

VERIZON  
UP TO SPEED LIVE  
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>> Network has to be prepared to absorb whatever is going to come its way.  
>> Make sure that the network is working all the time.  
>> We are constantly looking at it and monitoring. Take that responsibility very seriously.  
>> The work we do is whenever we see a customer able to communicate back to their loved ones.  
>> That's why we do what we do.  
>> We relentlessly committed to the network. America can stay connected to work, school and most importantly to each other.  
>> Most people of Verizon as a reliable phone company.  
>> The business we are reliable partner.  
>> We were engineers.  
>> Proud 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 operation with software based technologies.  
>> Even build AI into the customer experiences.  
>> We also keep them ready for the next big opportunities.  
>> Like 5G. Going to make things just incredible.  
>> Almost all of the Fortune 500 partner with us.  
>> Plus thousands of other companies of all sizes.  
>> No matter what business you are in, digital transformation never stops.  
>> Verizon keeps business ready.  
>> My name is Jonathan and I work for Verizon. I get how important it is to stay connected.  
>> We are connecting with people. We are offering them solutions.  
>> Customers can do what they need to do whenever they need do it on-line.  
>> Because it gives customers the ability to not come in to the store.

They can simply tap and swipe.

>> Something they can use wherever they are.

>> We care about keeping you safe.

>> At Verizon, we are here and we are ready. We were open 24/7 on-line. You can keep managing everything from home and the Verizon apps and Verizon.com.

>> Hello, good morning, good evening, and good afternoon to folks around the world and across the states as we are here for another edition of up to speed live today. Quick run down of what we are talking about as we get to an update from Hans. Tami Erwin will give us an update on how that team is doing and we will have a special guest from the national domestic hotline. Katie Ray-Jones, talking to Tami about the current situation and how folks can get help when they need it. So a lot going on today. I want to jump to Hans first for the latest. Good afternoon, Hans. How are you?

>> Good afternoon, good morning, good night. All of the V-teamers around the globe. Great to be with you today as usual. And a couple of things, we continue with the mission in this pandemic crisis that we see around the globe with the focusing on the safety and health of all of us and our extended family. Is that our number one priority. And the second priority is the customers that are relying on our infrastructure that is so important and Tami will be on later on talking about it and hearing how important and how great to our customers are for that.

On the side, I want to remind you and we will talk about where this week we rolled out new safer and better when it comes to our people on the front lines.

Pay attention to that and how we continue to evolve.

On the network side and the customer side, first of all I have a message. I spoke to one of the largest core manufacturers CEOs in the world earlier today and when I told him that we are doing this at noon every day, he said he had a special message to the Verizon employees and that was that he is so thankful for their amazing work you are doing for them in the time where they are in many chances or -- they need to shut down factories and all of that. So that your team has been fantastic to bring the network up and see that we can work every day here and continue to see that work connected. So a big thank you and it's very grateful for me to get that. I have nothing to do with it. It's all you out there that is doing this work. And I know the hard work you are doing in these times are a balance between the challenges that we have, all of us.

On the network side we have a network release today. We are updating it. Interesting in the network report today is that we are sort of coming to a plateau of usage. We have grown and gaming is up 115% since the outbreak of this pandemic. VPN is up 50%. All of -- and call meetings are up 50%. This week we see a decline. We see a decline on the VPN at 5%. We see usage on voice call down 5%. Social networks down 8%. It tells me that sort of we are stabilizing how the usage of the network are. Of course, with remonitoring the network 24/7 and the team is doing amazing work to patch up where -- catch up some of the capacity constraints. The network is holding up fantastic. Thanks to the V teamers and our team to see that this hangs together as was mentioned some important of that delivery. All of the companies is doing enormously important work.

That's the highlight from the network report today. Interesting to see that we -- with those spikes we are seeing, we are seeing a plateau of the uses of the network and that goes for fiber and for the fixed and the wireless.

Interesting thing, what is really growing is the video on demand and the FiOS has continued growth on that. We see a 38% up on the video on demand people are ramping their move -- are renting their movies or favorite series at this time. It happens in all including mine.

