

Verizon
Up To Speed LIVE
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>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER COMES ITS WAY.

>> WE'RE ALWAYS PREPARING.

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

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

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

>> WE'RE RELENTLESSLY COMMITTED TO THE NETWORK.

AMERICA CAN STAY CONNECTED TO WORK, SCHOOL, MOST-IMPORTANTLY TO EACH OTHER.

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

>> LIKE THE 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 INTO THEIR BUSINESS.

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

>> EVEN BUILD AI INTO THEIR CUSTOMER EXPERIENCE.
>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.
>> LIKE 5G.
>> GOING TO MAKE THINGS INCREDIBLE.
>> ALMOST ALL THE FORTUNE 500 PARTNER WITH US.
>> THOUSANDS OF OTHER COMPANIES OF ALL SIZES.
>> NO MATTER WHAT BUSINESS YOU'RE IN.
DIGITAL TRANSFORMATION NEVER STOPS.
>> VERIZON KEEPS BUSINESS READY.
>>> I WORK FOR VERIZON.
I TOTALLY GET HOW IMPORTANT IT IS TO STAY CONNECTED.
>> WE'RE CONNECTED WITH PEOPLE, OFFERING SOLUTIONS.
>> CUSTOMERS CAN DO WHAT THEY NEED WHENEVER THEY NEED ONLINE.
>> IT GIVES CUSTOMERS THE ABILITY TO NOT COME INTO THE
STORE -- THEY CAN TAP AND SWIPE.
>> SOMETHING THEY CAN USE WHEREVER THEY ARE.
>> WE CARE ABOUT KEEPING YOU SAFE.
>> VERIZON, WE'RE HERE AND READY, WE'RE OPEN 24/7 ONLINE.
YOU CAN KEEP MANAGING FROM HOME, THROUGH THE VERIZON APPS AND ON
VERIZON.COM.
>>> GOOD MORNING, FOLKS, WORKING FROM HOME.
THIS IS SOME OF OUR E911 TEAM.
THEY'RE RESPONSIBLE FOR KEEPING SAFETY AGENCIES CONNECTED.
THANKS TO OUR GLOBAL TECHNOLOGY TEAM TO MOVE ON 100,000
EMPLOYEES WORKING FROM HOME.
SPECIAL SHOUTOUT TO ALL THE FOLKS WHO ARE WATCHING US, VIA
TWITTER.
I ADDED THE BEST WAY TO WATCH THIS, AND ESPECIALLY CAROLINE, WHO
IS EATING HER PEANUT BUTTER AND JELLY SANDWICH RIGHT NOW.
A LOT OF EXTENDED FAMILIES PART OF THE VERIZON FAMILY.

WE'LL TALK ABOUT HOW WE MADE THAT MOVE TO KEEP OUR EMPLOYEES CONNECTED.

WE ARE 12:01 ON THE EAST COAST, 9:01 ON THE WEST AND SOME OF THE FOLKS YOU SOO -- SEE THERE, PART OF OUR VERIZON INDIA TEAM.

LET'S JUMP INTO IT, HANS, GOOD MORNING, GOOD AFTERNOON, HOW ARE YOU TODAY, SIR?

>> HANS: GOOD MORNING, GOOD AFTERNOON, I'M DOING GOOD.

JEREMY, I HOPE YOU'RE DOING GOOD AS WELL AND HI V TEAMERS, I HOPE YOU'RE FINE, IN THESE TIMES.

WE CALL THEM UNPRECEDENTED AND THAT'S, FOR SURE, THE RIGHT WORD. WE'VE NEVER SEEN ANYTHING LIKE IT.

I'D LIKE TO TALK ABOUT HOW WE GO THROUGH THIS PROCESS.

ALL THE MAILS AND THINGS WE GET, IT'S SO IMPORTANT FOR US TO REALLY FORMULATE HOW WE COMMUNICATE AND WHAT WE DO DURING THESE TIMES AND THE PULSE SURVEY, AS YOU KNOW, IS ENDING RIGHT NOW.

IT TAKES 20 SECONDS.

AS YOU HEARD YESTERDAY, I DID MINE.

HOPEFULLY YOU'VE DONE YOUR'S.

THIS IS IMPORTANT THAT WE GET THE FEEDBACK.

AGAIN... ALSO, OUR THOUGHTS ARE WITH OUR V TEAMERS AND EXTENDED V TEAM FAMILY THAT HAS BEEN IMPACTED BY THE CORONAVIRUS.

THE V TEAM IS DOING EVERYTHING THEY CAN TO SUPPORT AND HELP THEM.

I WANT TO REMIND YOU THAT TODAY IS THE ONE-YEAR ANNIVERSARY OF VERIZON 2.0.

IT WAS ONE YEAR AGO WE LAUNCHED A NEW STRUCTURE, NEW WAY OF WORKING AND NEW LEADERSHIP CREDO, ET CETERA.

BUT... WE ALSO CREATED A NEW PURPOSE.

WE CREATED NETWORKS THAT MOVE THE WORLD FORWARD AND THAT'S HARD TO BEAT THAT IN THESE TIMES.

