of the Coronavirus.

It's just amazing to see the flow of emails and Twitter feeds and how everyone is rallying together.

And it was a tough day yesterday.

It's going to be a tough day today and tomorrow.

And many of our friends have a tough time.

So continue that outreach and see that you're supporting each other in these times.

And when it comes to the network, we came up with our new network release today.

Or we will soon.

At least I have read it.

So I can tell you a couple of things.

We're following two things when it comes to the network.

First of all, we follow the behaviors.

How consumers and customers are changing behaviors in the network.
And secondly, we are looking into what type of applications and data are changing.
When it comes to data and application, I talked about gaming is up, VPN is up quite dramatically.

I talked about less sort of usage of social networks.

In the beginning of this pandemic.

So that's sort of the data we're seeing.

The behaviors we reported more on the behaviors today.

And what we have seen on behaviors, of course with so many people moving to home, to work from home, we have seen a spike or much more traffic in the homes.

But we also measured this week and interesting of course is that connections to enterprises which are VPN during the weekend they fell 44%.

That means that the majority of all of the customers and enterprise is actually -- they took the weekend off and didn't work.

Probably not too surprisingly.

But you see that in the network.

At the same time you saw a continuous growth of -- of the video on demand and gaming this weekend and web browsing et cetera, meaning that was more of that.

More on the network.

We have seen on FiOS the demand on video, video on demand is up almost 50% you can see these patterns are changing in the network and I have to say our team is just amazing to see that with those big swings, with our size of network, we are actually managing it in a good way but we also see it on our assets with many -- a lot of growth especially on our mail engagement up over 20% and of course then the news of course the coverage we're doing on Corona, so much more activity.

And usage coming in.

And looking at it.

So it's new times.

And we can see it in our networks.

I thank everybody working in the field or in the frontline to keep all of those networks up.

And our whole network and I.T. team for making that happen.

I have so many calls from CEOs of enterprises, from society, from states, et cetera, talking about how grateful they are for that we keep the network up so a big shoutout for that today on the network side so thank you guys.

And of course great to see this Navy ship that Jeremy was talking about coming into the harbor of New York City with full support from Tami and her team when it comes to connectivity.

And there are so many heroes out there.

We heard from the UK.

We have a lot of stories from Australia doing great things with their customers.

So it's global.

We do a global effort to see that our customers are up.

So Jeremy, back to you.

>> JEREMY GODWIN: Thank you, Hans, for that update.

And a lot of people remarked yesterday about seeing the Comfort sail into the New York City.

And what that meant for symbolism.

A lot of this though is communities coming together we have heard that time and time again joining us today to talk about the efforts at Verizon and our employees are doing around social responsibility, Rose Kirk.

Rose, thank you so much for joining us here today.

Give us an update on what you and your team have been working on since this pandemic started a few weeks ago now.

>> ROSE KIRK: Yeah, absolutely, thank you, Jeremy and hello to everyone.

-- thank you, Jeremy and hello to everyone and before I start I want to let you know every single day I wake up with a spirit of gratitude and this gratitude for who we are as a company, for how we're responding to our customers, how we're responding to our employees.

How we are caring for each other and how we are caring for our communities.

So right upfront as we recognize the scale and the impact of COVID-19, we took a really quick look at what we could do to have an impact in society.

And one of the first groups we actually funded were our healthcare first responders.

Because we realized that they were on the front lines.

And they needed to have access protective equipment so all of the gear and necessary support that they could get.

We have also supported online education for youth.

We started with our Verizon Innovative Learning Schools.

Both our current schools and alumni schools.

Over 100,000 students that we have supported.

That's about a \$39 million network investment that we made.

But the beauty of this is by supporting those students, we're also supporting their households.

For the rest of those students who are there and who need to have access, the connectivity to do their schoolwork, for the siblings they now have access.

For the parents who may need to work at home.

So we also realize that we had to support our students when they were home because many of them have an issue of food scarcity.

The only meal they receive is actually what they get at school.

And so we supported organizations who will stand in the gap in that regard.

And then we're supporting our small businesses and we're supporting the World Health

Organization and the UN Foundation for their work to actually do research tracking and really prevention of COVID-19.

And there are various other organizations, as well, I won't give you the whole list.

But I just want you to know that there's about \$23 million that we have invested.

And close to \$40 million in in-kind donations from the network.

So we are all in about what we can do to make sure that our communities in which we live and we work and we play have the necessary skills to be successful.

To fight COVID.

But now, along with that, you have reached out and said to us, what more can you do?

And I love the stories of how employees are organically out in the marketplace doing all that you can.

