

Verizon
Up To Speed LIVE
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>> THE NETWORK HAS TO BE PREPARED FOR WHATEVER COMES.
>> MAKE SURE WE'RE WORKING ALL THE TIME.
>> MOST PEOPLE THINK OF VERIZON AS A RELIABLE PHONE COMPANY.
>> BUT THE BUSINESSES, WE'RE A RELIABLE PARTNER.
>> WE'RE ENGINEERS.
>> PROUD 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 THE CUSTOMER EXPERIENCE.
>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.
>> LIKE 5G.
IT'LL MAKE THINGS INCREDIBLE.
>> ALMOST ALL THE FORTUNE 500 PARTNER WITH US.
>> THOUSANDS OF OTHER COMPANIES OF OUR SIZES.
>> NO MATTER WHAT BUSINESS YOU'RE IN.
DIGITAL TRANSFORMATION NEVER STOPS.
>> VERIZON KEEPS THE BUSINESS READY.

>>> MY NAME IS JOHN AND I WORK FOR VERIZON.

I GET HOW IMPORTANT IT IS TO STAY CONNECTED.

>> WE'RE CONNECTING WITH PEOPLE OFFERING SOLUTIONS.

>> CUSTOMERS CAN DO WHATEVER THEY NEED TO DO, WHENEVER THEY DO IT, 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.

>> AT VERIZON, WE'RE HERE AND READY, OPEN 24/7 ONLINE, SO YOU CAN KEEP MANAGING EVERYTHING AT HOME, INTO THE VERIZON APPS AND VERIZON.COM.

>>> HELLO AND WELCOME TO ANOTHER EDITION OF UP TO SPEED LIVE.

A LOT OF PEOPLE ARE GOING AROUND SAYING HEY, IT'S DAY, NO, IT'S TUESDAY.

A LOT OF INFORMATION TO SHARE WITH YOU TODAY, WE'LL HAVE HANS AND CHRISTY GIVING US THE LATEST UPDATES.

ALSO JOINING US TODAY IS RONAN DUNNE, GIVING US UPDATES ON RETAIL REDEPLOYMENT.

A LOFT FOLKS FROM RETAIL LAND DOING NEW AND DIFFERENT THINGS TODAY.

ALL FOR CUSTOMERS TO KEEP THEM CONNECTED WHEN THEY NEED IT MOST.

LET'S GET OVER TO HANS FOR UPDATES.

HOW ARE YOU, SIR?

>> HI, JEREMY, HI, V TEAMERS.

I HOPE YOU'RE GOOD OUT THERE.

GOOD REMINDER, IT IS TUESDAY APRIL 7TH.

TIME IS GOING FAST IN THIS NEW NORM THAT WE HAVE.

TO MEET EVERY DAY AT NOON.

AND HAVING AN UPDATE WHEN WE'RE GOING.

COUPLE THINGS FROM ME, FIRST OF ALL, WE CONTINUE WITH THE SAME VIGOR WITH OUR MISSION OF KEEPING ALL OF US, EMPLOYEES, HEALTHY AND SAFE.

THAT'S EXTREMELY IMPORTANT.

AND THE SECOND ONE, THE NETWORKS.

TO KEEP THEM UP AND THERE ARE SOME NEW NETWORKS THAT WE'LL TALK ABOUT, JUST LET ME COME BACK TO THE EMPLOYEES AND TO YOU, YESTERDAY, WE HAD JOE RUSSO AND CHRISTY TALK A LOT ABOUT THE NEW, THE PRINCIPLES THAT WERE NOW ASSIGNED, GOING FROM ALREADY HAVING VERY RIGID PROCESS, EVEN FURTHER WITH THE MASKS AND ALL OF THAT.

I REMIND YOU OF THAT, TO FOLLOW-UP WITH YOUR TEAM LEADERSHIP, YOU'RE IN THE FIELD, FORCE, TO GET THE RIGHT INFORMATION AND WORK WITH THE TEAMS.

AND... SEE THAT WE ARE APPLYING THE NEW PRINCIPLES THAT WE NOW HAVE IN THE FIELD.

AGAIN... I WANT TO THANK ALL OF YOU IN THE FIELD.

IT'S SO IMPORTANT TO KEEP UP THE NETWORKS, BUT DOING IT IN A VERY, VERY RESTRICTIVE WAY, IN ORDER TO ALSO CARE FOR SAFE AND HEALTHY.

THANK YOU TO ALL OF YOU.

WE HAVE A NEW NETWORK REPORT OUT.

MAINLY FOCUSED ON THE MOBILE HANDOVERS AND THAT'S A METRIC WE'RE DOING TO SEE HOW THE CELLS OF THE U.S. ARE MOVING AROUND.

I HAVE REPORTED, EARLIER ON, WE'RE SEEING 25, 27% LESS MOBILITY IN THE COUNTRY.