THAT PURPOSE THAT WE CREATED IS MORE-RELEVANT THAN EVER, THAT WE CREATE THE NETWORKS THAT MOVE THE WORLD FORWARD.

SO... HAVE THAT WITH YOU IN YOUR DAILY FIGHT, WHEREVER YOU'RE WORKING AND WHATEVER YOU'RE DOING TODAY.

TALK ABOUT THE NETWORKS, I MENTIONED A LOT ABOUT THE NETWORKS YESTERDAY.

WE HAD OUR NETWORK RELEASE OUT YESTERDAY.

AND... I HAD, ACTUALLY... A CONVERSATION TOGETHER WITH A COUPLE OTHER CEOS IN THE U.S. WITH THE UNITED STATES YESTERDAY.

WE DISCUSSED THE STATUS OF THE NETWORKS, WE DISCUSSED HOW WE'RE SUPPORTING THE NATION IN THESE TIMES.

I CAN CONVEY THAT THE PRESIDENT WAS VERY PLEASED WITH HOW THE WIRELESS, THE INTERNET COMPANIES, AND THE TELECOM COMPANIES ARE SHOWING UP.

LET ME EXTEND A BIG THANK YOU TO ALL THE EMPLOYEES THAT ARE ROUNDING THE NETWORKS IN THIS COUNTRY, AS THEY'RE HOLDING UP SO WELL.

I WANT TO CONVEY THAT TO YOU, THE PRESIDENT WAS VERY SUPPORTIVE FOR WHAT WE'VE BEEN DOING SO FAR IN THIS CRISIS.

WE KNOW THIS CRISIS ISN'T OVER TODAY, IT'LL BE LONG, WE HAVE A LONG JOURNEY HERE WITH PERSEVERANCE AND [INDISCERNIBLE] THAT WE HAVE IN THIS COMPANY, I THINK WE WANT TO CONTINUE TO STRIVE WELL IN IT

OTHER THAN THAT, I TALKED ABOUT THE PAYING IT FORWARD YESTERDAY AND YESTERDAY NIGHT, THE GAMERS PLAYING FORTNITE.

A MILLION PEOPLE LIVE, LOOKING AT IT.

IT WAS PROBABLY A DIFFERENT GROUP OF PEOPLE LOOKING AT IT THE WEEK BEFORE, WHEN WE HAVE THE [INDISCERNIBLE] DISPLAYING.

IT'S GREAT, IF YOU'RE SHOWING HOW MANY PEOPLE ARE SHOWING UP AND SUPPORTING YOUR SMALL AND MEDIUM BUSINESSES AND PAYING IT FORWARD.

I THINK IT'S A REALLY GREAT EVENT FOR PEOPLE BEING HOME AND DOING GREAT THINGS

SO... I THINK THAT'S, THAT'S A REALLY TELLING STORY, HOW WE'RE ENGAGING SOCIETY, HOW WE TAKE CARE OF THE EMPLOYEES AND HOW WE THINK ABOUT THE CUSTOMERS, OUR NETWORKS AND I SEE GREAT WORK ACROSS THE GLOBE AND ALL OVER.

THANK YOU ALL FOR DOING IT.

AND BACK TO YOU, JEREMY.

>> JEREMY: THANK YOU, HANS.

APPRECIATE THE UPDATE.

I KNOW SOME PEOPLE WANTED TO KNOW HOW THE CONVERSATION WITH PRESIDENT TRUMP WENT.

>>> NEXT WANT TO SWITCH GEARS TO SHANKAR WHO LEADS OUR TECHNOLOGY TEAM.

JUST A BIG EFFORT, LIKE I SAID, EARLIER, TO GET A WHOLE LOT OF PEOPLE TO BE ABLE TO WORK FROM HOME, WORK REMOTE AND DO DIFFERENT THINGS.

SO... SHANKAR, TO YOU, AN UPDATE FOR THE TEAM, PLEASE?
>> THANK YOU, JEREMY.

LET ME TALK ABOUT THIS IN THREE PHASES, IF YOU WILL.

THE FIRST AREA OF FOCUS WAS TO PIVOT A MAJORITY OF OUR V TEAMERS TO THE NEW WAY OF WORKING.

ESSENTIALLY WORKING FROM HOME.

SO... WE HAVE TO AUGMENT OUR CAPACITY AND VPN INFRASTRUCTURE.

WE EXPANDED THE NUMBER OF HOME-BASED AGENTS ACROSS THE BUSINESS UNITS AND IN GN&T.

WHAT'S IMPORTANT TO NOTE HERE AS WELL, FOR MANY OF THE GROUPS, THIS WAS THE FIRST TIME WE HAD ENABLED THIS CAPABILITY TO WORK FROM HOME.

WE HAVE TO SHIFT WELL OVER 5600 E-MAILS TO LAPTOPS, WE'RE IN THE PROCESS OF SENDING 5500 FOR OUR RETAIL TEAM.

WE SPUN UP CITRIX VIRTUAL DESKTOPS FOR MORE THAN 1200 COLLEAGUES ON THEIR HOME COMPUTERS.

WE HAVE TO INCREASE THE CAPACITY TO SUPPORT THE WEBEX MEETINGS, SIMILAR TO THE ONE WE HAVE RIGHT NOW AND... A LOT OF WORK TO -- WENT INTO LAUNCHING OUR INTERNAL COVID WEBSITE.