You know we set a goal this year to have 2.5 million volunteer hours but we wanted to make sure that you could virtually volunteer so that you can stay safe.

So we have sourced across ten different partners enough opportunities that every single V Teamer around the globe can engage and can do virtual volunteerism.

You can support the healthcare workers.

You will be able to help students with homework.

You will be able to provide mental health support.

You'll be able to provide small businesses, as well.

And also provide comfort and kindness to so many of our senior citizens who are shut in and don't have the support that they need.

Along with that, you can still do virtual volunteerism, again, on the social responsible platform.

Team and prosperity, digital inclusion, climate protection.

Those opportunities are still available.

And we are going to push an eCard to you after this broadcast so that you can go directly into the system, we'll give you the links so that you're able to do that volunteerism.

And then finally, many of you said to us, how can I make a financial contribution? What can I do there?

And so we are launching our DRIP program which is our Disaster Relief Incentive Program so you can actually provide a financial donation to about five different organizations.

And for every dollar that you provide, we're going to double your investment.

So a 2 to 1 match.

So we have done various things to make sure that our V Teamers can continue to have an impact and we again will send an Ecard out to you, it will have the links that you can go directly into the system, participate in DRIP and participate in virtual volunteerism.

>> JEREMY GODWIN: Rose, so many great things and thanks for sharing that I know we have a couple of follow-up questions for you so thanks for sticking around with

us today.

>> ROSE KIRK: Thank you.

>> JEREMY GODWIN: Let's go over to Christy now.

Christy, good afternoon, how are you today?

And what's the latest?

>> CHRISTY PAMBIANCHI: Thanks, Jeremy, great to be here again with our V Teamers around the world.

A couple of updates for everybody.

Today lots of questions coming in, continuing in the ask Christy box about how long we're going to be operating in this environment.

And we know there's been continually changing guidelines from all the governments and municipalities around the world.

So we're going to add a section to the COVID employee part of the webpage.

Where we'll list the countries and what we know to be any stipulations for how long they are instructing businesses to have and citizens to have stay-at-home or work-from-home shelters and provisions in place.

For example, in the United States, that guidance has now been issued through April 30th.

So we will plan to be in this mode of operation here until April 30th.

In India it's been issued through the middle of April.

And there are other dates through countries throughout the world so tune into the COVID webpage and we'll get that information updated for you.

Second, I want to just remind folks we've got a couple of surveys and places for you to give us your input out there.

If you work in retail, and you're a retail employee, you've gotten events notification.

And you've heard from Krista we're looking for your input on additional alternative work assignments.

And so please get that feedback back to us.

Because starting tomorrow, she and her Leadership Team are going to be looking at that so we can find ways for all of our V Teamers to continue to contribute.

Even if their primary work function is not able to continue right now.

For example, because of the way we have reduced our retail footprint, given the guidance that we have.

We also have the employee Pulse Survey out there.

Specifically related to COVID.

Thank you, 62% of you have filled out the survey already.

We're going to keep this survey open until tomorrow.

So that by Friday, Hans and I can share the results with you.

So we've got about another day and a half.

It takes about 20 seconds to complete the survey.

If you have any questions, you didn't receive it, hit us up in the ask Christy box and we'll get surveys over to you because we really want to hear from you.

Also, as I said, we are all in this together and that's why we put the Stock Together program in place earlier this year and the program was effective March 2nd with a grant and on March 31st, which is today, your accounts will now be visible and all of the Stock Together tools are there.

So just wanted to let everybody know that.

And that's the place you can go to hear about that.

It's also great to have you with us today, Rose we have got an outpouring from our employees asking for ways they can help.

I wanted to thank all of the V Teamers who reached out to me yesterday.

Obviously it was a really hard day for all of us myself and Hans in particular having to share such sad news with all of you and also knowing that we aren't going to be able to keep everybody safe from the COVID-19 virus and families and communities and I've heard from and continue to hear from many of you.

Over the next few days, we will share ways in which our employees can reach out to and support the families directly affected by COVID.

So please, I want you all to know we are working on that.

And I'll have information on that here over the next day or so.

And then just linking onto what Rose said, we will have the volunteer virtualism and we -- virtual volunteerism and we feel so much comfort knowing how strong the V Team is and we really do run to a crisis and this is a time where we're being called to act on behalf of society so just want to thank you for that.

And for Rose putting that platform out for our folks.

>> JEREMY GODWIN: Christy, thanks so much for all of the updates and certainly want to jump over to Rose now for some of these questions that we've had that continue to come in.

