

Verizon
Up To Speed LIVE
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>>> MOST PEOPLE THINK OF VERIZON AS A RELIABLE PHONE COMPANY.
>> BUT THE BUSINESSES, WE'RE RELIABLE PARTNERS.
>> 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 OPERATIONS WITH SOFTWARE-BASED NETWORK TECHNOLOGY.
>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCE.
>> WE KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY LIKE 5G.
>> KIND OF MAKE THINGS INCREDIBLE.
>> ALMOST ALL THE FORTUNE 500 PARTNER WITH US.
>> COMPANIES OF ALL SIZES.
>> NO MATTER WHAT BUSINESS YOU'RE IN.
DIGITAL TRANSFORMATION NEVER STOPS.
>> VERIZON KEEPS THE BUSINESS READY.
>>> MY NAME IS JOHNSON AND I WORK FOR VERIZON.
I TOTALLY GET HOW IMPORTANT IT IS TO STAY CONNECTED.
>> WE'RE CONNECTING WITH PEOPLE, WE'RE OFFERING SOLUTIONS.

>> CUSTOMERS CAN DO WHAT THEY NEED TO DO WHENEVER THEY NEED TO DO IT, ONLINE.

>> 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'RE HERE AND READY.

WE'RE OPEN 24/7 ONLINE SO YOU CAN KEEP MANAGING EVERYTHING FROM HOME INTO THE VERIZON APP AND VERIZON.COM.

>>> GOOD AFTERNOON, GOOD MORNING AND GOOD EVENING.

HERE, WE HAVE SOME OF OUR TEAM IN PORTSMOUTH, VIRGINIA OVER THE WEEKEND, HELPING WITH SOME EXTRA CONNECTIVITY.

THE TEAM SWUNG INTO ACTION AS THEY ALWAYS DO, INSTALLING SOME NEW CIRCUITS AND UPGRADES SO THAT PEEK COULD STAY CONNECTED.

THANK YOU TO THE TECHNICIANS OUT THERE.

TONYA, MARK, SCOTT, THOMAS AND DANIEL FOR MAINTAINING SEPARATION AND PROVIDING YOUR SERVICES.

HELLO, IT'S NOON ON THE EAST COAST, 9:00 A.M. ON THE WEST, HELLO TO YOU ALL TODAY.

SETTING THE STAGE AS TO WHAT WE'LL BE TALKING ABOUT TODAY.

JOINED BY HANS AND CHRISTY, AS USUAL, ALSO HAVE AN UPDATE FROM THE LEADER OF OUR NETWORK AND TECHNOLOGY TEAM, KYLE MALADY, TALKING ABOUT THAT AND OTHER THINGS.

WANT TO JUMP RIGHT IN, HANS, HOW ARE YOU, SIR?

>> HI, JEREMY, ALL ALL VTEAMERS, ATE TO BE BACK, AND TO TALK ABOUT WHAT'S HAPPENING.

FIRST OF ALL... I, I, I REMEMBER, OR I'LL TELL YOU ALL ABOUT AN ISSUE WE HAVE HERE EVERY DAY IN V5S.

WE'RE STAYING SAFE AND HEALTHY FOR ALL OF OUR EMPLOYEES.

I'M HAPPY THAT KYLE IS JOINING YOU ALL TODAY, BECAUSE OUR FRONT LINE EMPLOYEES ARE THE ONES WE NEED TO THINK ABOUT ALL THE TIME, AT THE SAME TIME AS WE KEEP OUR NETWORKS UP.

I THINK THAT'S, THAT'S WHAT WE'RE BALANCING ALL THE TIME HERE AND IT'S GREAT THAT KYLE WOULD GIVE US SOME MORE FEEDBACK, THE FACTS AROUND THAT.

WHEN IT COMES TO WHAT WE'RE WORKING ON, I CAN TELL YOU THAT I SENT A LETTER TO ALL THE LEADERS IN VERIZON YESTERDAY, ASKING THEM TO REALLY TAKE THE LEADERSHIP TO A NEW LEVEL RIGHT NOW.

REMEMBERING, ALL THE LEADERSHIP STAFFS WE HAVE, ACTING ON THE WHOLE AS A CUSTOMER, WORKING AS A TEAM.

IT'S IMPORTANT WHEN YOU HAVE LEADERS SETTING UP.

I ASKED THEM TO REALLY TAKE NEXT LEVEL OF LEADERSHIP IN THESE TIMES, IT'S SO IMPORTANT.

AND THEN YOU HAVE DON, DON'S CASE IS DIFFERENT.

DEPENDING WHERE YOU ARE, NOW IT'S REALLY GETTING HARD, WORKING FROM HOME AND MANAGING OTHER CIRCUMSTANCES.

MORE IMPORTANT LEADERSHIP IS HERE.

MEANWHILE... THE EXECUTIVE TEAM WILL SPEND A COUPLE HOURS THIS AFTERNOON, THINKING ABOUT THE FUTURE.

IT'S NOT HERE YET, BUT... WE NEED TO THINK AND CONTINUE TO INVOLVE OUR ACCESS COMPANY IN THE NEW NORMAL, WHICH WE DON'T REALLY KNOW WHAT IT IS, REALLY.

BUT WE NEED TO SPEND TIME ON IT AS LEADERS AND WE'LL DO IT.

SO... THAT'S A LOT AROUND THAT.

OTHER THAN THAT, JUST REPORT BACK, WHAT I DID YESTERDAY AFTERNOON.

I TALKED TO MANY OF THE COMMISSIONERS OF THE BIG [INDISCERNIBLE] IN THE UNITED STATES AND OF COURSE, TALKING WITH THEM, HOW ARE THEY ACTING IN THESE TIMES WHEN THERE ARE NO LIVE SPORTS?