SUPPORTING THE UP TO SPEED LIVE WEBCAST.

AND ALMOST ALL OF US IN GTS, RIGHT NOW, ACROSS THE GLOBE, ARE WORKING FROM HOME.

IN THE U.S., WE WENT INTO THIS MODEL, WORKING FROM HOME ON MAY 12TH.

WE HAVE A SIZEABLE TEAM IN VERIZON, INDIA AND WE USED THE OPPORTUNITY TO ALSO PREPARE FOR THE SAME ARRANGEMENT IN VERIZON INDIA AS NEEDED AND AS EXPECTED.

WE RECEIVED A GOVERNMENT DIRECTIVE IN INDIA TO HAVE OUR INDIA EMPLOYEES WORK FROM HOME, STARTING MARCH 20TH, FOR 21 DAYS.

WE WERE ABLE TO QUICKLY PIVOT OUR INDIA OPERATIONS TO THIS CALL AS WELL.

AND... WE WOULD NOT BE ABLE TO ACCOMPLISH ALL OF THIS IN SUCH SHORT ORDER, WITHOUT A GREAT TEAM EFFORT ACROSS THE BOARD.

I'M SO PROUD OF HOW OUR TEAMS IN GTS, THE INFRASTRUCTURE AND PLATFORM SERVICES TEAMS, THE DIGITAL WORKPLACE TEAMS, THE END-USER SUPPORT TEAM AND HELP DESK TEAMS, FOR DOMESTIC AND INTERNATIONAL, NETWORK AND UNIFIED COMMUNICATION TEAMS, THE CIO PORTFOLIOS AND OUR VERIZON INDIA TEAM, HOW THEY ALL RESPONDED TO THIS CRISIS, WITH A CAN-DO ATTITUDE AND DEVELOPED CREATIVE WAYS TO SOLVE THESE PROBLEMS.

I ALSO WOULD LIKE TO RECOGNIZE OUR BUSINESS PARTNERS AND BUSINESS UNITS IN GN&T, LEGAL, INFORMATION SECURITY, CORPORATE SECURITY AND HR FOR BEING IN THE TRENCHES WITH US EVERY STEP OF THE WAY AS WE WERE DEVISING THESE SOLUTIONS.

WE RUN TO A CRISIS, NOT AWAY AND OUR TEAMS DEMONSTRATED JUST THAT.

ON THE IMPORTANT POINT ALSO, OVER THE PAST FEW WEEKS, THE DIGITAL DEXTERITY OF COMPOSURE HAS IMPROVED AS WELL.

LET ME SHARE WITH YOU, SOME DATA POINTS ON HOW OUR V TEAMERS ARE EMBRACING THE NEW WAYS OF WORKING.

SO... AT THIS POINT, WE HAVE OVER 115,000 COLLEAGUES ENABLED TO WORK FROM HOME AND THE DAILY VPN CONCURRENT USERS -- THIS IS SOMETHING WE TRACK, HAS INCREASED 130%, USED TO BE 28,000, NOW IT'S 64,000.

WE'RE SEEING 22% INCREASE IN THE NUMBER OF WEBEX MEETINGS, 350% INCREASE IN THE NUMBER OF GOOGLE MEET MEETINGS.

30% INCREASE IN CHAT MESSAGES AND ALSO 12% INCREASE IN VOICE CALLS USING THE DATA SOFTWARE.

AS YOU CAN IMAGINE, THE ACTORS ARE SETTING OFF CYBER ATTACKS.

A PUBLIC SERVICE ANNOUNCEMENT I'D LIKE TO GIVE -- EVEN WITH ALL THE STRONGER TECHNOLOGY CONTROLS, EVERY ONE OF US WORKING FROM

HOME MUST STILL EXERCISE GOOD JUDGMENT TO KEEP OUR ENTERPRISE SECURE AND WATCH OUT FOR PHISHING ATTACKS, SOCIAL ENGINEERING SCHEMES, ET CETERA.

AND NOW THAT WE HAVE ENABLED OUR COLLEAGUES TO WORK FROM HOME, THE FOCUS, NOW, IS TO MAKE SURE THAT EVERYBODY IS AS PRODUCTIVE AS THEY CAN BE, IN THIS CONFIGURATION.

SO... WE'RE MONITORING THE TOP CALL DRIVERS COMING INTO OUR HELP DESK, MOSTLY AROUND VPN, LOGIN ASSISTANCE, SECURE PIN RESET, DUAL TOKEN SET-UP, ACTIVATION, PRODUCTIVITY ISSUES.

OUR HELP DESK TEAMS ACROSS THE GLOBE ARE DOING EVERYTHING POSSIBLE TO ADDRESS THESE QUERIES IN A TIMELY MANNER AND... IT'S GOOD TO ALSO SEE MANY OF OUR V TEAMERS ARE TAKING ADVANTAGE OF THE SELF-HELP KNOWLEDGE BASE ARTICLES THAT WE'RE SEEING IN 38% INCREASE IN THE USE OF THESE SELF-HELP TOOLS.