THIS WEEK, WE HAVE NOW, 35% DOWN ON MOBILITY IN THE UNITED STATES, WHEN IT COMES TO MOBILE HAND-OFFS AND DIFFERENT CELLS.

WHICH IS AN ENORMOUS NUMBER.

25% IS JUST ENORMOUS.

IT TELLS YOU HOW THIS COUNTRY, THE UNITED STATES IS REACTING TO THIS CRISIS, THIS PANDEMIC.

WE'LL JUST SEE, THE NEW YORK METRO UP OVER 50% IN LESS MOBILE HANDOVERS AND WE SEE THE UPPER STATES BEING OVER 60% DOWN ON MOBILE HANDOVERS.

YOU'RE SAYING PEOPLE ARE STAYING AT HOME OR STAYING WHERE THEY ARE, WHICH IS ENORMOUS NUMBERS.

IN THE SAME PRESS RELEASE, TALKING ABOUT THE NUMBERS ON YAHOO, QUITE ASTONISHING AS WELL.

300 MILLION PEOPLE ACCESSING THE NEW CORONAVIRUS SITE WE HAVE, BIG NUMBERS AND YOUR TEAM AS WE'RE DOING, GREAT WORK TO SEE THAT WE HAVE THE RELEVANT AND FACT-BASED CONTENT ON THE COVID-19, OR ALL OF OUR CUSTOMERS.

THERE THE TEAM IS DOING GREAT JOB SEEING THAT WE KEEP UP THE NETWORK AND THE NETWORK IS DOING WELL.

THE LAST THING I JUST WANTED TO MENTION, I KNOW THAT JEREMY WILL HELP, WE CONTINUE TO DO A LOT FOR OUR SOCIETY AND WE PARTNER WITH ANYONE TO SEE WE'RE STANDING UPRIGHT RIGHT NOW.

THREE THINGS TO TALK ABOUT TODAY, ONE, WE HAVE PAY IT FORWARD EVERY TUESDAY AND THURSDAY.

WE HAVE IT TODAY, AGAIN.

AND... JEREMY WILL PROBABLY ENLIGHTEN YOU WHO THEY ARE, WE CONTINUE TO SEE THAT WE HAVE PAY IT FORWARD AND THAT PEOPLE ARE ENGAGED IN SMALL AND MEDIUM BUSINESSES.

THE THING WE'RE DOING, WE'RE JOINING WHO AND SOMETHING CALLED ONE WORLD TOGETHER AT HOME.

WHICH IS A CONCERT 18TH OF APRIL WITH ALL THE FANTASTIC ARTISTS YOU CAN THINK ABOUT.

IT'LL BE ON THE YAHOO PLATFORM AND VERIZON IS SUPPORTING IT.

AGAIN... IT SEEMS, IN ORDER TO ENGAGE AND ENTERTAIN PEOPLE IN THIS NEW NORMAL, LASTLY, SPORTS, WE ALSO HAVE A BIG EVENT COMING UP ON SATURDAY, THAT WE JUST ANNOUNCED, WHICH IS CALLED WE KEEP PLAYING.

WHICH IS YAHOO SPORTS TOGETHER WITH WOMEN'S SPORTS FOUNDATION AND A LOT OF EXTREMELY FAMOUS FEMALE ATHLETES WILL TALK ABOUT THEIR CAREERS AND HAVING AN OPEN DIALOGUE.

ALL OUR ORGANIZATIONS ARE THINKING ABOUT ALL OF OUR FOUR STAKEHOLDERS.

HOW DO WE SEE THAT WE, EMPLOYEES, ARE HAVING THE RIGHT THINGS TO SAY IN FRONT OF US.

SEEING THAT CUSTOMERS HAVE ALL THE SUPPORT THEY NEED, SEEING THAT THE SHAREHOLDERS UNDERSTAND WHAT THEY'RE DOING AND ULTIMATELY DOING THE RIGHT THING FOR SOCIETY.

IT'S A WAY FOR YOU TO UNDERSTAND, IT'S A LOT OF THINGS HAPPENING AND YOU'LL HAVE ALL THE DATA AND ALL THE TIME SENT FROM JEREMY, BUT... IT'S GREAT TO SEE OUR TEAM IS REALLY TAKING LEADERSHIP IN THESE VERY-SPECIAL TIMES.

JEREMY, BACK TO YOU.

>> JEREMY: HANS, THANK YOU FOR THAT UPDATE.

MORE ON THOSE THREE EVENTS LATER TODAY.

WANT TO GET OVER TO RONAN NOW, RONAN JOINED US A FEW WEEKS AGO NOW, FROM OUTSIDE OF OUR STORE IN UNION NEW JERSEY, ROUTE 22, I BELIEVE IT WAS.

HE'S IN HIS HOME TODAY WITH AN UPDATE.

RONAN, HOW ARE YOU?

>> RONAN: HELLO, EVERYBODY.

THANKS FOR JOINING US.

A BIG SHOUTOUT TO ALL MY COLLEAGUES IN THE CONSUMER GROUP.

