

**VERIZON
UP TO SPEED LIVE
APRIL 2, 2020
12:00 P.M. ET**

**CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
www.CaptionFamily.com**

[Music].

- >> 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.

[Music].

- >> 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 the 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 so you can keep managing everything from home and to the Verizon apps and Verizon.com.

[Music].

>> JEREMY GODWIN: Hello, everybody it's April 2nd thank you for joining us for Up To Speed Live we appreciate that we want to get to the updates today Hans good afternoon sir how are you and what's new in your world today?

>> HANS VESTBERG: Good morning good afternoon good evening thank you for attending us across the globe wherever you are. A couple of things this morning I always remember the mission we have in these days. The purpose I talked about yesterday is of course to keep ourself health and safety in these times for all our employees are in that status which is in these times it's extremely important and of course keeping up the networks and seeing that they are performing as they should in these times when the networks are so critical so I'll start talking about the networks, welcome out with new data from the technology team today. You can see we're flattening out. VPN was up dramatically gaining at 100% everything in the beginning if you now look it's basically almost flat I think VPN is up 4% only from last week that means that many people are now home working and not so many more that we're adding to that. The gaming is also only up 1%. Of course it doubled last week but now it's fairly stable the same comes with web traffic and streaming, et cetera. Not any huge jump. Of course it's jumped up 2, 3% but it's not huge that's saying that this country, the U.S., which we're measuring this on or in another state when it comes to society how we're behaving another interesting thing to measure and see is of course the handoffs, the mobile handoffs in the network, users are moving between different cells the average is down some 29% nationally. We moved 29% between the regular cells. But it's also very different from state to state the New York City metro area is down 53%. 53% less mobile handoffs in the network in New York City which is astonishing if you look at other examples like Southern California, down 35%.

Et cetera.

It's different in different states depending on the type of regulation that's there and how people are behaving so it's really interesting to see from the network that it's so different.

But again our team, the Network Team, in the field, in the NOCs and the energy team are doing a great job the network is doing really well in this time.

I had several calls this morning with the large enterprises.

And I actually am going to steal one quote from I spoke to the CEO of Walmart this morning.

I haven't told him that I'm going to announce it.

But I talked to him this morning.

And from what his -- his first line to us and I think this is telling a lot about us as V

Teamers, Hans, thank you for everything that you're doing.
Your performance has been extraordinary in these times of pandemic.
That's what he told us.
And it just tells me how we are showing up in these times when networks are so important.
And for Walmart, if the connectivity is not working, it's just going to be impossible to run their operation.
It is so crucial that groceries and all other things they are selling could be coming out in the market.
So I think that that sort of puts a very nice wrap-around in what we're doing and our customers are showing up.
A couple of other things, tonight, you know, we have now every Tuesday and Thursday we have Pay It Forward.
And tonight we have One Republic there so that will be great.
Tune in 8:00 o'clock I think Jeremy will probably push it harder later on but I think it's a great way to share with friends and family these home contacts as we call them.
It's great.
Two final things, thank you for responding to the Pulse survey.
Christy will talk about it.
Thank you for so many in such a short time responding to us.
It will help us to be even better and continue this communication.
And then I also I have to on a personal note which was not my intention but thank you all for sending emails congratulating me for three years in the company.
That was not intentional when I said it.
I said it because I'm proud to be here.
And I was proud to be part of the V Teamers.
And it was actually the right choice to join this company and it's a blessing that I was recruited.
That's what the reason.
Not that you should congratulate me for the three years.
But here I am.
And I'm happy.
Even though it's tough times.
And my thoughts are every day when we have our morning calls with our employees and extended V Team family that has been impacted by the COVID-19 and that's tough.
It has to be a balance in between them and that's why I also want to send the message that we're continuing to do great for our customers and our society.
Jeremy, back to you.

>> JEREMY GODWIN: Thank you, Hans, thank you.

Yeah, Pay It Forward tonight with Ryan Tedder from One Republic can't wait to see that

I'll mention it again but I'll mention it now also but all of the Pay It Forward the good stuff that it's doing for our businesses around the country joining us today is Andres Irlando he's head of our public sector group and I've got to tell you, you are seeing a lot of what he and his team do and they are coming to a crisis and doing great things so I want to give an update and questions for him down the line, as well.

Andres how are you.

>> ANDRES IRLANDO: I'm doing great, Jeremy, thank you.