THE SECOND PHASE OF IT IS WHERE WE'RE ENABLING THE SHIFT IN THE BUSINESS PROCESSES.

WE ALL HEARD FROM KRISTA AND KEVIN LAST WEEK ABOUT ALL THE CHANGES THAT'S GOING ON AND THE RESPECTIVE BUSINESSES

FOR INSTANCE... ISP, RETAIL, SERVICE BY APPOINTMENTS ONLY, SHIFTING THE TRANSACTIONS TO DIGITAL, DIGITAL 4G FOR CONSUMERS, VARIOUS PATCHES AND SO ON.

TEAMS HAVE BEEN WORKING AROUND-THE-CLOCK TO ENABLE CHANGES QUICKLY FOR CUSTOMERS.

WE RUN PAYROLL CYCLES, WHICH I'M SURE EVERYBODY WOULD AGREE IS SOMEWHAT IMPORTANT, WITH NO ISSUES IN A FULLY-REMOTE WORKING MODEL.

AT THIS POINT, WE'RE WORKING WITH OUR FINANCE PARTNERS AS WELL, THROUGH THE MONTH-END AND QUARTER CLOSE WITH EVERYONE INVOLVED, WORKING FROM HOME.

THE THIRD PHASE IS STAYING THE COURSE ON KEY PRIORITIES.

WHILE WE RE-EVALUATE THE PRIORITIES, SHIFT RESOURCES, WE'RE NOT SKIPPING A BEAT WHEN IT COMES TO 5G, ONE FIBER, IEN, THE TRANSFORMATION PROGRAMS, THE CUSTOMER EXPERIENCE PROGRAMS AND THE SOFTWARE RELEASES TO KEEP OUR BUSINESS MOVING FORWARD.

WE ARE AN AND COMPANY AND WE CANNOT ONLY FOCUS ON WHAT MATTERS NOW, BUT... ALSO ANTICIPATE WHAT'S NEXT AND SEE THAT THIS

CURRENT CRISIS IS A MAJOR TURNING POINT AND... DEVELOPING SITUATION.

>> [ECHO].

GOING TO HAVE YOU MUTE OUT THERE -- WE'RE GETTING SOME FEEDBACK FROM YOU.

SO... THANK YOU FOR THAT.

NOW... I WANT TO GET OVER TO CHRISTY AND UPDATES FROM YOU TODAY.

>> CHRISTY: GOOD AFTERNOON, THANKS FOR TUNING IN.

WE GET GREAT JOY OUT OF KNOWING HOW MANY WE'RE ABLE TO REACH AND BE A SOURCE OF CONSTANT INFO FOR YOU.

GREAT TO HEAR FROM SHANKAR, WITH US TODAY.

115,000 V TEAMERS ENABLED TO WORK FROM HOME IS A KEY FOCUS FOR US RIGHT NOW.

WE'RE MAKING SURE THAT PEOPLE HAVE THE ACCESS THEY NEED, WHILE STAYING SAFE, IN TERMS OF ACCESSING THE NETWORK.

NOW WE'RE ALSO LOOKING WITH OUR VIRTUAL TRAINING TO MAKE SURE TEAM LEADERS KNOW THAT THAT PRACTICE TIPS FOR RUNNING VIRTUAL TEAMS, HOW TO MANAGE WORK REMOTELY AND ALSO DOING RAPID CYCLE TRAINING FOR FOLKS DOING THEIR JOB IN NEW AND DIFFERENT WAYS, WE'RE POTENTIALLY TAKING ON NEW WORK ASSIGNMENTS.

SO... REALLY, VERY EXCITING TIME NOW.

WE MADE THE PIVOT.

SO... NOW THAT WE KNOW WE'LL BE OPERATING LIKE THIS FOR A NUMBER OF WEEKS LONGER, WE WANT TO CONTINUE TO DRIVE OUR DPIS BEFORE THE SITUATION.

COUPLE THINGS CLOSING OUT AT THE END OF TODAY.

THE RETAIL EMPLOYEES GOT A SURVEY SENT TO THEM.

WE HEARD FROM 15,000 ALREADY.

FOR THE LAST FEW OUT THERE, IF YOU HAVEN'T HAD A CHANCE, PLEASE DO SO.

KRISTA AND THE LEADERSHIP TEAM, FOR CUSTOMERS ACTIVELY AWAITING YOUR INPUT SO WE CAN PLAN THE NEXT PHASE OF CONTINUING TO SERVICE ALL OF OUR CUSTOMERS.

WE HEARD FROM OVER 100,000 OF YOU, BUT WE'D LIKE TO HEAR FROM ALL OF YOU AND WE'LL BE EXCITED TO SHARE THOSE RESULTS LATER THIS WEEK.

LASTLY, A FEW QUICK REMINDERS.

YESTERDAY, WE WATCHED AN UP TO SPEED APP... IF YOU WANT TO CATCH ONTO THAT APP AND SEE ALL OF OUR UP TO SPEED THINGS, THAT'S THERE FOR YOU.

AND ALSO HAS A LINK TO THE COVID-19 WEBPAGE.

OUR CONTINUED SOURCE FOR EVERYTHING YOU NEED TO KNOW ABOUT WHAT'S GOING ON WITH CORONAVIRUS.