HOW CAN THEY ENTERTAIN THEIR FAMILIES AND WHAT CAN WE DO TOGETHER WITH TECHNOLOGY AND A LOT OF DISCUSSION AROUND THAT.

WITH THE BIGGEST SPORTS FRANCHISES IN THIS COUNTRY AND FINALLY, JUST FEEDBACK, NOWADAYS, I LOOK AT PAY IT FORWARD EVERY TUESDAY AND THURSDAY AND... YESTERDAY, WAS GAMERS.

GAMERS.

3.3, MAINLY IN UNIQUE VIEWERS ON IT, INCLUDING MYSELF.

TWO GAMERS, DOING SOME INCREDIBLE STUFF AND OFFERING IT, BUT...
AT LEAST IT WAS ENTERTAINMENT.

SO... A LOT OF YOU SAW THIS HAPPENING IN OUR LIVES, I KNOW THAT,
IT IS CRITICAL SITUATION WE'RE INTO.

BUT... STILL, WE NEED TO HAVE ENERGY FOR OURSELVES.

AND FOR OUR FAMILIES AND FRIENDS IN THESE TIMES.

THAT'S WHY I ENJOY THE PAY IT FORWARD YESTERDAY.

IT'S SO NEEDED IN THESE TIMES.

JEREMY, BACK TO YOU.

>> JEREMY: AWESOME, HANS, THANKS.

THE NEXT TIME I HAVE A FAMILY UNO NIGHT, I'LL BE SURE TO HIT YOU
UP FOR THE DRAW 4 WILD CARDS.

NEXT, WE'LL HEAD TO KYLE MALADY FROM THE NETWORK AND TECHNOLOGY
TEAM.

BEFORE WE DO THAT, I WANT TO SHARE THIS STORY.

THE NETWORK TEAMS, WIRELINE, WIRELESS, COMING TOGETHER IN NEW
YORK CITY AND... THE FORT TAUNTON AREA WHERE AMBULANCES AND
FIRST RESPONDERS CAN STAGE AND RESPOND TO CALLS.

I'LL SHARE THIS VIDEO ABOUT WHAT THE TEAMS DID TO KEEP THOSE
FOLKS CONNECTED.

>> HI, MY NAME IS BRIAN.

I'M A CONSTRUCTION MANAGER WITH NEW YORK METRO.

AND I'M CURRENTLY STANDING ON FORT TAUNTON, QUEENS, NEW YORK.

WE'VE JUST SET UP A NEW ASSET FOR THE FIRE DEPARTMENT AND... FOR
THE MILITARY.

>> THEY'RE GOING TO STAGE 300 AMBULANCES THERE.

THEY'RE GOING TO ATTEMPT TO PUT A FIELD HOSPITAL THERE.

THERE'S NOTHING IN THE MIDDLE OF THE PARK.

THE COMMUNICATIONS NEED TO BE SET UP SO THEY CAN BE REACHED, YOU
KNOW... IN A SPLIT SECOND, MOMENT'S NOTICE.

>> ONCE WE REALIZE THE IMPORTANCE OF THE JOB, THE TEAM, ACTING
WITH A SENSE OF URGENCY.

>> EVERYBODY DROPPED WHAT THEY WERE DOING, CLOSED UP THE WORK THEY WERE WORKING ON AND HEADED TO FORT TAUNTON AND... CAME UP WITH A GAME PLAN.

>> IT TAKES DAYS AND DAYS OF PLANNING TO GET THESE GOING, HOWEVER... WE WERE ABLE TO UTILIZE FOR A NEW ASSET WE RECEIVED LESS THAN TEN DAYS AGO.

AND... TO HAVE IT OUT HERE, WITHIN FOUR HOURS AND FULLY CONSTRUCTED.

DURING THAT PERIOD OF TIME, LAND LINE WAS KIND SPLICE BRAND NEW FIBERS IN THE STREET, GET THOSE COMPLETELY COMPLETED.

>> WE HAD FOUR TECHS THERE THROUGHOUT THE DAY AT VARIOUS LOCATIONS.

>> IT WAS NONSTOP.

YOU KNOW... RUNNING FROM ONE MANHOLE TO THE NEXT AND WE HAD TO SEND ANOTHER TEAM BACK -- IT WAS JUST -- IT WAS TOUGH.

>> THEY WORKED REALLY HARD, PHYSICALLY AND MENTALLY.

THAT'S A TRICKY AREA, THEY'VE CHANGED THE ROADS.

WE WOULD LOOK FOR ONE ROAD, IT WAS NO LONGER THERE ANYMORE.

>> WE WORKED THROUGH SEVERAL ISSUES AND... WE WERE ABLE TO DELIVER THE FIBERS AND TURN UP THE CIRCUIT.

IN THE SAME DAY.

>> WHAT'S SPECIAL ABOUT IT, IS HOW QUICKLY IT CAME TOGETHER.

TOOK A LOT OF COMMUNICATION AND COORDINATION.

>> I'M MORE THAN PROUD TO HAVE BEEN PART OF THIS PROJECT AND PART OF THE V TEAM.

>> WE DID SOMETHING THAT'S NOT GOING TO CHANGE COURSE OF HISTORY, BUT... CERTAINLY ADD TO, MAYBE SAVING SOME LIVES.

>> WE SHOULD ALL BE PROUD TO KNOW THAT WE ARE HERE ON THE FRONT LINES HELPING, ALL OF OUR OTHER FIRST RESPONDERS.

>> JEREMY: THAT'S SOME INCREDIBLE STUFF THERE.