You can always share your questions and stories or anything to us at live@Verizon.com.

Email us there.

But Rose, a lot of talk about people giving blood at this time and shortages across the country and across the world.

A lot of those blood drives have been cancelled.

How are we still promoting those?

And how can people still give to help in their communities.

>> ROSE KIRK: Yeah, we absolutely want people to be safe.

So for that reason, we have invested over a million dollars with the American Red Cross for specialized blood drives that they are actually holding inside of hospitals.

Everyone is really screened.

And so our commitment is to continue to provide that financial donation to the Red Cross.

We have counseled all of our -- cancelled all of our blood drives that were a part of our volunteerism simply because we want our employees to be in your homes and safe and helping to flatten the curve with COVID-19 so we're going to do our part financially to help that effort.

>> JEREMY GODWIN: That's great and now what about these other things that pop up in peoples' neighborhoods or other virtual volunteer opportunities how should folks let your team know that those exist and people can take part in them.

>> ROSE KIRK: Yeah send them directly to me at Rose.Kirk@Verizon.com what's important is to vet those and make sure they are authentic and make sure you stay safe send them my way my team will look we will -- then they will automatically go on the platform where everyone can have access to them.

>> JEREMY GODWIN: That's good to know Rose stand by I'm sure you'll get a lot of emails but thank you for everything you and your team are doing.

Christy, I want to switch back to you real fast.

Announced a lot of things yesterday.

You hit on some of those in your update.

What are folks saying about the extending of working from home?

What are they saying about the pay and all of the retail changes.

>> CHRISTY PAMBIANCHI: Thanks for that, Jeremy.

I've continued to work closely with Joe Russo and the emergency Steering Committee that we have assembled from all of the business leaders.

So we've made a lot of changes in retail, Ronan and Krista Bourne and their team have gone to 70% of their footprint is closed only 30% open to leave access points for our customers so we can serve small businesses and families that need connectivity.

We have moved to appointments only in the stores.

And we've had direct communication from Ronan to the customer base advising people of all of the things that he can do in our online app.

So these are all of the measures we're taking to really reduce the number of access into the stores.

And then when we do have people by appointment in the store, we're practicing social distancing and having all of the right equipment we need to keep everybody safe.

On the dispatch side, we have worked across all of the leaders and in Kevin Service's area to really refine what will be the dispatches in this current time that we will do.

I shared that yesterday but just to repeat and reiterate what I know you all have heard but we'll be looking at doing voice and Broadband installations and repairs and then we'll also only be doing video where it's related to an installation of voice and Broadband.

I know this was a lot of the questions that folks had on their mind.

We'll only do one Set-Top Box.

So these are the ways in which we have tried to really address for folks that can't work from home really refine and restricting what it is we'll do when we have to be out repairing, servicing or maintaining the network.

And to support that, we've implemented a starting this week what we're calling our essentially onsite service compensation.

So those individuals in those job groups are being communicated to of how this directly affects them.

So we recognize that they are still having to play a role outside their home.

And then finally, Jeremy, I just wanted to say, the outpouring I got from folks yesterday about how committed they are to serve and really step up, recognizing that so many of us will be challenged in this difficult time.

One of the pot thoughts that was shared with me yesterday from one of our FiOS techs that he gave me permission to share, real simple, but teamwork makes the dream work. And I really think that sums up where we are today.

Our teamwork through this crisis is going to really be able to make our dream work together.

And so that all of the visions we have for Verizon and the future and forward together will come life because we work together so thank you so much.

>> JEREMY GODWIN: Christy, thanks for that at the top of the show we were going to show some pictures and we're going to do that for you again right now because I think when we talk about our purpose, and what we do to brings these things to life you see Joe central office manager and his daughter people buying pizzas for hospitals and sending those to the staff so that they can enjoy it and that's down at Jersey Shore medical center in Neptune and our team connecting the team naval ship Comfort as it came to the docks in New York City our emergency response team on the ground in Jonesboro, Arkansas for that EF3 tornado that touched down it's a reminder of such of the good character and people we have working here for us and doing things for us around the world and here across America.

As well.

Over the weekend, Hans got an email from a doctor at Mount Sinai Hospital in New York City.

And I caught up with the doctor this weekend.

She had a couple of minutes to share.

I just want to share that conversation with everybody on how she is so thankful and just tons of gratitude for the Verizon team.

[Music].