AND... FINALLY, WHERE HANS MENTIONED, IT'S THE ONE-YEAR ANNIVERSARY OF NEW VERIZON 2.0 AND NEW WAYS OF WORKING.

IF YOU HAVE AN EXAMPLE OF HOW YOU FEEL YOU'VE ADAPTED TO THESE NEW WAYS OF WORKING, ESPECIALLY WITH THE COVID RESPONSE -- DROP INTO THE ASK KRISTY -- CHRISTY BOX.

HOW PEOPLE ARE SUPPORTING THE CUSTOMER, DRIVING TEAM WORK EMPOWERMENT, AGILE AND NEW WAYS OF WORKING.

WHAT WE'VE DONE OVER THE LAST TWO TO THREE WEEKS IS COMPLETE EVIDENCE THAT HERE WE SIT ON THE ONE-YEAR ANNIVERSARY, COMPLETELY DEMONSTRATING THE NEW WAYS OF WORKING, LAUNCHED WITH VERIZON 2.0.

>> JEREMY: THANKS SO MUCH.

BIG PLUG FOR THE VERIZON INSIDE APP ON APPLE AND GOOGLE PLAY STORES, USING IT FOR A LITTLE WHILE WHILE WE'RE TESTING IT.

THANKS TO THE TEAM FOR LAUNCHING THAT AND GETTING IT OUT THERE.

ANOTHER WAY TO STAY CONNECTED.

SO IMPORTANT THERE

WE TALK ABOUT THE FOLKS WORKING FROM HOME.

WE ALSO CAN'T FORGET OUR TECHS AND THE FOLKS IN THE FIELD WHO CONTINUE TO DO THAT AS WELL.

NOW THEY'RE DOING WHAT'S CALLED GARAGING FROM HOME.

WE WANT TO SHOW YOU HOW IT WORKS.

WE CAUGHT UP WITH A FEW TECHS THROUGHOUT THE PAST COUPLE DAYS.

HAVE A LOOK.

>> I LOVE IT.

I DON'T MIND IT AT ALL.

SAVES ME A TRIP TO THE GARAGE IN THE MORNING.

>> THEY'RE TAKING OUR HEALTH INTO SOCIAL DISTANCING INTO CONSIDERATION.

>> WE HAVE OUR TRUCKS AT HOME -- WE'RE NOT AROUND 60 OTHER TECHS AT THE GARAGE.

SO... IT'S THE BEST WAY FOR SOMEONE LIKE US, WHO ACTUALLY STILL HAS TO GO OUT --

>> I'M REALLY HAPPY THAT THEY PUT ANY PLACE.

MY PERSPECTIVE HAS ALWAYS BEEN LIKE, SAFETY FIRST, HELP FIRST, BEFORE THE PANDEMIC.

>> IF THIS IS HELPING US TO DO SOCIAL DISTANCING, AS FAR AS NOT GOING INTO THE GARAGE OR HAVING TOO MANY OF US IN THE GARAGE AND IS HELPING OUT, I'M ALL FOR IT.

>> JEREMY: A LOOK AT SOME OF HOW OUR FOLKS ARE WORKING OUT THERE IN THE FIELD AND HOW THEY'RE KEEPING OUR CUSTOMERS CONNECTED WHILE DOING THAT.

DO APPRECIATE THEM SHARING THOSE STORIES.

YOU CAN SHARE ANY STORIES WITH US.

USE EMAILS@LIVE.VERIZON.COM.

A FEW THINGS THAT HAVE COME IN, SHANKAR, I'LL START WITH YOU.

YOU MENTIONED VPN.

DAVID, DOWN IN IRVING TEXAS SAID SOMETIMES HE'S EXPERIENCING DROPS AND THINGS WHEN USING JABBER.

WHAT'S BEING DONE TO MAKE SURE EVERYTHING IS ROCK SOLID WITH THE VPN SO WE CAN ALL STAY CONNECTED?

>> SHANKAR: THANKS FOR THE QUESTION.

DMREERL A -- CLEARLY FROM A VPN STANDPOINT, THERE ARE THINGS WE'RE DOING TO SUPPORT EVERYTHING WORKING FROM HOME.

WE'VE INCREASED THE NUMBER OF VPN APPLIANCES IN OUR DATA CENTERS.

THESE ARE THE NETWORK DEVICES WITH THE ENHANCED SECURITY FEATURES.

FIREWALL PROTECTIONS, LOAD BALANCING, ET CETERA.

WE ALSO INCREASED A NUMBER OF LICENSES, PRIOR TO THIS CRISIS, WE HAD 80,000 LICENSES, NOW... WE'RE EQUIPPED TO HANDLE 180,000.

ALSO... AN ENTIRE LANDING CHAIN FOR VPN HAS BEEN 45.

I'M SURE FOLKS USING VPN ARE FAMILIAR WITH THE MULTIAUTHENTICATION TOOL.

WE HAVE DOUBLE THE BANDWIDTH OF THE ISP CIRCUITS THAT ARE COMING INTO OUR DATA CENTERS AS WELL.

OFTENTIMES... WHAT WE FIND WHEN FOLKS HAVE PROBLEMS WITH VPN, IS ALSO THE LAST CONNECTIVITY.