I WANT THE FOLKS IN THE FIELD TO KNOW, YOU'RE MAKING A HUGE DIFFERENCE IN KEEPING ALL THESE FOLKS CONNECTED WHEN THEY NEED IT MOST.

WANT TO BRING IN KYLE TO THE CHAT NOW, GIVE US AN UPDATE ON HOW THE TEAMS ARE DOING OUT THERE AND WHAT THE LATEST IS IN YOUR WORLD, PLEASE, GOOD AFTERNOON.

>> HI, THANKS, THANKS FOR RUNNING THAT PIECE.

I THINK THAT'S INDICATIVE OF WHAT FOLKS ARE DOING THROUGHOUT, THROUGHOUT OUR COMPANY.

EVERYBODY'S COMING TOGETHER, WORKING TOGETHER AND... MAKING A DIFFERENCE FOR SOCIETY AND OUR, OUR CUSTOMERS.

SO... THAT WAS A GREAT STORY, THERE'S, THERE'S 100 MORE LIKE IT, I THINK, IF I WAS TO CHARACTERIZE HOW THINGS ARE GOING RIGHT NOW, I'D SAY, WE'RE KIND OF OVER THE INITIAL HUMP OF THE -- OF HOW OUR NETWORKS ARE EVENING OUT.

I THINK WE'VE BEEN ABLE TO HANDLE THAT INITIAL CHANGE IN HOW PEOPLE WORK VERY, VERY WELL AND NOW IT'S TO, IT'S TO -- HOW DO WE KEEP THE NETWORKS GOING?

HOW DO WE KEEP IT AT THIS, AT THE LEVELS THAT THEY'RE AT AND THEN HELP WITH SPECIFIC THINGS.

LIKE THE PIECE YOU JUST SAW.

WE RESPONDED TO THAT, THERE'S A LOT OF OTHER THINGS HAPPENING, YOU KNOW... THROUGHOUT THE NETWORKS, THROUGHOUT THE COMPANY, YOU KNOW... WE'RE, WE'RE IN THE MIDST OF HELPING ONE OF THE STATES WITH THEIR SYSTEMS SO... THEY CAN TAKE UNEMPLOYMENT CALLS.

AT A GREATER RATE.

YOU KNOW... THAT'S ONE THING WE'RE DOING.

WE'RE WORKING INTERNATIONALLY WITH SOME FINANCIAL SERVICES BANKS, SO... WHILE WE DON'T EVEN HAVE THE LOCAL LOOPS THERE, WE'RE WORKING WITH PEOPLE LIKE VODAFONE TO MAKE SURE OUR CUSTOMERS, INTERNATIONALLY, ARE GETTING THE BANDWIDTH THEY REQUIRE.

WE'RE PARTNERING CLOSELY WITH 911.

IF YOU LOOK AT 911 IN NEW YORK CITY, WE SUPPORT THE UNDERLYING PLATFORM THERE AND WHILE IT'S INTERESTING, THE CALLS AREN'T, THEY HAVEN'T SPIKED, SPIKED, LARGELY BECAUSE IT SEEMS LIKE LESS PEOPLE ARE GETTING HURT AND SO FORTH

SO... WE'RE ABLE TO KEEP THAT SYSTEM RUNNING AND KEEP IT GOING.

SO... THAT, ALL MATTER OF THINGS, RESPONDING, IT REALLY MAKES ME PROUD FOR THE DEDICATION OF FOLKS WE HAVE OUT THERE.

THE OTHER BIG NEWS, I THINK... IS OVER THE WEEKEND, THE TEAM UNDER KEVIN'S SERVICE AND GINA WILBORN, WE WORKED OVER THE WEEKEND TO COME UP WITH A NEW WAY OF SUPPORTING OUR CUSTOMERS.

WE DECIDED THAT WE WERE GOING TO HAVE A NEW DISPATCH STRATEGY WHERE WE WERE NOT GOING TO HAVE OUR TECHS GO INTO HOMES TO SERVICE, WE WERE GOING TO, WE WERE GOING TO STAY ON THE OUTSIDE OF THE HOMES AND THE TEAM, OVER A COUPLE DAYS, CAME UP WITH NEW AND INNOVATIVE WAYS TO WORK.

LARGELY WITH SOME VIRTUAL TOOLS THAT WE CAN WORK WITH THE CUSTOMER, WHILE WE'RE OUTSIDE THE HOME, WE CAN HELP THE CUSTOMER DO THINGS INSIDE THE HOME.

AND... YOU KNOW WHAT?

YESTERDAY WAS THE FIRST DAY OF IT AND WE WERE ABLE TO HELP OVER 4800 CUSTOMERS SOLVE PROBLEMS INSIDE THEIR HOMES AND GET THEIR SERVICES BACK UP.

I HEARD A COUPLE GREAT, GREAT EXAMPLES, ESPECIALLY, SOME, YOU KNOW... SOME FOLKS WERE A LITTLE OLDER, LITTLE ELDERLY AND THEY'RE MOST-AT RISK.

WE WERE ABLE TO WALK THEM THROUGH SOME TROUBLE.

WE GOT ONE FELLA UPGRADED FROM A VPON TO A GPON SO HIS SERVICE WOULD WORK.

IT WAS AMAZINGLY SUCCESSFUL.

YESTERDAY WAS THE FIRST DAY WE'RE GOING TO KEEP WORKING ON THIS.

I GIVE KUDOS TO THE WHOLE TEAM FOR THEIR ABILITY TO PIVOT AND WORK IN THIS NEW WAY, SO... WE CAN BE SAFER, WHILE AT THE SAME TIME, MAKING SURE OUR CUSTOMERS GET THE CRITICAL SERVICES THEY NEED.