JEREMY, AS TIMES HAVE CHANGED IN THE LAST FEW WEEKS, OUTSIDE OF THE RECESS STORE IN UNION, WE'VE SEEN A MASSIVE CRISIS RESPONSE EFFORT ACROSS THE ORGANIZATION AND A REAL OPERATIONAL AND CULTURAL TRANSITION AND TRANSFORMATION.

A BIG SHOUTOUT TO ALL THE COMPONENT PARTS OF THE ORGANIZATION FOR MAKING THAT HAPPEN.

THE FIRST THING WE'RE DOING, WE'RE DOUBLING DOWN ON THE FACT WE HAVE AN AMAZING NETWORK AND THEREFORE, OUR ABILITY TO CONTINUE TO SERVE OUR CUSTOMERS FOR THE CONSUMER GROUP IS MAKING SURE THAT WE HAVE PLANS THAT MEET THEIR NEEDS.

I'M DELIGHTED, WORKING CLOSELY WITH TTS AND OTHER PARTS OF THE ORGANIZATION, WE'VE BEEN ABLE TO GIVE CUSTOMERS MORE ACCESS, MORE CONTENT, MORE ENTERTAINMENT, BETTER EDUCATIONAL TOOLS FOR WORKING FROM HOME.

ALL OF WHICH HAVE TO BE SET UP AND BUILT ON THE NETWORK, WHILE, AT THE SAME TIME, MAKING SURE THOSE IMPACTED BY THE CORONAVIRUS, FINANCIALLY, ARE ALSO BEING PROTECTED AND KEPT CONNECTED.

RE-ENGINEERING OUR BUSINESS AND SHOWING HOW AND WHERE OUR CUSTOMERS WOULD EXPECT.

AMPLIFYING THE CAPABILITY WE HAVE ONLINE AND... IN THE MY VERIZON APP TO MAKE SURE WE CAN CONTINUE TO SERVE CUSTOMERS AND MEET THEIR NEEDS.

WE'VE ALSO BEEN THINKING ABOUT WHAT ELSE WOULD OUR EMPLOYEES WANT?

SO... WE CHANGED THE NATURE OF WORK, WE MOVED OUR PROCEDURES INSIDE RETAIL TO ALLOW US TO HAVE SOCIAL DISTANCING, TO ALSO ENSURE WE HAVE THE RIGHT BALANCE OF PROTECTIONS FOR OUR EMPLOYEES AND OUR CUSTOMERS, WHILE STILL BEING ABLE TO DELIVER THE ESSENTIAL NEEDS OF PEOPLE WHO CAN'T SIMPLY FULFILL ONLINE, WHO NEED TO GO TO A STORE, WHO NEED TO PICK SOMETHING UP OR NEED TO BE TALKED THROUGH A SERVICE THAT THEY DON'T, OTHERWISE, WOULDN'T BE ABLE TO OPERATE.

SO... A HUGE SHOUTOUT AND THANK YOU TO ALL OF OUR COLLEAGUES ON THE FRONT LINES.

BUT... WE'VE NOW COME TO A SITUATION WHERE WE REALIZE, THERE'S MORE THAT WE CAN DO AND... ACTUALLY, WHAT PARTICULARLY, A LOT OF MY COLLEAGUES IN THE, VERIZON CONSUMER GROUP, WHO WANT TO DO MORE.

WHAT WE DO, IS WE WENT OUT AND SURVEYED OVER 48 HOURS, AND HAD 16,000 OF OUR COLLEAGUES WHO WERE IN THE RETAIL ORGANIZATION AND SAID TO THEM "WHAT WOULD YOU LIKE TO DO?

GIVEN THAT YOUR STORE IS CLOSED, GIVEN THAT THE AREA THAT YOU'RE IN DOESN'T HAVE AN OPEN STORE, WHAT ARE THE ALTERNATIVES THAT MIGHT BE AVAILABLE?" AND SO... WE WORKED WITH THE TEAM TO CREATE REDEPLOYMENT OPPORTUNITIES TO SUPPORT CUSTOMER SERVICE ON THE FRONT LINE, TO SUPPORT TELESALLES, TO SUPPORT OUR COLLEAGUES IN VBG ON AREAS LIKE VIDEO CONFERENCING AND... TO PROVIDE REAL CHOICES, ALSO, FOR THOSE CLOSE ENOUGH TO AN OPEN RETAIL STORE TO SUPPORT COLLEAGUES WHO HAVE BEEN KEEPING THOSE STORES OPEN AND SO... BEING ABLE TO EXPAND THE ROSTER OF PEOPLE THAT HAVE BEEN AVAILABLE.

BUT... TO DO ALL THAT -- WHAT WE NEED TO DO IS DOUBLE DOWN ON TRAINING.