ON OUR END -- WE HAVE DOUBLE THE CAPACITY FROM 10 GIG CIRCUIT TO 20 GIG CIRCUITS COMING INTO OUR DATA CENTERS WITH REDUNDANCY.

THESE ARE A FEW THINGS THAT WE HAVE COMPLETED.

THE OTHER THING ON THE QUESTION, IN TERMS OF, SPECIFICALLY WITH JABBER AND WEBEX.

AT TIMES, WE DO HAVE CHALLENGES WITH THESE COLLABORATION TOOLS.

THESE ARE ALL RUNNING IN THE CLOUD AND WE HAVE REGULAR CHECKPOINTS WITH CISCO, WHO SUPPORTS WEBEX AND JABBER AND... THEY'RE SEEING A SIGNIFICANT SPIKE AS YOU CAN IMAGINE, WORLDWIDE... IN TERMS OF THIS VOLUME.

THERE ARE A FEW BUGS WE'RE WORKING ON AS WELL.

>> JEREMY: I WANT TO FOLLOW-UP WITH YOU THOUGH.

YOU TALKED ABOUT MOVING SO MANY EMPLOYEES OVER AND LOOKING AT WHAT WAS HAPPENING, HERE IN THE STATES AND WHAT WAS GOING TO HAPPEN IN INDIA, HOW DID YOU GET THE TEAMS ENGAGED IN THAT?

WHAT WAS GOING INTO MAKING THAT HAPPEN?

YOU GAVE BIG NUMBERS.

>> SHANKAR: VERY GOOD QUESTION, JEREMY.

IN IT, TRADITIONALLY... WE HAVE WELL-DEFINED PLAY BOOKS WHEN IT COMES TO HIGH AVAILABILITY AND DISASTER RECOVERY.

EVERYONE IN TECHNOLOGY ARE FAMILIAR WITH THOSE ACRONYMS.

HADR.

THIS IS MAINLY FOCUSED ON HOW APPLICATION KAEZ RECOVER IN THE EVENT OF -- APPLICATIONS CAN RECOVER IN THE EVENT OF HARDWARE OR SOFTWARE FAILURE.

ONE IMPORTANT THING TO NOTE THOUGH... IN THESE PROS, THE ENDPOINTS, WEB APPLICATIONS ARE USED IN THESE SCENARIOS, ALWAYS ASSUMED TO BE STATIC.

WE NEVER HAVE, FOR THAT MATTER, INDUSTRY NEVER HAD A PLAY BOOK FOR A SCENARIO WHERE VIRTUALLY ALL THE ENDPOINTS ARE CHANGED AND HAVE TO ACCESS THE SAME APPLICATIONS IN THE PRIVATE DATA CENTERS AND PUBLIC CLOUD.

MY TEAM DID A FANTASTIC JOB IN WRITING THE PLAYBOOK FOR THIS SCENARIO ON THE FLY WITHOUT MUCH BUSINESS DISRUPTION.

THERE WERE A FEW THINGS THAT REALLY HELPED US GET HERE.

ONE INVESTMENT THAT WE MADE, IN AUTOMATION, AND THE USE OF PUBLIC CLOUD.

WE USE AWS PUBLIC CLOUD THAT.

HAS BEEN A BIG HELP FOR US TO REALLY SPIN UP ADDITIONAL INSTANCES IN THE CASE OF VIRTUAL DESKTOPS, FOR EXAMPLE.

THAT WAY, WE DON'T HAVE THESE LONG LEAD TIMES TO GET THIS PROVISION IN OUR DATA CENTERS.

WE, MOST OF OUR CALL CENTERS TO VIRTUALIZATION TECHNOLOGY AS WELL.

THAT HELPED US PIVOT THE ORGANIZATION TO THIS NEW MODE OF WORKING.

SUDDENLY, THE USER, CLOUD-BASED COLLABORATION TOOLS, LIKE WEBEX, LIKE GOOGLE MEET HAS BEEN A WAY TO PIVOT THE ORGANIZATION.

OUR TEAM TOOK ADVANTAGE OF ALL THESE TOOLS IN THE TOOL BOX AND CAME UP WITH CREATIVE WAYS TO SOLVE THE PROBLEMS OF THE ACCOUNT.

>> JEREMY: ALWAYS A GOOD THING.

THANKS FOR SHARING THAT.

CHRISTY, I WANT TO TALK ABOUT QUESTIONS COMING IN FOR YOU.

AS WE SEE STATES EXTENDING THE STAY AT HOME TIMES -- WE'LL RE-EVALUATE THE VACATION TIME POLICY.

THAT'S ONE THAT CAME IN FROM DIEDRICH IN ASHBURN.

>> CHRISTY: WE'RE DEVISING A WAY FOR EVERYBODY TO STAY ACTIVELY ENGAGED AND CONTRIBUTE FROM HOME.

WE CREATED CAREGIVER LEAVE AND ALTERNATIVE WORK ARRANGEMENTS FOR FOLKS WITH UNDERLYING CONDITIONS, SO... PEOPLE DIDN'T HAVE TO RELY ON THEIR VACATION TIME FOR THINGS LIKE THIS.