>> My name is Kasum Matthews I'm an adult -- I'm pulmonary critical care physician but my clinical responsibilities are essentially all in the ICU these patients are having so

much trouble with their breathing low oxygen levels and in need of a lot of support we're relying on our phone so much for communication and there's just so much activity. And so when I saw the text message, I was just -- I thought relief when I sent the email I guess I wanted you to know this made such a difference in the hospital side of things and also in my ability to continue to care for patients even when I'm at home. I have this on my home computer doing things was nearly impossible before now I'm able to do it so much better.

Having a really good global carrier is essential and I have stayed with Verizon because the signal has been phenomenal.

All the way down from the MRI level like the basement, throughout the entire hospital. And everything is time sensitive.

Everybody has my cell phone and they can call my right away to talk about should we give this treatment, not give that treatment.

And my colleagues are the same -- in the same boat.

Everybody is texting.

Everybody is calling each other.

Because we really need to figure out the best plans to help these patients.

I thank everybody at Verizon.

It's not just been my conscience but it's been my saving grace to make sure I'm able to respond to everybody as best as I can and provide better patient care.

>> JEREMY GODWIN: Wow, such strong words there from Dr. Matthews, Hans, as you hear that, what are you thinking?

And how do you want to wrap up today?

>> HANS VESTBERG: It's tough.

It's tough every day.

It's great to hear that what we are doing has actually an extremely important impact to on our society and Dr. Matthews gets excited and understanding the responsibility for what we have we're doing what we're doing and that's just one of many of the things we hear every day.

So again, it tells us a lot about our mission we have as a company.

And bringing everything forward and seeing that our society is connected.

So I think that's important.

I just want to go back to a couple of things when I wrap up here.

First of all, we always think about the four stakeholders in these type of crises and it's more -- even more accentuated I'm really glad we had Rose on the call today to share how much we're doing in society because we're a big company and we're responsible beyond normal companies because our size and our infrastructure becomes so important.

And it's so great to hear what we're doing here.

And how that is connecting to our strategy.

And even more great that we now have also the virtual volunteerism that we're all going to contribute to.

I'm waiting for that Ecard coming to my mailbox to see what I can do later on today.

I have some meetings coming up this afternoon but I will try to do whatever I can do.

And then of course talking about other stakeholders.

Society of course first.

But then our employees and Christy and the team is doing a phenomenal job to keep us all safe and having transparency and then I just ask you I always ask you twice to -- the Pulse Survey is important for our decision making.

And we have it open one more day.

Please respond.

It's 20 seconds.

I have done it myself.

Just seconds ago.

So I listened to Christy and I did it during the webcast here, so that's important.

And then of course on the -- when it comes to the shareholders, we'll constantly update them as well and also the customers and you heard one of our customers talking about this recently.

So ultimately, Pay It Forward.

I'm just going to push for that.

I know Jeremy will talk much more about it but tonight is really exciting the Pay It Forward.

It's a way for us to raise awareness of small and medium businesses to pay it forward to them they are so critical for this country and tonight it's two gamers that will meet in a Fortnite battle and some of you might be more excited than I am over it and especially the youth and I hope some of my family members will probably attend it will be catch Marshmello against another team and Jeremy will probably know but again we do it for the right cause.

We want the small and medium businesses to prosper through these extremely tough times.

Once again, team, all V Teamers out there, thank you very much for attending this.

You know how important it is to keep our communication up.

So I'll see you tomorrow.

Back to you Jeremy.

>> JEREMY GODWIN: Thank you, Hans.

And like Hans was saying we're going to go and take this slide up there.

The Faze Clan's Nate Hill versus Marshmello tonight the matchup of the ages I have to tell you on streaming check it out on Twitter, Twitch, Yahoo and the channel 501 starting at 8 p.m. tonight and this is all part of our Pay It Forward series if we go to the next slide we want to shout out to the small businesses who you all are supporting and

Verizon is donating \$10 for every use of #payitforward live mentioned that goes to the local initiative support corporation and ultimately tag the local businesses you're supporting and my wife Alex and I we are getting quite the culinary tour of Morristown from all of the dineout and takeout we're doing but share those things.

And finally tonight, you know, we want to talk about the good things that our team are doing.

One other plug at 9 p.m. tonight one of our central office managers is on The Biggest Loser on USA at 9 p.m. Eastern.

It is the finale tonight he's lost over 100 pounds if we can tune in and see what the outcome is but a lot of good stuff lined up for tonight just a reminder we have a great team we work with a lot of great people if you haven't talked to a co-worker in a while give them a text shoot them a call do all of the good things same thing with your family and friends, I can't go a day without saying that because it means so much to me to hear from all of you as well as my team that will wrap us up for today we'll be back here at noon tomorrow have a great day and until next time, you're up to speed.