So yeah, we have talked a lot so far on Up to Speed on the great work that the company is doing on behalf of our first responders and our public safety community in general.

But I want to expand that.

Use my time to expand that.

You know, there's so much more that we're doing as a company for our public sector customers and helping them deliver on their critical mission.

So you know, I might add just a few examples here.

There's thousands of examples I could give.

But in a few categories I think about what we're doing for the military as an example.

It's just, it's extraordinary.

It's been less than a week.

But it's already become an iconic picture of the United States Navy ship Comfort sailing into the New York Harbor past the Statue of Liberty to come and to assist with New York and the pandemic there.

It just as a V Teamer, you swell with pride thinking that that ship is literally saving lives.

And we played a role in ensure that had it data and voice services so it could connect back to its -- the headquarters.

On the school front, Jeremy, you know, we are literally at the forefront of helping with distance learning and helping in this process to bridge some of the Digital Divide that's been made worse by this pandemic.

So we've talked a lot about the Los Angeles School District.

That's a place that's near and dear to my heart.

We are enabling, as we have talked about, 120,000 students who otherwise wouldn't have Internet access, who otherwise wouldn't be able to continue their schooling.

Our teams under Maggie Halbach and her team, they are ensuring that those schools continue to operate, those children can continue to learn.

And by the way, that's only the tip of the iceberg.

We are literally enabling hundreds of School Districts across the country to continue to educate our kids and stay tuned Jeremy because I anticipate shortly we'll have other announcements related to other big cities that we're enabling in this way.

But the list goes on.

You think about Federal, state, local Government agencies that we're helping, the

examples, there's so many Verizon unsung heroes that are working behind the scenes to help these agencies deliver for their constituents.

One of my favorites, and I unfortunately can't name the state but it's near and dear to all V Teamers, a very large state, a very important state during this pandemic, we're helping their Department of Labor, they are using our technology to process unprecedented levels of unemployment claims.

So you know, our technology, our teams, you are helping to provide that social safety net to people who so desperately need it.

That same state, by the way, the Governor of that state asked us to use our technology to connect manufacturers of critical equipment and masks to those who are desperately in need.

So there's so much great work, Jeremy, the Verizon response team, Hans has talked a lot about them, we are up to 200 plus engagements at this point.

Military installations, airport, lots of public venues.

We're delivering portable cell sites to establish emergency operations centers.

We're doing remote Testing Centers.

Staging centers.

The list goes on and on.

And by the way Jeremy I would be remiss if I didn't mention the public health and healthcare professionals and the work we're doing there the work we're doing there to keep healthcare workers connected with their patients, connected with each other, we're enabling doctors to work remotely and thereby lessening the impact that we're having on hospitals.

Telehealth.

There's so much we're doing in telehealth and telemedicine from IVRs to Call Centers to added capacity.

It's really it's an inspiring time.

We've talked a lot on this Up to Speed about how scary this is for many.

There's real fear and discouragement.

But I tell you, as part of the public sector team, the pride that I feel, the inspiration of watching Verizon, so many teams in Verizon, across VBG, network, marketing, public policy, legal, finance, you name it together we're running to this crisis.

Together we're helping our public sector customers deliver essential services.

And really, you know, in the end, Jeremy, what we're doing is we're helping to deliver hope, which is so desperately needed right now.

>> JEREMY GODWIN: Those are encouraging words and I would say the other side of it you talk about the U.S. Navy ship Comfort that docked in New York City earlier this week and how the team came together with that we were able to catch up with some of the folks on the ground who made that happen and I want to share that

experience with you right now.
Go ahead and roll that tape.

[Music].

>> We got a heads-up kind of late in the day Thursday.
And Comfort was leaving on Saturday morning with an expected arrival in New York City on Monday.

>> She's a floating hospital.
1,000 beds, 12 operating rooms.
So like with any other hospital, it needs to have I.T. capability, reachback associated with all of the back office systems of operating a hospital.

>> Essentially they needed to support onboard comms.
And they were also actively communicating with the U.S. Mercy who is in California.
We understood the importance of the mission both for our direct customer, which is the Navy.

But we also understood the importance of the mission to New York City.

>> And it is all hands on deck 24 by 7 until we deliver something.

>> I really -- we needed it to be on the move.

We needed to make sure we had fiber and copper facilities at the port.
And so over night we were able to assemble this team who were able to actually go out there and do what it takes 30 days to do and get it all done in a day or two.