AND SO... WHILE PEOPLE IN THE RETAIL STORES KNOW THE PROPOSITIONS, UNDERSTAND OUR PRODUCTS AND SERVICES BETTER THAN

MOST, FINANCIALLY, HOW DO YOU GO ABOUT SUPPORTING THE FRONT LINE IN CUSTOMER SERVICE?

THE BEST WAY TO DO THAT IS USE OUR WORLD CLASS LEARNING AND DEVELOPMENT COLLEAGUES WHO ARE BRILLIANT AT THIS STUFF, SO... LOU AND THE TEAM HAVE BEEN SUPPORTING OUR, SUPPORTED BY CHRISTA, NANCY AND ALL THE LEADERSHIP TEAM.

THEY'VE DEVELOPED AN EXCEPTIONAL DEVELOPMENT PROGRAM THAT ALLOWS MORE OF OUR EMPLOYEES TO BE REDEPLOYED AND... RATHER THAN ME EXPLAIN IT TO YOU, MUCH BETTER THAT I PLAY THIS SHORT VIDEO SHOWING WHAT THE TEAM HAS BEEN DOING TO FACILITATE THE REDEPLOYMENT OF MANY OF OUR RETAIL COLLEAGUES.

LET'S PLAY THE VIDEO.

>> MY NAME IS ANDREA LANG.

I'M DIRECTOR OF LEARNING AND DEVELOPMENT SUPPORTING THE VERIZON CONSUMER GROUP, SPECIFICALLY CUSTOMER SERVICE.

I'VE BEEN WITH THE COMPANY 30 YEARS IN MARCH.

JUST HIT A MILESTONE ANNIVERSARY.

IN A NUTSHELL, WE'RE TRYING TO REDEPLOY ABOUT 5,300 RETAIL EMPLOYEES TO HELP OUT IN THE CUSTOMER SERVICE SPACE.

THEY'LL BE HELPING OUR CUSTOMERS HANDLE CUSTOMER SERVICE INQUIRIES, BILLING INQUIRIES, EQUIPMENT AND THINGS LIKE THAT.

AS SOON AS I GOT THE CALL, MY TEAM WENT TO WORK FIGURING OUT HOW WE COULD MAKE THIS HAPPEN IN SUCH A SHORT TIMEFRAME.

WHEN YOU'RE IN SITUATIONS LIKE THIS, YOU REALLY DO HAVE TO THROW OUT EVERYTHING YOU KNOW AND START WITH A BLANK PIECE OF PAPER.

WHAT DOES A RETAIL REP ALREADY KNOW?

A LOT.

OUR PRICING, PROMOS, PRODUCTS.

THEY KNOW ABOUT VERIZON.

IT ALLOWED US TO TAKE THE TRAINING FROM WHAT WOULD BE FIVE WEEKS OF CLASSROOM TO ONE DAY.

THIS EFFORT IS SO MUCH MORE THAN THE TRAINING.

YES... THE TRAINING IS GARGANTUAN, BUT... ALL OF THE DETAILS THAT WRAP AROUND THE TRAINING ARE EQUALLY AS GARGANTUAN.

HOW DO YOU IDENTIFY THE EMPLOYEES?

ONCE THEY'RE IDENTIFIED, HOW DO YOU GET THEM THE EQUIPMENT THEY NEED?

HOW DO THEY KNOW WHO TO REPORT TO?

DO THEIR TIME SHEETS, ALL THE DETAILS WE TAKE FOR GRANTED EVERY DAY AND I'M HAPPY TO SAY THAT AS THE TEAM CAME TOGETHER IN THIS EFFORT, IT WAS AWESOME COLLABORATION CROSS-FUNCTIONALLY, ACROSS TEAMS TO MAKE IT HAPPEN.

IT WAS AMAZING.

>> WE ALWAYS SHOW UP IN A CRISIS, THIS IS JUST ONE MORE WAY WE'RE DOING IT INTERNALLY.

WE'RE PUTTING THIS MASSIVE EFFORT FORTH SO THAT WE CAN ENSURE THAT ALL OF OUR V TEAMERS HAVE A WAY TO HELP.

I THINK THAT THAT'S WHEN WE, AS V TEAMERS SHINE, WHEN WE'RE ASKED TO DO THE IMPOSSIBLE.

AND... WE DO IT.

>> SO... THANK YOU TO ALL THE PEOPLE ON THE TRAINING SIDE OF THAT GARGANTUAN EFFORT, TO USE HER TERM.

I'D LIKE TO RECOGNIZE, IN BUSINESS AS USUAL, THIS'LL BE HUGE POWERFUL AS WELL.

ONE OF THE THINGS I HEAR ALL THE TIME IN YOUR VOICE MATTERS IS THAT DESIRE THAT THOSE IN RETAIL WOULD HAVE A BETTER UNDERSTANDING OF SERVICE ENVIRONMENT OR THOSE IN SERVICE HAVE A BETTER UNDERSTANDING OF THE RETAIL ENVIRONMENT.