REALLY GREAT WORK THERE.

THE ONLY THING I'D SAY, WE TALKED A LOT ABOUT CORONA, BUT THERE'S A LOT OF OUR TEAM CONTINUING TO WORK ON BAU THINGS.

THEY CONTINUE TO MOVE THE BUSINESS FORWARD, SO, WHEN WE DO COME OUT OF THIS, WE'RE NOT TWO STEPS BEHIND.

WE WANT TO -- YOU KNOW... WE HAVE REALLY GOOD PLANS, WE'VE COME UP WITH REALLY GOOD STRATEGIES FOR THE BUSINESS AND WE DON'T WANT TO LOSE MOMENTUM ON THAT.

AND I'D JUST LIKE TO END THIS SEGMENT BY GIVING A COUPLE DATA POINTS FOR PEOPLE.

EVERYBODY KNOWS 5G ULTRA WIDEBAND IS A BIG DEAL FOR US, A BIG STRATEGY.

WE'RE LOADING THE WORLD IN IT AND WE DON'T WANT TO LOSE THE MOMENTUM THERE.

IN THE FIRST QUARTER, WE BEAT OUR GOALS BY OVER 300 SITES, SO... NOT ONLY DID WE SLOW DOWN, WE ACTUALLY BEAT OUR, OUR GOALS FOR THE QUARTER.

IN THE FIRST QUARTER.

ALSO... IN FIOS, OUR OPEN FOR SALES, WE BEAT OUR FIRST QUARTER TARGET BY 21,000.

WE KEEP THE DRUM BEAT GOING ON THESE THINGS THAT ARE REALLY IMPORTANT.

WE HAD OVER 1500 MILES OF ONE FIBER IN THE FOOTPRINT AM MARCH, WHICH PUTS US ALMOST ON TRACK FOR THE QUARTER.

AND... YOU KNOW, WE JUST CONTINUE TO WORK ON SOFTWARE UPGRADES AND WORKING WITH THE BUSINESS UNITS ON NEW PRODUCTS AND SERVICES.

AND KEEP GOING, DOING WHAT WE CAN DO, SO WE CAN KEEP THE BUSINESS MOVING FORWARD.

WHILE AT THE SAME TIME, SUPPORTING OUR CUSTOMERS AND SOCIETY WITH THE COVID RESPONSE.

SO... I COULDN'T BE ANY PROUDER OF THE TEAM.

EVERY TIME A ROADBLOCK COMES, WE FIGURE OUT WAYS TO, TO GET AROUND THEM AND... YOU KNOW... WE ARE THERE FOR OUR CUSTOMERS AND THEY NOTICE IT.

WHAT REALLY GIVES ME A LOT OF, I GUESS, HEART.

WE'RE GETTING A LOT OF COMMUNICATION FROM CUSTOMERS THANKING US FOR BEING THERE AND MAKING SURE THAT THEIR SERVICES WORK WHEN THEY NEED THEM.

ESPECIALLY IF YOU FIND SOMEBODY WHO LOST IT, THEN IT'S MORE APPARENT TO HOW IMPORTANT THIS IS, AND WE'RE GETTING GOOD FEEDBACK FROM THEM.

THANKS TO THE DEDICATED EMPLOYEES OF VERIZON.

>> JEREMY: YEAH, WITHOUT A DOUBT, KYLE.

THAT'S SO GOOD TO SEE ALL THAT COMING TOGETHER.

AND YOU KNOW, WE GET A LOT OF THANKS WE SEE FROM THE WORLD AT THIS TIME.

I WANT TO SHARE THIS CLIP BEFORE WE MOVE TO CHRISTY'S UPDATE.

THE MAYOR OF SAN DIEGO, KEVIN FAULKNER SAID THIS RECENTLY IN A PRESS CONFERENCE THERE FOR THE CITY.

LET'S ROLL THAT TAPE.

>> BEFORE I GET TO OUR SPEAKERS, I'D LIKE TO PROVIDE YOU WITH A FEW OTHER UPDATES.

THE CITY AND ALL OF ITS COMMUNICATION PROVIDERS HAS HAD A SUCCESSFUL WORKING RELATIONSHIP FOR A NUMBER OF YEARS.

DURING THIS HEALTH CARE CRISIS, OUR PARTNERSHIP IS NEEDED NOW MORE THAN EVER AND SPECIFICALLY, WE RECOGNIZE THE IMPORTANCE OF RELIABLE, UNINTERRUPTED DATA SERVICE.

IT IS THE BACKBONE OF OUR PUBLIC SAFETY RESPONSE NETWORK.

ON FRIDAY, I HAD THE OPPORTUNITY TO SPEAK WITH A STATEWIDE EXECUTIVE FROM VERIZON TO ENSURE CELLULAR INFRASTRUCTURE IS INTACT AND THAT SERVICES CAN BE COUNTED ON, AS WE CONTINUE TO RESPOND TO THE COVID-19 EPIDEMIC.

GOVERNMENT AGENCIES, THE HEALTH CARE INDUSTRY AND RESIDENTS ARE ALL SEEING INCREASING DEMAND FOR SERVICE USING TECHNOLOGY TO COMMUNICATE.

HEALTH CARE COMPANIES, IN PARTICULAR, HAVE HAD A MASSIVE SURGE IN TELEHEALTH CONFERENCES.

TO ENCOURAGE MORE SOCIAL DISTANCING.

AND KEEP HEALTHY INDIVIDUALS AWAY FROM MEDICAL FACILITIES.