>> I saw an email come across about the ship being brought into Pier 90 by 8:00 o'clock the next morning, myself and several other Verizon employees were onsite.

>> The PMO and order management and engineering and field tech team literally worked through the night all day Saturday and all day Sunday and by Sunday mid afternoon we had completed the objective and we were ready to receive the Comfort on Monday.

>> This was a massive team effort involving 50 plus people across multiple organizations inside Verizon.

Everybody kind of rallied around the moment and it was just amazing to watch everybody come together.

>> I mean, I think we always have a crunch time.

I've been there for 9/11.

I'll be there for this Coronavirus.

I'll be there for the next.

Hopefully there's not one.

But when duty calls, I will be there.

>> Every one of us were glued to the TV on Monday as we watched that ship come rolling in.

And we all knew that we had a very small part of being able to deliver services for that mission.

And it's really an honor to be a part of those types of projects.

And to watch Verizon resources really rise to the occasion to support that.

>> JEREMY GODWIN: Rising to the occasion, honored to be part of those types of things.

Hats off to all of the team down there making that happen not only there around the country around the world making these connections happening more questions to Andres in a moment getting over to Christy our HR leader right now for a quick update as well good afternoon Christy.

>> CHRISTY PAMBIANCHI: Hi Jeremy thanks for doing the broadcast again today.

We know we're able to reach so many folks and it's a great way for us to stay connected in this crisis and we know it's so important for people to reach out and stay connected to their family and colleagues and co-workers while many of us are observing shelter in place instructions.

So a couple of things for all of the V Teamers out there, you heard from Hans, we did our three-day Pulse Survey the team is actively processing all of the results today so we can share them with you here tomorrow just a peek in the box we got 99,313 responses so 73% really excited especially given with all of the disruption and the remote access and things like that as we have pivoted that's just fabulous we reached just under 100,000 folks and 85% of you have said you have confidence that the leadership is taking the right steps to emerge and process the challenges that are facing us we'll have all of the answers tomorrow as well as we'll break it down and share with you some of the actions that Hans and the VLT will take coming out of the feedback and like we said we'll pulse you again in another two weeks so really looking forward to that tomorrow.

Jeremy, the other thing that's really been our main focus this week has been adjusting to this new normal.

We spent the last two weeks of March really at speed adjusting to how we could get folks to a work-at-home environment or to modify some of the work protocols for the roles that had to be done in the field many of whom you feature in the videos every day. So we've got over 30,000 people that have gone through training to take on their role from a home setting or be working on and learning new skills to be able to contribute in a work-from-home.

But more to come but the workforce development and learning team are working closely with their managers and employees to get training for jobs as well as tips, training, broadcasts that people can watch on effective ways to work in a new remote setting. Building on that, our real focus since we're likely to be in this situation now at least for another four weeks or more, we want to make sure that everybody can contribute.

So this week we surveyed all of our folks in retail.

And discussions are going on with Krista's team and all of the members of the retail store organization today and tomorrow so everybody has a role to play starting on Monday in the organization going forward.

Just given the fact that we have gotten some of our footprint closed to comply with and support all of the efforts to contain COVID in addition we're doing the same for our VBG team that was linked to the retail stores and next week we should be able to open up the portal then for managers and employees to find available interim assignments.

And then finally, I just want to remind everybody, we have a lot of resources for you. We thank you for using them.

We want to remind you Up to Speed app came online this week.

So you can download that.

We always have our COVID webpage which has a link from the Up to Speed app.

But that's always there on VZ Web for you.

And then finally you're using the app I appreciate if you can't find what you need shoot us a note we have had 1500 inquiries so far since we watched it last Monday and just under 600 already Monday through Wednesday of this week.

So thank you for that.

So Jeremy I would just say the V Team is doing an amazing job.

And we'll hear more from Andres today but another part of the Verizon Business Group is doing something amazing to pay it forward and bring our communities together.

The team in Tami's organization has brought together some restaurants in New York City along with hospitals and Grubhub and delivering food to the hospitals that we're providing for free to the hospital employees for the month of April.

And we're going to be continuing to work with Grubhub to see about ways we can expand that but it's just another example of our Verizon Business Group finding ways to help society in their time of need.

And lastly, you all got a challenge from Andy on this morning's Up to Speed edition and we want to find a way to make sure we're sharing some stories about how people are adjusting to their new normal and looking at some good news stories that you have out there.