MY WORKING TOGETHER IN THESE EXCEPTIONAL CIRCUMSTANCES, THERE'LL BE LONG-TERM BENEFITS THROUGHOUT THE ORGANIZATION AND I'D LIKE TO MAKE A BIG SHOUTOUT TO MANY OF OUR V TEAM COLLEAGUES WHO HAVE VOLUNTEERED TO GO BACK TO THE FRONT LINE AND SUPPORT THE RETAIL STORES SO THAT WE CAN ROTATE THE PEOPLE WHO ARE AVAILABLE INSIDE THE STORES.

AND WHAT WE'VE ALSO DONE, WE'VE UPDATED FURTHER... THE USER EXPERIENCE INSIDE THE STORES.

JUST A REMINDER THAT CHRISTY AND HANS WOULD HAVE TOLD YOU ABOUT, WE MOVED TO IN-STORE PICK-UP MODEL, WE MOVED TO APPOINTMENTS.

WE'RE NOW TAKING THE GUIDANCE THAT HAS BEEN UPDATED, WE'RE ALSO TAKING THE OPPORTUNITY TO FACILITATE OUR CUSTOMERS WEARING

COVERAGE ON THEIR FACES WHEN THEY COME TO VISIT US AND WE ALSO HAVE BANDANAS THAT'LL BE AVAILABLE EARLY THIS WEEK, WHICH WE'LL ALSO GIVE OUR EMPLOYEES WHO ARE GOING BACK ON THE FRONT LINE IN RETAIL, THE OPPORTUNITY FOR THEM ALSO, TO HAVE THEIR FACE COVERED WHEN THEY'RE STILL MANAGING WITH SOCIAL DISTANCING, BUT... ALSO JUST AS AN ADDITIONAL LAYER OF COMFORT AND SAFETY FOR EVERYBODY

SO... ALL OF THESE MEASURES ARE GOING TO SUPPORT US MAKING A DIFFERENCE AND SO MANY OF OUR COLLEAGUES WANTED TO BE MORE INVOLVED, WHICH IS GREAT.

SECONDLY, ALSO SHOWING WHAT OUR CUSTOMERS WOULD EXPECT AT A TIME LIKE THIS.

SO... A PARTICULAR SHOUTOUT AND THANK YOU, TO CHRISTY AND THE HR TEAM FOR... PROVIDING THE FLEXIBILITY AND SPEED OF RESPONSIVENESS THAT HAS ALLOWED US TO TURN ON A DIME, TO REINVENT SOME OF THE LEARNING PROGRAMS AND ALSO, THE FLEXIBILITY TO BE ABLE TO DEPLOY PEOPLE IN THIS WAY IN SUPPORT OF OUR CUSTOMERS.

THAT SORT OF AGILITY IS NOT NECESSARILY WHAT LARGE ORGANIZATIONS ARE KNOWN FOR.

YOU KNOW WHAT?

OUR CUSTOMERS ARE SEEING IT AND IT'S SOMETHING THAT WE'LL BECOME FAMOUS FOR.

BI-SHOUTOUT AND THANK YOU TO NETWORK, HR AND EVERYONE THAT'S BEEN INVOLVED AND TO MY COLLEAGUES IN BOTH RETAIL AND IN THE CUSTOMER SERVICE WORLD FOR MAKING A SPECIAL EFFORT ON BEHALF OF THE CUSTOMERS.

BACK TO YOU, JEREMY.

>> JEREMY: AWESOME, RONAN, AS WELL, KNOWN FOR SAYING IT ONLY WORKS WHEN IT WORKS.

TEAMS ARE STEPPING UP, PEOPLE ARE STEPPING UP.

IT'S INCREDIBLE TO SEE THAT ACROSS THE BUSINESS.

WANT TO GET OVER TO CHRISTY FOR SOME UPDATES.

HOW ARE YOU?

>> CHRISTY: I'M GREAT, JEREMY, THANKS.

A COUPLE UPDATES FOR THE V TEAMERS BUILDING ON EVERYTHING YOU HEARD FROM RONAN AND HANS.

WE'RE AT A PIVOTAL POINT IN OUR RESPONSE TO COVID.

THIS IS THE WAY WE'RE OPERATING FOR NOW.

THIS IS OUR ADJUSTED STATE AND WE'RE REALLY FOCUSED ON ENABLING EVERYBODY ON THE V TEAM TO CONTRIBUTE AND HAVE EITHER THEIR FORMER ASSIGNMENT OR AN ALTERNATIVE WORK ASSIGNMENT, SO... IN THIS TIME, EVERYBODY'S ABLE TO CONTRIBUTE.

I WOULD REALLY JUST LIKE TO THANK RONAN FOR THE SUPPORT HE AND HIS LEADERSHIP TEAM HAVE GIVEN TO GIVING OUR EMPLOYEES ALTERNATE ASSIGNMENTS AND FINDING COLLABORATIVE WAYS TO TRAIN THEM.

THAT'S A GREAT UPDATE.