VERIZON, DURING OUR STATEWIDE CALL, REINFORCED THAT CELLULAR FUNCTIONS AROUND ALL OF SAN DIEGO, INCLUDING OUR SAN DIEGO CONVENTION CENTER AND STCCU ARE UP TO THE TASK, WHICH IS

CRITICALLY IMPORTANT, AS WE RELY ON THE SITES FOR EMERGENCY RESPONSES.

SAN DIEGO'S COMMITTED TO NOT ONLY SUPPORTING VERIZON, BUT ALL OF OUR PROVIDERS, SO THEY CAN CONTINUE TO EMPLOY SERVICES RAPIDLY THROUGHOUT OUR ENTIRE CITY.

>> JEREMY: GOOD TO HEAR THAT FROM THE MAYOR.

SHOUTOUT TO SAN DIEGO AND THE WORLD DOING THAT WORK.

MORE WITH KYLE IN A COUPLE MINUTES.

WANT TO GET TO CHRISTY FOR HER UPDATES OF THE DAY.

>> THANKS, JEREMY.

GREAT TO BE HERE WITH ALL THE V TEAMERS AROUND THE WORLD.

COUPLE UPDATES FOR EVERYBODY, WANT TO BUILD ON WHAT I TALKED ABOUT YESTERDAY -- YOU'LL BE GETTING AN UPDATE AFTER TODAY'S BROADCAST, FROM ME, INVITING YOU TO GO BACK TO THE LEARNING PORTAL AND DOUBLE DOWN ON OUR LEARNING FROM HOME INITIATIVE.

SO... YOU'LL BE GETTING A LINK TO GO BACK INTO THE LEARNING PORTAL 2.0 IF YOU HAVEN'T SET UP A PROFILE OR REGISTERED BEFORE, IT'LL GIVE YOU TIPS AND INSTRUCTIONS FOR HOW TO DO THAT AND AS A REMINDER, ONCE YOU'RE IN THERE, WE HAVE AN ENTIRE SET OF COURSE WORK AND THINGS AVAILABLE FOR PEOPLE TO CONTINUE TO GET TRAINING IN THE JOB THEY'RE.

OR TO ENGAGE IN ANY ALTERNATIVE WORK ASSIGNMENT YOU MAY BE STARTING IN.

WE ALSO HAVE LINKEDIN LEARNING AND THE DEGREE CATALOG, OF COURSE, IS AVAILABLE.

AS A REMINDER, I MENTIONED YESTERDAY, FOR THE FIRST TIME, WE ALSO HAVE A WAY TO CONSULT WITH YOU ON CERTIFICATIONS THAT YOU MAY WANT TO REQUIRE FOR YOUR ROLE.

AND... WE'LL REIMBURSE, IN ADDITION TO OUR TUITION REIMBURSEMENT PROGRAM, WE'VE ADDED UP TO TWO CERTIFICATIONS FOR EMPLOYEES PER YEAR.

A LOT OF EXCITEMENT AROUND THAT.

I HOPE YOU'LL FOLLOW-UP WITH THOSE TRIGGERS SO THAT TODAY, WHEN YOU GET THAT MESSAGE, YOU CAN GO ONLINE AND SET UP THAT.

IT REALLY TIES NICELY TO THE NEXT THING I WANT TO HIGHLIGHT AND SHARE.

YOU HEARD FROM RONAN YESTERDAY, ALL THE WORK WE'RE DOING TO CONTINUE TO SUPPORT OUR CUSTOMERS THROUGH RETAIL.

AND... WE'VE GOT OVER 5,000 PEOPLE PIVOTING THIS WEEK, THAT USED TO WORK IN THE STORES THAT, RIGHT NOW, WE'RE DOWN TO ONLY 30% OF THE FOOTPRINT.

TO HONOR THE HOME PROVISIONS, WE HAVE OVER 5,000 PEOPLE PIVOTING TO CUSTOMER SERVICE, GETTING SCALED UP AND TRAINED THIS WEEK.

I WANT TO GIVE A SHOUTOUT TO THIS TEAM, PREVIOUSLY, WE ONLY HAD ABOUT 4,000 PEOPLE WORKING FROM HOME AND NOW WE HAVE 17,000, PLUS ANOTHER 5,000 BEING TRAINED INTO THIS GROUP.

SO... WE'RE NOW DOING 100% WORK FROM HOME, WE'RE LEARNING ALL NEW WAYS OF WORKING.

WE'RE ENGAGING WITH OUR CUSTOMERS, NOT ONLY ON VOICE, BUT WE NOW ADDED CHAT AND MESSAGING.

WE'RE ON TRACK, JEREMY, IN APRIL, TO HAVE OVER 10 MILLION POINTS OF CONTACT WITH OUR CUSTOMERS.

SO... THIS IS AMAZING AND... GETTING TO THOSE BUSINESS AS USUAL, NORMAL CAPABILITY AND PERFORMANCE LEVELS THAT YOU HEARD KYLE MENTION FOR WHAT HE'S DOING WITH GN&T.

A BIG SHOUTOUT TO EVERYTHING THE TEAMS ARE DOING TO BRING THESE KINDS OF STORIES TO LIFE.

WE'LL HEAR MORE TOMORROW FROM TAMI AND VBG AND I'LL BE ABLE TO SHARE SOME OF THEIR STATUS STORIES AS WELL.

AND THEN, FINALLY, I WANT TO ADD MY REMARKS TODAY WITH JUST A REMINDER OF ALL OF THE THINGS AROUND KEY SAFETY AND HEALTH.

WE WANT TO REMIND EVERYBODY, IF YOU HAVE CORONAVIRUS, REACH OUT TO US.

WE HAVE GREAT BENEFITS AROUND THE WORLD.