I want to give a shoutout to Katherine, one of our employees, who started a Facebook site posting pictures of rainbows in her neighborhood and she already has 45,000 followers so we want you to share stories with us at good@Verizon.com.

Thanks, Jeremy, back to you.

>> JEREMY GODWIN: Thanks that was a good one to see this morning and certainly always appreciate the good musical talents of my good friend Andy a lot of folks have talents we're seeing around the business as well we're going to jump into questions with Andres you mentioned the story of the response team down in Alabama I want to know a little bit more about that but how does the team continue and continue to

serve businesses now through this time and I think that's a good example of that.

>> ANDRES IRLANDO: Yeah so Jeremy, the challenge with the public sector team whether it's the great work that Mike and his team do with military and with law enforcement at the Federal level there's incredible work this team is doing all the time but so little of it that we can actually talk about.

I know that's a little bit of a buzz kill for the webcast.

But just rest assured I would ask viewers to rest assured that you can be extremely proud of the work that your team does in the public sector side for state and local Government on a regular basis.

But the story out of Alabama this weekend that's an incredibly heart warming story, Jeremy.

Last weekend maybe some of you saw that in Lee County Alabama, if you're not familiar with that part of the country, that's where Auburn University is.

A four-year-old girl and her dog a little girl named Evelyn and her dog Lucy were playing apparently in a friend's backyard and they wandered off into the woods behind the house.

And unfortunately and quite scary they were missing for two days.

And Lee County called up Verizon.

Our response team specifically.

We're the only network provider that has reception in that area.

And asked if we could join the search and rescue efforts.

And of course we jumped right on it.

We rolled a spot out which is a satellite trailer.

We set up a portable Internet solution.

We deployed mobile phones, portable generators, you name it.

And I'm really, really happy to report that Evelyn and Lucy made it home safe and sound and for those of you who followed the VRT team you know this is nothing new for them.

They work 24 hours a day, 7 days a week, 365 days a year helping to protect life, property, through hurricanes, tornadoes, wildfires, they are really among the truest heroes that we have in Verizon.

>> JEREMY GODWIN: Yeah that's a remarkable story.

And to speak to the names we can't name but know that we're connecting them is always a great thing, as well.

So I appreciate that.

I want to hop over to Hans real quick for this next question here.

Obviously a lot of folks are wondering what happens to the currently network builds we've been doing where do those stand specifically around 5G.

>> HANS VESTBERG: That's a good question.

And of course we, as I said several times before, I try to see that my team and myself are dividing their time with this crisis management.

That is so important.

But also spend -- share my time on actually working on our normal strategy and execute what we're doing.

The same goes for Kyle Malady and his whole team.

So they are continuing to roll out networks as is possible.

And we have all of our focus to meet our targets for this year, even though it might be some unforeseen problems showing up due to further down the line.

But so far, we're actually doing pretty well with our rollouts of 5G, fiber and all of that.

Because remember, this might be a situation that it might be ongoing for quite a long time we need to as a company to continue to evolve as our society evolves.

So I try to see to it that my team is working with both what is in the future, what we need to continue with, as well as dealing with this extremely tough situation with COVID-19.

So the answer is they are rolling it out they are doing everything that they can do with the circumstances that they have around them.

>> JEREMY GODWIN: Good to know; good to know and another piece of interesting information just came across to me, we talk about helping the different branches of the military services.

There are some news stories around the USS Theodore Roosevelt the captain was calling for assistance just so we all know there are people onboard there that are Verizon Wireless customers we've been able to extend to them relieving them of any roaming charges that are there on the ship I wanted to share that with everybody the folks on the ship if they need help they have a direct way to be contacted so the good things we keep doing there for the community.

And Christy it looks like you have something to add, as well.

>> CHRISTY PAMBIANCHI: I just want to tell you, Jeremy, that we have amazing support systems at Verizon with our Vet Employee Resource Group and Tommy Jones and the team, Lisa Damask from our HR team so they are also firing up some work to get some care packages off to some of the individuals that are on those boats so more ways that the V Team is trying to support all of the parts of the society on the frontline.

>> JEREMY GODWIN: That's remarkable and Christy a real quick question for you some folks want to know other companies are halting or stopping things with 401(k)s, what's Verizon doing at this point?

>> CHRISTY PAMBIANCHI: Thanks for that question.

We are not making any changes to our 401(k) plan at this point.