Finally I want to mention we came out with the next step for pay it forward live. I talked about what happened on Tuesday. I want to talk about the importance of that event and why we are doing it. I announced that Alicia Keyes is on tonight. At 8:00. For those who like her and her music, I want to support small and medium businesses tonight at 8:00 is the time.

That's a quick summary of what we are seeing.

>> Thank you so much. Alicia Keyes, big fan. Saw her a couple of summers ago. I can't wait to see that tonight.

Next we will talk about people that we are helping connect and before we get to Tami I want to share this video. We support a lot of government agencies, military agencies, very important job they are

doing today. When we get a call from them we obviously spring into action and see how we did that earlier this week and over the weekend. >> NORTHCOM has been a customer of mine since I have been with Verizon. And always, always on the forefront of disaster response for North America.

>> This past Saturday we received a request from U.S. north COM for hundreds of devices which usually isn't abnormal request for them, but the timing of this request was very unusual. They wanted these devices within 24 hours on Sunday afternoon to start their deployment in New York City to get these to their medical first responders.

>> My initial reaction was I wasn't sure how this was going to happen because we typically after the cutoff our process is typically shipped the next day which means the product wouldn't physically shipped until Monday.

>> We had to improvise and find points of contact within Verizon to see if this would even be possible. The initial request came in around 1600 eastern time on Saturday by 2100 we had completed all of the orders.

>> We figured out that if we can get somebody from the distribution center to go in on a Sunday, that they could pull the orders. The other issue there is that who is going to deliver them because the distribution centers in Pennsylvania when the customer needs these devices in New York.

>> The national guard to come on site and pick up the devices which is something that we typically don't do. We don't typically have a customer come on site. So due to the nature of the situation and everything, we wanted to do right by the customer. We came in Sunday morning, had them ready by 11:30. And the national guard soldiers did an inventory to make sure that they had everything that was ordered and once it was, they verified they received everything and they were on their way back to fort Dicks.

>> I deal with logistics in the marines and this touched home with me and brought me back to what I experienced when I was on active duty.

>> I think at one point in the process we were told that it would take an act of God to get devices delivered and activated and working on a Sunday. I think it just shows that the Verizon team kind of came together and everybody had a common goal.

>> We have a higher calling when it comes to working at Verizon and the customers that we work for. This exercise on a Saturday afternoon and through the night and into Sunday morning absolutely showcases how the V-teamers come together and do what a lot of people thought was impossible to make happen for our military and serving those people who serve.

>> There you go again. Making it work whatever it takes and making the impossible possible. I want to bring Tami Erwin into the

conversation. She leads the Verizon business group. A lot of emphasis on the work that they are doing to date. Tami, good afternoon.

>> Great video. So well said. We have a higher calling when it comes to serving customers. If there is ever a line in our credo that is so applicable, team work enables us to serve customers faster and better. I'm convinced that our V-teamers don't know the word "no." They normally say, let me figure it out.

Hans acknowledged a big car manufacturer. Their appreciation. The gratitude, the incredible gratitude our customers around the world feel for the connectivity that we are providing them. We are changing the way people can live, work and play. And we are essential to core connectivity and enabling the life saving work is that going on and serving those that do serve.

Week four in the U.S. and day 70 around the globe as we think about how do we work differently. There are so many great stories. Let me share a few because I think the story really says it all when we begin to see how do we serve our customers. You heard from north COM and the team. Great video. Thank you for making sure national guard could get those devices and be dispatched where they needed to be. So many examples. Northwell health is another great example. New testing station that's been set up for expectant mothers so that they can safely be tested. Walter Reed where we set up accelerated connectivity so we can do vaccine research. Or Tennessee emergency management agency, the governor there said I need a hotline. I need a call center. There was no way to set up a call center but we took all of the capability of our one talk product and said, we can use the auto receptionist. We can use the Hunt group. Creating real creativity. Necessity oftentimes becomes the mother of invention and creativity and our teams are finding ways to do that on behalf of customers.