WE ALSO PARTNERED WITH SYSTEMS HERE IN THE U.S. AND DIFFERENT HR TEAMS AROUND THE COUNTRY TO FOLLOW-UP WITH OUR EMPLOYEES SO THEY CAN GET NURSE CONSULTATION AND ANSWER QUESTIONS ABOUT SOME OF THE THINGS THAT MIGHT BE ON THE EMPLOYEE'S MINDS.

WE HAVE BENEFITS FOR YOU SO THAT YOU'LL BE COMPENSATED FOR UP TO A 26-WEEK LEAVE RELATED TO CORONAVIRUS AND SO... WE WANT TO

REMIND EVERYBODY AT THIS TIME, IT'S SO IMPORTANT TO TAKE CARE OF YOURSELF AND WE'RE HERE TO HELP YOU.

YOU HEARD KYLE MENTION, ALL THE CHANGES WITH DISPATCH, RONAN MENTIONED ALL THE CHANGES WE'VE DONE TO THE RETAIL OPERATIONS, WITH APPOINTMENTS AND SUCH, SO... WHERE WE DO HAVE OUR FIELD FORCE AND RETAIL STORE TEAMS OUT IN THE PUBLIC, NOT WORKING FROM HOME, WE'VE GOT ALL NEW MEASURES, AND COMMUNICATION AND TRAINING GOING THIS WEEK FOR NEW RECOMMENDATIONS BY THE CDC.

JEREMY, YOU'LL HAVE A VIDEO FOR US WITH SOME OF THE SURGEON GENERAL'S NEW TIPS FOR US WITH NEW GUIDELINES THEY'VE COME OUT WITH, THANKS.

>> CERTAINLY WILL.

THANK YOU FOR THE UPDATE, CHRISTY.

WANT TO JUMP OVER TO KYLE NOW WITH QUESTIONS -- I KNOW, KYLE, EARLY ON IN THIS, TALKING ABOUT THE EMPLOYEE SIDE OF THINGS... AND VPN AND ALL THE SYSTEMS THAT WE USE... HOW ARE THOSE SYSTEMS LOOKING AND DOING AND HAVE YOU NOTICED THE LEVELS STILL STAYING THE SAME THERE?

WHAT ARE YOU SEEING?

>> YEAH... I TALKED TO SHANKAR AND GOT SOME DATA FROM THAT.

THINGS ARE STABILIZING.

THE AMOUNT OF USAGE WE HAVE GOING THROUGH VPN, YOU KNOW, IS HUGE, WE'RE ABLE TO HANDLE IT.

WE PUT ENOUGH CAPACITY IN, THINGS ARE WORKING VERY WELL.

WE'RE ALSO LOOKING AT THINGS LIKE... THE TROUBLE COMING INTO THE TROUBLE DESK.

A LOT ARE LIKE BAU-TYPE STUFF.

WHICH IS REALLY GOOD.

WE'RE NOT SEEING REALLY HARD ONE-OFF THINGS WHERE THINGS ARE BROKEN.

THINGS LIKE WEBEX, REALLY GREAT EFFORT BETWEEN THE NETWORK FOLKS AND THE GTS FOLKS AND WORKING WITH CISCO, REALLY TO PUT ENOUGH CAPACITY IN FOR US AND FOR OUR CUSTOMERS.

AND... ACTUALLY, TROUBLE TICKETS THERE ARE BACK TO A NORMAL LEVEL AND WE KEEP IMPROVING SERVICE WITH CISCO.

ON THE ITTS SIDE, ALL THE WORK THEY'RE DOING, THEY CONTINUE TO SUPPORT THE ORGANIZATION, WHILE, ONCE AGAIN... THEY JUST CAME OUT WITH A PRETTY BIG SOFTWARE, UM...

>> JEREMY: WE'LL RECONNECT WITH KYLE IN A MOMENT.

CHRISTY, YOU TALKED ABOUT THE TRAININGS OUT THERE --

>> KYLE: THEY'RE WORKING ON BOTH SIDES OF THE CANDLE, DOING GREAT WORK.

>> JEREMY: WE'RE COMING RIGHT BACK TO YOU, KYLE, HANG ON THERE FOR A MOMENT.

CHRISTY, WHEN WE TALK ABOUT TRAININGS AND WHAT NOT... SOME FOLKS ARE ASKING, IS THERE ONE THEY SPECIFICALLY FOCUS ON?

IS THIS A TIME THEY CAN --

[TALKING SIMULTANEOUSLY]

>> OFFERS THROUGH THEM.

>> CHRISTY: THANKS, JEREMY, THIS IS REALLY EXCITING.

ONE OF THE AREAS WHERE VERIZON IS REALLY A LEADER IS ALL OF THE EMPHASIS WE PLACE ON EMPLOYEE DEVELOPMENT AND... SO... IT'S TIMES LIKE THIS, WHERE IT'LL REALLY SHOW.

WE HAVE ALREADY, A GREAT PLATFORM FOR EMPLOYEES TO BE TRAINING AND SCALING FOR THEIR ROLES, NOW, WHILE WE'RE IN THIS RESPONSE OF THIS NEW WORK STATE WHERE SO MANY OF US ARE WORKING FROM HOME, PICKING UP NEW RESPONSIBILITIES, WE WANT TO REMIND EVERYBODY TO GO OUT AND TAKE ADDITIONAL TRAINING TO LEARN WHAT TO DO IN THEIR JOBS OR PICK UP SKILLS THAT COULD APPLY TO OTHER ROLES.

SO... THERE'LL BE GUIDANCE AND ADVISING IN THERE AND A PLACE THEY CAN ASK QUESTIONS AND WE CURATE AND HAVE RECOMMENDED CURRICULUMS FOR VARIOUS ROLES.