WE HAVE ADJUSTED THOSE AND THAT INFORMATION IS ON THE COVID WEBPAGE.

WE'RE UPDATING THE COVID WEBPAGE TO HIGHLIGHT THE CURRENT, GENERAL GUIDELINES, BY REGION OF THE WORLD, IF THEY EXIST FOR WHAT WE'RE ANTICIPATING.

IF THE SITUATION CHANGES, PRACTICALLY, DAILY, WE'LL BE CONSTANTLY UPDATING THAT.

THANKS FOR THAT QUESTION.

>> GOOD, CHRISTY, THANK YOU SO MUCH FOR THAT.

A LOT OF UPDATES AROUND TODAY.

HANS, WHAT ARE YOUR FINAL THOUGHTS AS WE WRAP UP OUR MIDDAY MEET-UPS HERE?

>> HANS: FIRST OF ALL... I HAVE TO SAY THE RESPONSE OF THE GTS ON HIGH DEMAND IS SOMETHING WE SHOULD BE PROUD OF.

I TALKED TO MANY OF THE LARGEST CORPORATIONS IN THE U.S. AND AROUND THE WORLD.

I THINK WHAT SHANKAR AND HIS TEAM HAVE DONE IN THIS SHORT-TERM, YET, IN SO MANY, WORK FROM HOME, AND WITH GOOD TECHNOLOGY... THAT DIDN'T COME FROM WEAK PLANNING.

THAT COMES FROM YEARS OF PLANNING, THE IP INFRASTRUCTURE.

SO... THANK YOU ALL FOR DOING THAT.

THAT MEANS, AS WE CAN CONTINUE TO WORK, I'M ESPECIALLY HAPPY TO HEAR AN INCREASE ON WEBEX MEETINGS.

YAMMER MEETINGS, HANGOUTS.

THAT TELLS ME THAT ALL OF YOU ARE ENGAGED AND WORKING.

OF COURSE... [INDISCERNIBLE] IS WORKING FOR THE ONES THAT DOESN'T HAVE IT.

WORKING WITH BOTH YOUR BIG CHANGE AND YOU HEARD ROSE YESTERDAY,
TALKING ABOUT THE VOLUNTARY.

IT'S IMPORTANT TO WORK IN TIMES THAT ARE UNPRECEDENTED.

I THANK THE WHOLE TEAM FOR DOING THAT.

THEN, I JUST NEED TO REMIND US ALL OF OUR FRONT LINE
EMPLOYEES THAT ARE OUT THERE.

GREAT TO SEE THESE WORKING FROM HOME AND TAKING PRECAUTIONS AND
EVALUATE WHAT WE CAN DO BETTER ALL THE TIME.

I THINK THAT'S SO IMPORTANT FOR US TO KEEP THIS AS A SAME TIME,
WE NEED TO SERVE INFRASTRUCTURE -- KEEPING UP THE NETWORKS

SO... I THINK THAT'S, THAT'S VERY IMPORTANT.

AND THEN... WE WANT TO COMMIT TO A THIRD OR FOURTH WEEK OF
WORKING FROM HOME.

I GET QUESTIONS... HOW DO YOU KEEP UP THE ENERGY?

OF COURSE, THE ENERGY COMES FROM LEADING THIS ORGANIZATION AND
THESE FANTASTIC PEOPLE.

I ALSO TRIED TO GET OUT OF, NOW AND THEN AND GET SOME FRESH AIR.
AND... OF COURSE, I TRY TO EXERCISE QUITE A LOT.

I THINK IT'S IMPORTANT.

TO CONTINUE YOUR NORMAL RHYTHM IN ORDER TO GET THE ENERGY THAT
IS SO NEEDED.

BEFORE WE END, I, I WANT TO SAY SOMETHING PERSONAL.

TODAY... IS ACTUALLY MY THIRD, THREE-YEAR ANNIVERSARY AT
VERIZON.

I SIGNED MY PAPERS AND JOINED THIS COMPANY FIRST OF APRIL THREE
YEARS AGO.

SOMEBODY MIGHT BELIEVE IT WAS AN APRIL FOOLS, BUT... FOR ME,
IT'S BEEN THREE FANTASTIC YEARS.

WE HAVE NO REGRETS IN THIS COMPANY AND THE FANTASTIC PEOPLE AND
SUPPORT WE'RE DOING.

I ONLY HAD ONE EMPLOYER IN MY LIFE PREVIOUSLY AND I DIDN'T EVEN
HAVE PLANS TO HAVE A SECOND ONE, BUT... NOW, WHEN I KNOW HOW
GREAT THIS COMPANY IS, I FEEL EXTREMELY PROUD TO BE LEADING THIS

COMPANY AND I FEEL THIS ANNIVERSARY IS AN IMPORTANT MILESTONE IN MY CAREER, ESPECIALLY AS WE HAVE THESE TOUGH TIMES, AS WELL, RIGHT NOW.

SO... IT'S A BIG DAY, THE ONE-YEAR ANNIVERSARY FOR, FOR VERIZON 2.0, IS MY THREE-YEAR ANNIVERSARY.