And we're also working with Fidelity to update and get links to the COVID page so that many of you can link more quickly to some of the answers you have about those programs.

But we have done everything we can to find ways to keep everybody productive and engaged and what we need to do to keep the Verizon Network up and running.

>> JEREMY GODWIN: Good; good to know Christy thank you for that Andres thank you for joining us Hans I want to turn it over to you for your final thoughts on this Thursday.

It is Thursday, everybody.

(Chuckles).

>> HANS VESTBERG: Thank you, Jeremy.

And, first of all, thank you Andres and thank the whole team of you.

It's so great to hear these stories.

Because come back to what I start with, all of these Up to Speed Live about our mission.

The mission, safe and healthy our employees.

But keeping up the networks.

And when you hear the stories that Andres spoke about and many, many others, you understand how important we are in this pandemic.

I knew we were super importantly before we came into this.

But -- important before we came into this but now I know we're even more important.

It's so critical that we have communication up for life-saving rescue and hospitals and that we can actually have these webcasts.

That's actually extremely important so I thank all of the V Teamers and Andres and his team talking about what they are doing so we get the flavor for the hard and tough work we're doing in this time.

It's actually paying off.

And it's also great to talk to guys like the CEO of Walmart as I did earlier on just to get the feedback.

So I have always a huge gratitude for all of the V Teamers for the ways you're dealing with this pandemic, COVID-19.

I think my thoughts all the time with the V Teamers and their extended V Team families that have been impacted by COVID which are many sort of in this country, in the world.

And they are really seeing that we support you in the absolute best way so thank you for everything you're doing out there, guys.

And remember to listen to the Pay It Forward tonight.

It's a great way of spending a half an hour, 45 minutes for a good cause.

And hopefully good entertainment, as well.

Jeremy, back to you.

>> JEREMY GODWIN: Thank you for that Hans and I want to wrap with a thank you tonight before we talk about Pay It Forward Chris let's go ahead and take that graphic.

This was an email that we got from one of our customers that went to Yoli Stanfield and shout out to her and her team for keeping folks connected in the New York and New Jersey area and Paul up in New England this email came to her and wanted to share it

from a customer in rock way New Jersey in light of the fact that video conferencing and telephone calls are the only methods of contact I have with my family I am so grateful for the fact it's been consistently happening 24/7 I haven't seen my sons for many weeks now however I'm able to do the next best thing which is to video chat with them at all our conveniences you are all doing an incredible job, what Hans just said and also I want to talk about Pay It Forward we have Ryan Tedder from One Republic who will be appearing 8 p.m. Easter, 5 p.m. Pacific you can catch that through Yahoo. Twitch, Verizon on Twitter and if you're a Channel 501 subscriber we'll be tuning in to take a look I appreciate all of you joining us every single day I want to end on this video talking about another business that we're helping keep connected, Kaiser Permanente is a U.S. healthcare provider, nearly 300,000 employees. And the work that we are doing right now to keep all of them connected. Have a great day, we'll see you back here tomorrow.

[Music].

>> Kaiser is a healthcare entity in the United States.

They have in total just under 300,000 employees.

There are two main engagements that Verizon has with Kaiser.

One is the services around the network management.

And then there's a voice infrastructure entity.

>> These are call centers, approximately 42 gathered throughout the United States.

And we take phone calls for the Call Centers for membership, for clinical, making appointments.

>> Verizon supports Kaiser as far as the infrastructure and architecture and technology to support that.

>> They expect that they will be soon overwhelmed so they are beginning to install a temporary capability in the parking lots of their hospitals across the country in order to expand the number of beds that they can have available to care for their members as the needs arise.

They wanted to make sure that Verizon is there as their partner to support the expansion and the extension of the network of connectivity for WiFi and voice capabilities out there in the temporary locations.

>> So Kaiser has asked us to help them out along the way and we make sure that we are as flexible as possible.

The Call Centers are sometimes located within medical office buildings.

And so getting those out of those hospitals into the medical office buildings has been crucial and getting them the right equipment, making sure that they have the connectivity that they need and making sure that they have the support that they need for Verizon in order to make that happen.

>> It's a fluid issue.

And effort for Kaiser.

From one hour to the next there is someone from one of our PMO teams on a call with Kaiser supporting their needs.

Answering the questions or providing information as it comes up.

>> They look at us as parts not just a -- partners and not just a vendor and we do work well together.