WHAT I WANT TO HIGHLIGHT, IN ADDITION TO THOSE 5300 PEOPLE WE JUST STARTED TRAINING THIS WEEK, WE ALREADY TRAINED OVER 30,000 PEOPLE PRIOR TO THIS WEEK.

SO... WE ARE IN FULL-ON LOAD OF DELIVERING REALTIME, AS-NEEDED, DIGITAL EXPERIENCES FOR PEOPLE TO BE SKILLED UP TO DO ROLES.

AND AS A REMINDER, ALMOST ALL OF OUR TRAINING, PREVIOUSLY, WAS DELIVERED IN PERSON.

SO... WE'RE PIVOTING AS WE GO TO KEEP UP WITH THE WAY IN WHICH WE'RE WORKING DIFFERENTLY, ACROSS ALL THE AREAS OF THE COMPANY.

LATER THIS WEEK, YOU'RE GOING TO GET ADDITIONAL COMMUNICATION ABOUT THE LEARNING PORTAL 2.0.

IF YOU HAVEN'T EVER TAKEN THE TIME TO BUILD YOUR PROFILE, THIS IS THE PERFECT TIME TO DO THAT AND... YOU'LL BE GIVEN INSTRUCTIONS AGAIN LATER THIS WEEK, HOW TO DO THAT.

IT'S FOR ALL EMPLOYEES IN VERIZON.

ON THE LEARNING PORTAL, YOU'LL FIND THERE'S CURATED CONTENT, SUGGESTING EDUCATION EXPERIENCES AND LEARNING PATHWAYS FOR VARIOUS ROLES IN THE COMPANY.

WE WANT TO HIGHLIGHT, YOU CAN FIND THINGS FROM THE LINKEDIN LIBRARY FROM [INDISCERNIBLE] SITE -- A PLATFORM WITH TECHNOLOGY TRAINING.

THERE'S HARVARD EDUCATION CLASSES AND FINALLY, WE ALSO HAVE A LINK TO GET CERTIFIED, WHICH WILL GIVE YOU PARTICULAR

CREDENTIALS AND CERTIFICATIONS THAT MAY BE RECOMMENDED FOR CERTAIN ROLES.

WE'LL BE COMMUNICATING OUR COMPANY'S POLICY THAT WE'LL REIMBURSE YOU FOR UP TO TWO CERTIFICATIONS PER YEAR AS A COMPLEMENT TO OUR TUITION-ASSISTANCE PROGRAM.

THIS IS A GREAT TIME TO GET ON THE LEARNING PORTAL, 2.0 AND MAKE SURE YOU'RE DOING EVERYTHING YOU CAN TO BE SKILLED UP AND WORKING IN WAYS THAT CAN CONTRIBUTE TO VERIZON.

THANKS, JEREMY.

>> JEREMY: THANKS FOR THAT UPDATE.

DO APPRECIATE IT.

IT'S REMARKABLE WHAT FOLKS ARE DOING TO KEEP THE BUSINESS GOING HERE.

RONAN, LET'S JUMP OVER TO YOU FOR A QUICK QUESTION HERE.

AND REALLY HAMMER THIS HOME.

WHAT SHOULD FOLKS WHO CHOOSE TO GO TO THE STORE -- HOW ARE FOLKS EQUIPPED TO HELP THEM?

WHAT TYPES OF THINGS ARE THEY HELPING WITH THIS DAY IN TIME?

>> JUST THIS PAST FEW DAYS... THE MIX OF WHAT'S GOING ON IN THE STORES IS ACTUALLY MORE SERVICE THAN IT IS NEW CONNECTIONS AND DEVICE TRANSACTIONS.

THAT'S GREAT, BECAUSE... WHAT WE'VE DONE, WE'VE OPENED UP THE APERTURE ONLINE AND IN THE APP TO MAKE SURE THAT ALL OF THOSE THINGS THAT CAN BE FULFILLED THAT WAY ARE BEING.

SO... WHAT WE'RE SEEING, WE HAVE PROCEDURES IN PLACE WITH SOCIAL DISTANCING, WITH CONTROL OF ACCESS TO THE STORES.

WE HAVE PREAUTHORIZATIONS, PEOPLE ARE COMING IN -- PREPARED, CONFIRMING THEY'RE HEALTHY, WHERE APPROPRIATE, THEY'RE WEARING COVERING ON THEIR FACES AND COMING IN, ESSENTIALLY, WE'RE TRAINING THEM AND TEACHING THEM ABOUT TOOLS THEY NEED FOR HOMEWORKING THAT THEY HAVEN'T PREVIOUSLY USED AND... HELPING PEOPLE WHO MIGHT, OTHERWISE, NOT BE ABLE TO, TO KEEP CONNECTED.

AND ALSO, HELPING PEOPLE WHO ARE, THEMSELVES, HELPING OTHERS, SO... WE'VE HAD A NUMBER OF EXAMPLES OF PEOPLE COMING IN WHO WANT TO HELP AN ELDERLY MEMBER OF FAMILY OR NEIGHBOR OR OTHERS.