Jeremy, another example where we are serving customers in a way that I think is impressive is our Verizon response team. We know that we had a Verizon response team that has reacted to request across the nation and around the world. And specifically now we have the DRT team dispatched into 31 states and Washington, D.C., with 270 unique different engagements. Pop up health care facilities, drive through COVID testing, quarantine facilities on military bases. Everywhere they are being asked to be and are showing up on behalf of our

customers.

The one word we hear from customers is they are so grateful.

One of the things that I love when I think about the creativity of our V-teamers we are beginning to move from really how we react and respond to how do we rebound? How do we learn to do things differently? And there are three really great examples right now that I'm seeing. First is our VPS team. They are hosting a virtual summit next week with 250 of their top customers. And they are planning for continued growth in their business. That should have been a conference where people came together for two or three days. They doing it virtually so they can continue to move the business forward.

Our small business team, we talked a lot about small business team so directly impacted by COVID-19. Our teams, our marketing teams hosted a webinar seminar for small businesses. In the first hour sending out that invitation, we had 2,000 people registered. We had 5,000 businesses attend that conference yesterday. The rating was 4.8 out of five. So when you think about the content, this is helping businesses know what they need to do in a crisis. We weren't pitching Verizon. We were telling them what's required and being there as their partner of choice. They know Verizon is the partner of choice. We were helping to guide them as partners.

Then another 2,000 downloads after the fact. If I condition the theme of small business and pay it forward, I couldn't be more appreciative and proud of the way Diego and the team have built the pay it forward. Hans acknowledged Alicia Keyes tonight. Tell you what I love. 55,000 small businesses have applied for the grant that we are enabling because of pay it forward. So we will enjoy the entertainment. We are enabling those small businesses to get the cash they need to continue to move their businesses forward. And that's what pay it forward is all about.

Then if I think about feeding our front lines, we are about ten days into that program. If there was ever a time we should be feeding the front line and health care workers is the crisis and the crux of the crisis we are seeing and to be able to provide meals in New York City no those hospitals and keep restaurants in business, goodwill and appreciation we are getting from those health care providers can't

be expressed in words. I'm incredibly grateful.

I do believe we will go from a phase of reacting and responding to rebounding as we heard in the different ways that we are imagining how business can be done. To really beginning to reimagine how we serve customers different. How we work differently as V-teamers as we come through this. I'm confident we will do that.

I want to share with you today, speaking of reimaging, a great story of a video. Speaks about one of our V-teamers, Charlotte Smith, out of our rolling meadows call center. She may be a customer service rep during the day but found a way to do virtual volunteering. Talk about reimaging.

Let's run that video.

>> My name is Charlotte Smith. I'm a customer service advocate in rolling meadows, Illinois. I'm working at home. I have volunteered through Verizon for the crisis text line. When I follow the e-mail from Verizon, it was regard to the volunteer opportunities. And I think one of the last ones in there was a crisis tech line. What is that? That's something I would do and oh, my God. This is great. The crisis text line supports individuals of all ages that are in crisis. Issues anywhere from domestic violence, suicidal or having suicidal thoughts to just very, very depressed and come from anxiety issues.

Then the goal is to help them as much to calm down from where they are at so they can rationally think and then come up with strategies and other ways to deal with the circumstances they are in typically I would get off of work and hop on around 9:00, 9:30 and sometimes even 10:00 and I will stay on as well. It's really picked up during the pandemic. I want it support those people during this crisis. A lot of the people I talk to, they find this as a valuable tool because they feel like they burn out their support system.

Burn out their family and burn out their friends.

You are being that support system for them. When they need it the most. I can't solve every single problem, but I can be there to support somebody. Sometimes it's the most charity you can.

Do you don't know you might have helped somebody.

>> Okay, way to go Charlotte.