I CAN ONLY EXTEND MY GRATITUDE TO ALL OF YOU WORKING TODAY, FOR VERIZON AND DOING SO IMPORTANT WORK.

THAT'LL BE MY ENDING COMMENT.

GREAT DAY, I'M BLESSED TO WORK FOR THE COMPANY AND BLESSED TO WORK WITH ALL OF YOU GUYS, BACK TO YOU, JEREMY.

>> YOU STOLE MY THUNDER AND I WAS GOING TO DO A HAPPY THREE YEARS, HANS.

>> 60 SECONDS ON THE CLOCK, GOT SOME RANDOM QUESTIONS.

NOT GOING DO IT NOW, BUT... HAPPY THREE YEARS.

I HAVE TO ADD TO WHAT YOU WERE SAYING EARLIER.

WE DID SO MANY E-MAILS AFTER EACH OF THESE SHOWS, SPECIFICALLY THANKING YOU AND CHRISTY AND OTHER LEADERS JOINING TO TALK ABOUT HOW PEOPLE FEEL SO CONNECTED TO THE COMPANY.

IT'S LIKE EVERY DAY, I'VE BEEN HERE FOR 18 YEARS AND I NEVER FELT MORE A PART OF THIS COMPANY.

ON BEHALF OF THE, ALL THE EMPLOYEES AROUND THE WORLD, I WANT TO THANK YOU AND ALL THE LEADERS FOR DOING WHAT YOU'RE DOING AND HAPPY THIRD ANNIVERSARY AS WELL.

THAT'S GREAT.

AND ANOTHER INTERESTING ANNIVERSARY THIS WEEK, 20 YEARS THIS WEEK, SINCE VERIZON WIRELESS CAME TO BE.

BELL ATLANTIC AND VODAFONE COMBINED INTEREST WITH GTE BACK 20 YEARS AGO.

AND... THAT'S WHAT CREATED VERIZON WIRELESS AND LATER THIS YEAR, WE'LL CELEBRATE 20 YEARS OF VERIZON BEING WHAT IT IS.

GREAT COMPANY, GREAT LEGACY, DOING GREAT THINGS FOR PEOPLE.

SPEAKING OF GREAT THINGS FOR PEOPLE, YOU MENTIONED STAYING ACTIVE -- GO AHEAD AND ROLL THE VIDEO, CHRIS.

OUR MANAGER OF IM AND CONSTRUCTION IN SPRINGFIELD MASS -- HE WON THE BIGGEST LOSER.

CONGRATULATIONS TO JIM.

[APPLAUSE]

>> BACK FROM THE JOB, WORKING HARD TO KEEP HIS TEAM GOING.

HOW ABOUT THAT?

HE LOST 144 POUNDS TO WIN THE SHOW AND SINCE THE SHOW... ANOTHER 12 POUNDS DOWN.

WHAT AN INSPIRATION FOR ALL OF US.

JUST GREAT THINGS TO SEE THERE.

DO APPRECIATE EVERYONE JOINING US EVERY DAY.

WE'LL BE BACK WITH YOU TOMORROW AT NOON EASTERN.

THIS AFTERNOON ON VERIZON NEWS, INSTAGRAM, YOU CAN HEAR FROM TAMI ERWIN AND WE DO READ YOUR E-MAILS.

YESTERDAY, GOT A REQUEST, HEY, THE CREDO VIDEO MEANS SO MUCH TO ME, IT FIRES ME UP AND GIVES ME PURPOSE, SO I WANT TO END OUR SHOW WITH THE CREDO VIDEO.

THANK YOU ALL, WE'LL SEE YOU TOMORROW.

>> BEHIND THE FIRST, TRIUMPHS, ACCOLADES, BEHIND THE EXPERIENCES WE PROVIDE AND EXPERIENCES WE CREATE, ALL WE'VE BUILT OVER THE YEARS... WE DESIGNED OUR CULTURE, OUR PURPOSE... OUR COMMITMENT TO SOCIAL RESPONSIBILITY.

BEHIND EVERY CHECK, EVERYWHERE... BIG OR SMALL... IS A TEAM OF PEOPLE WITH A SET OF BELIEFS.

>> EVERYTHING WE DO, WE BUILD ON A STRONG NETWORK FOUNDATION.

>> WE FOCUS OUTWARD ON THE CUSTOMER.

>> WE DELIVER SUPERIOR CUSTOMER EXPERIENCES.

>> WE EMBRACE DIVERSITY.

>> WE ARE COMMITTED TO RIGHT THINGS.

>> WE RUN TO A CRISIS, NOT AWAY.

>> WE ACT FAST AND TAKE RISKS EVERY DAY.

>> WE SHARE OUR SUCCESS WITH THE COMMUNITY.

>> THIS IS OUR VERIZON CREDO.
>> IT'S A SET OF VALUES ABOUT HOW WE SHOW UP.
>> EACH AND EVERY DAY.
>> AND IT GOES TO THE HEART OF WHO WE ARE.
>> HOW WE TREAT EACH OTHER.
>> HOW WE SERVE OUR CUSTOMERS.
>> HOW WE RELATE TO THE WORLD.
>> THIS IS OUR VERIZON CREDO.
>> AND IT'S BEHIND EVERYTHING WE DO.