SO... THEY'RE GETTING ADDITIONAL INFORMATION OR ADDITIONAL ACCESS SO THAT THEY CAN SUPPORT OTHER PEOPLE IN THE COMMUNITY.

BUT... THE KEY HERE IS THAT, FIRST AND FOREMOST, WE WILL USE OUR ONLINE ENVIRONMENT TO SUPPORT THOSE THINGS THAT DON'T NEED ANY SORT OF HUMAN INTERACTION.

AND INCREASINGLY, WE'RE SEEING -- WE'VE SEEN NOT JUST THE PERCENTAGE MIX, BUT THE PHYSICAL NUMBER OF ONLINE TRANSACTIONS GROW IN THE RECENT WEEKS AS WELL.

SO... THAT'S A GOOD THING FOR THE BUSINESS OVERALL, MEETING THE CUSTOMER WHERE THEY ARE AND REALLY MAKING SURE THAT THE RETAIL ENVIRONMENT IS FOR ESSENTIAL NEEDS AND HELPING MORE PEOPLE TO KEEP CONNECTED, BUT... ALSO, TO HELP THEM KEEP COMMUNITIES IN WHICH THEY ARE ALSO SUPPORTED AND CONNECTED AS WELL.

>> JEREMY: GOOD TO KNOW.

THANK YOU FOR THAT.

TALKING ABOUT A LOT OF TEAMS DOING A LOT OF WORK.

SHOUTOUT TO THE ONLINE TEAM WHO IS HELPING PEOPLE GET CONNECTED THERE AS WELL.

FOLLOW-UP FROM YOU, A LOT OF FOLKS ON OUR TWITTER STREAM RIGHT NOW, SAYING "THANKS FOR DOING THIS FOR OUR CUSTOMERS, FOR THE EMPLOYEES."

SOME QUESTIONS, FOLLOW-UP, WILL THERE BE DIFFERENT WAYS OF REDEPLOYMENT?

HOW WILL THAT LOOK GOING DOWN THE ROAD?

>> GREAT QUESTION, THANKS TO THE V TEAMERS FOR ASKING THAT.

ON THE HEELS OF OUR EMPLOYEE REDEPLOYMENT EFFORT, WE SURVEYED EMPLOYEES IN VBG, THERE ARE REALIGNMENTS GOING ON AND NEW ASSIGNMENTS HAPPENING RIGHT NOW, THIS WEEK FOR THEM.

WE'RE GOING TO BE USING THE VZ CAREERS PAGE, SO... OTHER MANAGERS AND EMPLOYEES THROUGHOUT THE COMPANY CAN GO AND FIND OPPORTUNITIES AND WE WILL CONTINUE TO DO OUR REDEPLOYMENT AND REASSIGNMENTS SO THAT WE CAN KEEP EVERYBODY CONTRIBUTING.

SO... THAT'LL BE OUR GOAL AND PEOPLE SHOULD EXPECT THAT IT WON'T BE LIKE THIS FOR THE INTERIM PERIOD OF TIME HERE.

>> GOOD TO KNOW.

A LOT OF INFORMATION ABOUT THAT ON THE RESOURCE PAGES FOR EVERYBODY AND... OF COURSE, EMPLOYEES CAN ALWAYS GO CHECK THAT OUT ON THE INSIDE VERIZON APP.

THANKS FOR THAT.

WANT TO THANK RONAN FOR JOINING US TODAY, AS WELL AS CHRISTY, AS USUAL.

HANS, WANT TO GET OVER TO YOU AND QUICK CHECK-IN AS WE WRAP UP UP TO SPEED LIVE TODAY, PLEASE, SIR.

>> THANK YOU.

WHEN YOU LISTEN TO BOTH WHAT CHRISTY AND RONAN ARE SAYING AND REFLECTING ON THE LAST COUPLE WEEKS, AND... YOU HAVE TO BE PROUD FOR HOW WE HAVE CHANGED THE WHOLE WAY OF WORKING AND CONTINUE TO OPERATE AS A COMPANY.

THE BIG REDEPLOYMENT OF RESOURCES THAT RONAN AND THE TRAINING TEAM HAS DONE, IT'S JUST MAINSTREAM OR HOW WE WORK DIFFERENTLY IN THE FRONT LINE OR... HOW WE NOW HAVE OUR LEARNING PORTAL, SO PEOPLE CAN FORTIFY THEIR PROFILE DURING THIS TIME OR... I ALSO WANT TO RECALL THAT... VIRTUAL, VOLUNTARY THAT WE HAVE.