Great way of reimaging volunteering. We said a lot of times talking about how do we protect employees? How do we protect those that are part of the Verizon family? We are living in really uncertain times where there is a lot of volatility, a lot of grief, there is a lot of anxiety and a lot of stress. And I want to shift gears here a little

bit and talk about something that Verizon is known for and that is education and prevention of domestic violence. That's a topic that for me hits really close to home. I had a grandmother who was the victim of domestic violence. She raised eight incredible kids and found a way to live a healthy life. But because it was -- she found resources that could help her. And you know, when we think about more and more people being at home that seems like a good thing. Oftentimes domestic violence situation being at home with an abuser creates an increase in domestic violence. I want to take a minute today to put a spotlight on domestic violence. We know that it impacts one in three families. We know that in stressful situations domestic violence is heightened. And I'm really proud of the work that Verizon has done over the years and really supporting the education and prevention of domestic violence and helping with victims. We made another \$350,000 donation to domestic violence organizations around the world. I'm proud of that.

What I want to do this morning is acknowledge a woman who does a lot of great work. Katie Ray Jones is the CEO of the domestic violence hotline. We gave this organization \$100,000 donation. She was incredibly grateful. I asked Katy to join us today to tell us about what she does and what we should be thinking about during these moments of stress and anxiety. Katie Ray-Jones, thank you for joining us. >> I say how grateful the hotline is to have the life changing support from Verizon who has been a long time partner of ours. As we think about what Tami said in the homes are being impacted, you might say what could I be doing. If you aren't in a position to volunteer on a crisis text line. Most of us know that there are somebody in silence and our gut tells us something doesn't seem right. If you suspect someone might be in an abusive relationship. Contact the national domestic hotline and speak with one of our advocates about how you might be able to support someone. We know that right now isolation is one of the strongest tactics that users use in abusive relationships. Something that you can do is to schedule time to check in with that person just to say hello. Reminds them how brave they are, gracious they are and they are a strong individual and encourage them to engage in self-care such as walking, exercise and taking a longer shower so they can have time away from their abusive partner. Then finally it's important to cultivate hope with individuals right now. If you are wondering the best ways to do that you can again visit our website at the hotline.org. Or call the domestic hotline to get specific tip for that individual.

>> Katie, thank you so very much for the work you and the team do and thank you for joining us today to remind us of how real this is. And



also to remind us that we don't need to suffer alone. That we do have resources that are available. I'm proud of the work Verizon has done and I appreciate you joining us and having that conversation today. Charlotte, thank you for the great work you are doing in virtual volunteering. Reminding all of us that we can do that virtual volunteering that's a distraction from the anxiety we are feeling. I'm also proud of the opportunity that we have to give back to these organizations that are really helping to educate and prevent domestic violence. So thank you.

Jeremy, I'm going to turn it back to you and say thank you. You remind us every day to reach out to a friend, to connect with someone we love. To waive to our neighbor because it is that kind of connectivity that will help get us through this as a Verizon family. Thank you. Jeremy, back to you.

>> Thank you so much. Katie, thank you for joining us again. That number if people need help at this time, folks can visit the [hotline.org](http://hotline.org). Or they can always call 1-800-799-7233 for assistance. And should also mention now part of our employee relief fund is supporting those V-teamers that are victims of domestic violence. It's provides assistance to those folks and people facing hardships and determine if they are eligible for program assistance and apply on-line for that. I should mention that national domestic hotline is one of the organizations that we have opened up our -- to our disaster relief incentive program. For every dollar donated to these organizations up to 1,000 we will do a two for one match so that keep that in mind as this rolls on and how we can help folks.

Switching gears now to Christy. Good afternoon. Updates -- that's why you are joining us. Your update for us today, please.

>> Thanks, Jeremy. And I just want to thank my other presenters today. What a great information and ways that all of us can stay connected and be helping out in this crisis. I have a couple of updates for today. First is with regard to face covering. You heard earlier this week from Joe Russo and Kevin and myself and others that the CDC and the number of leaders around the country and other parts of the world have to just do that. We will begin to have taste coverings as an additional measure to help with the provisions to curtail the spread of coronavirus. For our V-teamers that have to leave the home for work, with very been working on procuring and providing face covers. I wanted to highlight that yesterday our first shipment of the face covers was distributed to our field to employees. Another shipment is arriving today and will be distributed to additional employees

throughout and we expect to have that completed by Friday. Full-court press. Working on that and just a reminder we continue to monitor all of the recommendations from the CDC and the World Health Organization. We are always updating our safety and health practicing including that on our web page. And really trying to stay ahead of any of those guidance for our employees and safety and health.