SO... I THINK ALL OF THOSE THINGS CAN BE ANSWERED FOR FOLKS AND IF YOU DON'T FIND THE ANSWER, POP IT IN THE ASK CHRISTY BOX.

THAT'LL HELP US UPDATE THE LEARNING PORTAL SO YOU CAN EASILY FIND THOSE ANSWERS.

>> JEREMY: THANK YOU FOR THAT, CHRISTY.

SOMEONE ON TWITTER IS SAYING USED THE ASK BUTTON YESTERDAY AND GOT A RESPONSE RIGHT AWAY.

SO... THANKS TO YOU AND YOUR TEAM DOING THAT WORK.

KYLE, ONE QUICK FOLLOW-UP FOR YOU HERE -- FOR FOLKS WHO ARE WATCHING IN THE FIELD RIGHT NOW OR... COS OR FOLKS WORKING FROM HOME.

WHAT'S THE ONE THING YOU WANT THEM TO KNOW ABOUT THE JOB THEY'RE DOING RIGHT NOW?

>> KYLE: FIRST... THEY'RE DOING CRITICAL WORK.

YOU SEE ALL THESE STORIES THAT WE JUST HEARD ABOUT, PEOPLE ARE RELYING, SOCIETY'S RELYING ON US.

WE'RE DOING, WE'RE DOING THE WORK TO REALLY HELP SOCIETY MOVE ALONG.

NOW... WE NEED TO DO THAT, BUT WE ALSO NEED TO BE SAFE.

SAFETY IS NUMBER ONE.

MAKE SURE WE'RE FOLLOWING ALL THE CDC GUIDELINES, THEY'RE ON THE WEBSITE.

YOU KNOW... IF YOU RUN INTO A SITUATION WHERE YOU THINK SOMETHING ISN'T RIGHT OR NOT SAFE, MAKE SURE YOU CALL YOUR SUPERVISOR.

MAKE SURE YOU TALK TO PEOPLE AND SO... WE CAN ALWAYS MAKE THE RIGHT DECISIONS.

BEING SAFE IS, YOU KNOW... JOB ONE AND THEN, RIGHT BEHIND THAT IS MAKING SURE WE'RE HERE FOR OUR CUSTOMERS IN SOCIETY.

I'M ALSO VERY HAPPY THAT THE REASON I CUT OUT THERE -- OUR SECURITY REGIMEN IS FULLY IN PLACE THERE.

I NEEDED TO LOG BACK IN -- SO... THAT'S ALWAYS GOOD TO SEE TOO.

PLEASE STAY SAFE.

SAFETY, SAFETY, SAFETY, NUMBER ONE.

>> JEREMY: ONE QUICK FOLLOW-UP FOR YOU, FROM TWITTER, AN ANALYST, WE'VE GOT PEOPLE WATCHING US FROM ALL AROUND THE WORLD HERE.

NOT ONLY OUR OWN EMPLOYEES.

BUT... HAS THE BUSY HOUR SHIFTED OR EXTENDED AT ALL IN HOW YOU SEE NETWORK TRAFFIC?

>> KYLE: WHAT HAPPENS, IT'S ALMOST LIKE THE USAGE PATTERN ON THE, ON MANY OF OUR NETWORKS IS ALMOST LIKE A SINE WAVE.

3:00 IN THE MORNING, NOT MUCH USE, OVER THE DAY IT RAMPS, RAMPS.
AROUND 8:00 OR 9:00, THAT'S THE PEAK TIME.

BUT WHAT WE'VE SEEN NOW, INTERESTINGLY, IS THE PEAKS -- IT
STARTS RAMPING UP LATER IN THE MORNING.

THAT, TO ME, SAYS PEOPLE ARE AT HOME, THEY MAY BE SLEEPING IN A
LITTLE BIT LONGER AND SO... THEY'RE NOT DRIVING AND THEN THEY
HOP ON THEIR WEBEX AND THEN WE START SEEING MARKET INCREASE IN
THE DIFFERENCE BETWEEN WHAT A NORMAL DAY WOULD BE AND WHERE WE
JUMP TO.

ALMOST LIKE 100% AND STAY EVEN THROUGH THE WHOLE DAY.

THERE'S A REALLY DRAMATIC DIFFERENCE IN THE USAGE SHIFT AS A
RESULT OF EVERYBODY WORKING AT HOME.

>> JEREMY: I CAN IMAGINE.

I WAS TALKING TO MY NEIGHBOR LAST NIGHT, A VERIZON FIOS
CUSTOMER, I MIGHT ADD.

I WAS TALKING TO HIM ABOUT HIS DAY AND HE REFLECTED ON THAT AS
WELL.

THANKS FOR THE NETWORK AND ENGINEERING LESSONS TODAY AND THE
BREAK DOWN.

CHRISTY, THANK YOU AS WELL.

WANT TO HEAD TO HANS FOR HIS FINAL THOUGHTS AS WE START WRAPPING
UP.

>> HANS: WAS JUST REFLECTING ON WHAT KYLE SAID AND... WE CANNOT
BE V TEAMERS AND NOT WORK FROM HOME AS A COMPANY.

WHAT I HEARD FROM KYLE TODAY IS SO REASSURING ABOUT HOW
IMPORTANT THE WORK IS IN OUR NETWORK.

AND HOW FOCUSED WE ARE ON SAFETY FIRST AND STILL BEING ABLE TO
DO EVERYTHING WE DO WITHIN THE NETWORK.

IT'S JUST AMAZING.

IT ALSO TELLS ME THAT BOTH THE IP AND NETWORK IS SO CRUCIAL FOR
OUR COMPANY AND IS SO CRUCIAL RIGHT NOW.