I THINK WE, AS A COMPANY, HAVE SHOWN HOW WE CONTINUE TO WORK IN THIS NEW NORMAL AND THAT DOESN'T MEAN THAT WE'RE DONE RIGHT NOW, I'M CERTAIN WE'RE GOING TO CONTINUE TO EVOLVE AND... ALL FEEDBACK THAT YOU HAVE OUT THERE IN THE FIELD OR... IN -- OR WORK FROM HOME, THAT WE CAN DO BETTER -- WE'RE OPEN TO THAT AND AS YOU CAN SEE, WE TAKE DECISIONS EVERY DAY TO SEE THAT THIS NEW NORMAL IS WORKING FOR EVERYONE AND KEEPING IN MIND, WE'LL KEEP THE SAFETY AND HEALTH OF ALL OF US AND KEEP THE DISTANCE UP AND KEEP OUR CUSTOMERS UP, THAT'S OF MOST-IMPORTANCE AT THIS TIME.

I CAN'T TELL YOU HOW MANY TIMES THIS LAST WEEK, I'VE SPOKEN TO PEOPLE, CUSTOMERS, OR... PEOPLE FROM SOCIETY, IN GENERAL, ALL OF THEM ARE THANKING US AND TELLING US HOW IMPORTANT IT IS, THE WORK WE'RE DOING TODAY.

WITHOUT THE CONNECTIVITY, WIRELESS, WIRELINE, FIBER, WEBEX, WHATEVER IT MIGHT BE... THIS WOULD BE AN EXTREMELY TOUGH SITUATION.

IT IS TOUGH SITUATION, BUT... IT'D BE WORSE.

IF WE DIDN'T HAVE THE CONNECTIVITY AND... THE COMMUNICATION TOOLS THAT WE ARE ENABLING

SO... AGAIN... THANK YOU ALL, V TEAMERS, REMEMBER... IF YOU'RE A GAMER, TONIGHT'S THE NIGHT.

YOU CAN TUNE IN AND... JEREMY WILL FILL IN WHO ARE THE PLAYERS TONIGHT.

BUT... IN GENERAL... I WANT TO THANK YOU ALL OUT THERE FOR THE GREAT WORK YOU'RE DOING AND... STAY TUNED.

WE'RE BACK TOMORROW.

>> THANK YOU, HANS.

I APPRECIATE THAT.

I WANT TO START WITH A REMINDER OF WHAT YOU MENTIONED EARLIER ABOUT YAHOO SPORTS.

I THINK A LOT OF US ARE LOOKING FOR NORMAL THESE DAYS AND WHAT IS NORMAL BETWEEN THINGS WE'RE DOING FOR SOCIETY, WITH MUSIC, WITH MUSIC AND SPORTS.

26 YEARS AGO, THE SANDLOT WAS RELEASED.

I WANT TO TALK ABOUT YAHOO SPORTS AND WHAT WE HAVE COMING FROM THERE.

YAHOO SPORTS AND WOMEN'S SPORTS FOUNDATION WILL HOST A FIRST OF ITS KIND, LIVE EVENT THIS SATURDAY AT 4:00 P.M. EASTERN.

WITH SOME BIG NAMES LIKE BILLIE JEAN KING AND KARLY LLOYD TALKING ABOUT SHARING SOME OF THEIR PERSONAL STORIES OF RESILIENCE.

CHECK THAT OUT ON THE YAHOO SPORTS APP THIS WEEKEND.

YOU MENTIONED COMING UP LATER THAN THAT, SATURDAY, APRIL 18TH, WE CAN GO TO THE NEXT SLIDE.

TALKING ABOUT ONE WORLD TOGETHER HOME.

I MEAN, TALK ABOUT THE LIST OF NAMES AND CELEBRITIES HERE FOR THIS.

MAYBE THEY'LL ASK US TO SHOW UP AND SAY SOMETHING TOO, WHO KNOWS?

IT'S A GLOBALLY TELEVISED AND STREAMED SPECIAL.

THE PANDEMIC ONE WORLD TOGETHER AT HOME.

THAT IS SATURDAY, APRIL 18TH.

AND... LIKE HANS SAID, TONIGHT IS OUR NEXT EDITION OF PAY IT FORWARD.

WE'VE GOT SOME MORE GAMERS TONIGHT.

SCISSORS FACING OFF AGAINST POKEMON GOING LIVE ON VERIZON TO PAY IT FORWARD, EVEN IF WE CAN'T LEAVE OUR HOMES, WE CAN COME TOGETHER TO SUPPORT SMALL BUSINESSES.

LOOK FORWARD TO SEEING WHAT ALL OF THAT IS ABOUT TONIGHT, BUT... I WILL LEAVE YOU TODAY WITH ANOTHER REMINDER.

REACH OUT TO THOSE YOU LOVE AND THOSE YOU HAVEN'T HEARD FROM IN AWHILE.

ALWAYS A GOOD TIME TO DO THAT.

NO TIME LIKE THE PRESENT TO TEXT, CALL, VIDEO CHAT, WHATEVER YOU GOTTA DO TO MAKE IT RIGHT.

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

UNTIL NEXT TIME... YOU'RE UP TO SPEED.