Second, I want to echo everything you heard today from Tami, all of those great examples of the new ways in working that the VBG team has pivoted and great examples from retail and consumer earlier this week and we highlighted what they were doing yesterday. I want to give a shout out a few days later we heard from Kyle and we know about the things that Kevin and Gina's teams are doing to completely change the way our feel technicians and front line folks are dealing with our customers and using new tools to service the accounts in remote ways or from the curbside or health side to home. Just continuing to drive all of these agility and teamwork and finding new ways of working because that's what we have to do right now.

With that, I would just close with, please send any questions to the ask Christy mailbox. Check our COVID web page for updates. We fielded over 2,000 questions now and getting our responses back to you within 24 hours. So thank you for that. And please go hit the volunteer portal and find other ways that you can contribute because you just saw how powerful it was for the people that shared their stories with us today.

>> Thank you so much. And a good reminder wave we can do. And all of these stories we are sharing and everything we are talking about is available at inside Verizon.com and the inside Verizon app and the VP web. We are giving people all of that information. I want to thank Tami and a Katie for joining us today as well. We will keep sharing those stories as we go along.

Now I want to turn it over to Hans for his final thoughts today. Hans.  
>> Thank you. So first of all, thank Tammy to bring up this important thing with domestic violence. We also know that Craig just sent out a log a week ago around how much more internet usage we are doing right now. And our control on the system is important. I myself work with the foundation which is the most vulnerable children of these times that are abused. I think the help here and seeing that we are -- and I think getting the information how to deal with it and then of course it's great to see that our volunteering is working out well. That

the V-teamers are coming in and supporting the society when it's most needed. It's not surprising to me. Just great to see that we are doing it.

And thanks to all of the V-teamers for everything you are doing. You are hearing about the things that we are doing and delivering to our customers and that is always important at this time and hear being the precautions that we need to take for our V-teamers and for our friends, families at these times. This is an unprecedented situation. I'm not sure how many times I've said it before, but it is and it's extremely sensitive situation. We need to take care of each other and be extremely cautious for the pandemic that is spreading. And as Christy said many times, reach out to her if there are any questions, whatever. We are supporting you 24/7. All that you need to ask or for anything else and no questions that you can't ask during these times and we can see that on the ask Christy portal coming in. Re-enforce that communicate. Connect. See that you are supporting each other during these times because many of us work from home, even moving between rooms. Because things are happening in the house. Have that understanding and support each other and connect. By that, I will give it back to you, Jeremy.

>> Thank you for the reminder there and I was wondering where you were going in the middle of the broadcast today. I didn't know what was going to happen next. The movement there. And quick reminder, reach out to those folks you know and just to show how quickly these things change and move, during the broadcast I got word that team that was supporting NORAD and north COM they had an additional update. This he to get additional iPad to folks and in four hours they were able to activate those and get them out to folks. These folks are moving lightning fast and hats off to these folks.

Want to transition to what's coming up tonight and this weekend. First slide, don't forget this Saturday April 11th. Is that Saturday, yeah, 4:00 p.m. eastern Yahoo! sports on the Yahoo! sports mobile app and Yahoo! sports.com. The sports foundation are going through the week to keep playing first of its kind live event bringing together some of the most iconic women in professional sports. Our young athletes during the crisis. A lot of story telling and sharing about how to get through these times. And then like Hans mentioned, tonight, 8:00 p.m. eastern, 5:00 p.m. Pacific Alicia Keyes goes live on the Verizon handle as well as FiOS channel 1. If we couldn't leave our homes let's support the small businesses. Our house now, who can we order out tonight to enjoy our Thursday night game night with our

friends. And remind you again, reach out to those you haven't heard and reach out to those you talk to every day. Tell them you are thinking about them. We will be back with you again tomorrow. Until next time, you are up to speed.

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