IF YOU UNDERSTAND THE NUMBERS OF THE CHANGES IN THE
NETWORKS -- THE PATHS ARE SO LARGE.

OUR NETWORK IS SO LARGE.

FOR ME, IT'S HARD TO UNDERSTAND.

THAT WE'RE ACTUALLY MANAGING, BUT... IT'S ALSO THE ROLE THAT VERIZON HAS THE LAST FIVE OR TEN YEARS.

PUTTING NETWORK AT THE NUMBER ONE STRATEGY AND I'M, I'M PROUD OF THAT.

I'M PROUD OF THE TEAM WORKING IN NETWORK TECHNOLOGY AND IT TO BE ABLE TO COPE WITH ALL OF THAT.

ALL OF THAT, SO... A BIG THANK YOU FROM THE -- I TRAFFIC EVERYONE WORKING FOR THE -- FOR VERIZON TODAY, IT REALLY GIVES ME SOME GOOD INSIGHTS, HOW HARD THE WORK IS AND HOW GREAT WE'RE DOING.

MY SUMMARY IS, STAY SAFE OUT THERE.

CONTINUE TO BE INNOVATIVE.

CREATIVE... AND I TOLD ALL THE LEADERS OF VERIZON, WE ARE NOW OPERATING ON A PLAY BOOK THAT DOESN'T EXIST, BECAUSE... THIS IS A PANDEMIC AND A CRISIS WE'VE NEVER SEEN BEFORE, BOTH FROM A HUMAN POINT OF VIEW, FROM A FINANCIAL POINT OF VIEW IN THE MARKET, AND... FOR PEOPLE.

AND... HOW DIFFERENT COMPANIES ARE ACTING THAT.

MEANS THE PLAY BOOK WILL BE DIFFERENT AND THAT'S HOW LEADERS NEED TO THINK RIGHT NOW.

AND I'M GOING TO CONTINUE TO WORK WITH ALL THE LEADERS TO SEE THAT THEY ARE STEPPING UP, WHICH I THINK THEY HAVE DONE TREMENDOUSLY, BUT WE NEED TO CONTINUE AS LEADERS AS A COMPANY, AS A GREAT EMPLOYER AND IN THOSE AREAS.

AND REMEMBER, ALSO... WE HAVE THE PULSE RESULTS OUT THERE YOU CAN SHARE WITH YOUR TEAM AND DISCUSS.

WE'RE WORKING IN A TOTALLY DIFFERENT WAY, BUT IT'S GREAT TO HEAR FROM SO MANY DIFFERENT ORGANIZATIONS OF THE COMPANY, THAT WE ARE CONTINUING TO WORK BAU IN THIS TIME AS WE'RE DELIVERING, BUT IN A DIFFERENT WAY.

SO MANY PEOPLE DOING DIFFERENT TASKS AND SUPPORTING THE COURSE WE HAVE AND THE MISSION WE HAVE.

SO... I JUST WANT TO END, THANK YOU ALL FOR DOING THAT.

IT'S AN AMAZING WORK YOU'RE DOING, GUYS AND... STAY SAFE, ALL V TEAMERS AND THE WIDER COMMUNITY OF V TEAMERS.

JEREMY, BACK TO YOU.

>> JEREMY: THANK YOU, HANS.

DEFINITELY SOME PROUD MEN AND WOMEN OUT THERE WHO ARE SUPPORTING THE V TEAM RIGHT NOW.

HATS OFF TO THEM, DOING THE JOB DAY IN AND DAY OUT.

A NUMBER EARLIER -- MILLIONS OF CONNECTIONS THAT WE'VE HAD TO HELP OUR CUSTOMERS IN NEED AND THAT'S JUST INCREDIBLE.

IF YOU HAVEN'T TALKED TO SOMEONE IN AWHILE, NOW'S YOUR CHANCE TO GIVE THEM A CALL, GIVE THEM A RING.

SLIDE INTO THEIR DMS AND SAY HELLO.

I WANT TO END ON THIS TODAY, A REMINDER FROM OUR SURGEON GENERAL.

HOW YOU CAN TAKE SOME COMMON ITEMS AROUND YOUR HOUSE, YOU KNOW... IT'S IMPORTANT FOR US TO, TO HELP FLATTEN THE CURVE WITH EVERYTHING WE'RE DOING.

IF YOU HAVE TO GO OUT FOR SOMETHING, TO WEAR A FACEMASK AND HERE'S JUST A RECOMMENDATION ON HOW TO DO IT.

WE'LL BE BACK WITH YOU AGAIN TOMORROW, NOON EASTERN.

HAVE A GOOD DAY.

UNTIL THEN, YOU'RE UP TO SPEED.

>> HERE'S HOW YOU CAN MAKE YOUR OWN FACE COVERING IN A FEW EASY STEPS WITH ITEMS YOU CAN FIND AROUND THE HOUSE LIKE AN OLD SCARF, BANDANA OR HAND TOWEL OR MAKE A FACE COVERING OUT OF AN OLD T-SHIRT.

>> FOLD IT TO THE MIDDLE FROM THE BOTTOM.

FOLD IT TO THE MIDDLE FROM THE TOP.

FOLD IT AGAIN TO THE MIDDLE FROM THE BOTTOM AND AGAIN FROM THE TOP AND THEN, TWO RUBBERS BANDS.

ONE-ON-ONE SIDE.

AND ONE ON THE OTHER SIDE.

THEN YOU FOLD EITHER SIDE TO THE MIDDLE AND YOU HAVE YOURSELF CLOTH FACE COVERING.

IT'S THAT EASY.