

Verizon Up To Speed LIVE
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- >> Most people think of Verizon as a reliable phone company.
 - >> But the businesses, we're a reliable partner.
 - >> We're engineers.
 - >> Cloud architects.
 - >> Developers.
 - >> Data scientists.
 - >> We keep companies ready for what's next.
 - >> We do things like protect their data.
 - >> With security built right into their business.
 - >> We virtualize their operations with software-based network technologies.
 - >> Even build AI into the customer experiences.
 - >> We also are ready for the next big opportunities.
 - >> Like 5G.
 - >> It's going to make things just incredible.
 - >> Almost all the Fortune 500s 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.
 - >> The network has to be prepared to absorb whatever it going to come its way.
 - >> We're always ready.
 - >> Make sure the network is ready all the time.
 - >> We're constantly looking at it, constantly monitoring.
 - >> We take it very seriously.
 - >> The most rewarding thing is whenever we see a customer able to communicate back to their loved ones.
 - >> That is why we do what we do.
 - >> We are relentlessly committed to the network.
- So in times like this America can stay connected to work, school and most importantly, to each other.
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>> Hello, good afternoon, good morning and good evening to folks joining us here.
We are on Monday, April 13th opinion had to do a quick check there for the day that we are currently in.
I appreciate you joining us each day here for the live edition of "up to speed." We'll get updates from Hans and Christy.

Reminder, if you have any questions, you can always send them to us at live@Verizon.com.

I'm monitoring those as they come in.

So I want to get right to the updates starting with Hans.

Hans, how was your weekend and what's new in your world, sir?

>> HANS: Hey, Jeremy, hi, all V-teamers.

I think I had a pretty good weekend.

I tried to get some exercise, of course, and you get energy to go into this week, continue on the fourth or fifth or seventh week, wherever you are in the world on this quarantine and this unprecedented situation that we have all around the world.

First of all, to all the V-teamers, thanks for all the great work you're doing.

And also with our V-teamers, we are supporting them as good as we can.

Chris and the team is always there, as you know.

Our mission is to keep our employees safe and healthy.

That's so important to us, and we continue to innovate.

We talked last week a lot about the maps.

That is so needed and that we up our game even more to be as cautious as we can be.

I think our supply chain team has done a terrific job to get them out, balancing that also with the need that the healthcare workers need especially here in the U.S. to see that they also get their fair share.

So I think we're doing that fine and seeing that we are protecting our employees but also seeing that the rest of society is actually protected because it's a wide challenge for all of us in these times.

When it comes to the network, continuing to keep that up.

I think we've done a great job.

There is, of course, here in the U.S. some ongoing tornadoes which have made some damages.

The network is standing up.

There are also lots of other things that is happening to the network at the same time.

But I have to say our engineers and the whole network team and I.T. team is doing a great job.

Just one highlight that we have today.

We continue to innovate to keep our employees safe and healthy.

We have innovated how we deliver products, but now we're also starting to innovate how we deliver to households.

As you know, we are not doing installation in home.

But we can do outdoor.

Now, we have innovated so our customers can actually do the installation themselves instead of our technicians going in.

And I think, again, it's a continuation of our innovation in this situation to think about our employees.

At the same time, thinking about our customers and seeing that they actually are having communication in times of this when it's of essence for all of us.

Secondly, our furthermore, I would say we also have had a couple of great social contributions.

The Yahoo! Sports this weekend, great participation and also sports stars talking about

how you keep up during the COVID-19 as a sports person.

But we also had on Thursday last week the play it forward which was the best viewed play it forward so far.

4.5 million livestreams.

So this is just continuing where more platforms and, of course, we're very proud of our Yahoo! Team that is doing a great job with their platform.

So all in all, we continue the progress.

Christy's going to talk a little bit how we as a leadership continue to think about the future, how we roll out and think about next phases of this unprecedented situation across the globe.

So with that, Jeremy, I'll hand it back to you.

>> JEREMY: Hans, thanks so much.

Teams are keeping a close eye on those storms as they rolled throughout the southeast and out the Mid-Atlantic.

There's my weatherman impersonation for the day for everybody.

Always keep a close eye on those things happening.

Now I want to get over to Christy to get updates from her on this Monday midday.

Christy, how are you?

>> CHRISTY: I'm good.

Thanks so much, Jeremy, and great to be talking to the V-teamers around the world today.

A couple things I wanted to highlight is really anchored in a lot of questions we get from many of you out there, which is, you know, where are we, and how do we go from here, and when do we get back to normal?

I thought I would just share a little bit of a framework for how we're thinking about this as a leadership team, as a company.

I think we feel like there's phases.

The first phase is really responding to the crisis.

And that was standing up our emergency operations center, putting in place all of the policies that we needed to be able to manage the COVID-19 cases, getting our employees shifted en masse to work at home wherever possible, and we continue to have those routines every day, multiple time a day check-ins with the various crisis response that work throughout the day with Joe Russo and myself.

We continue that process.

But in addition, over the last two weeks and now continuing forward, we've really turned our attention to say we're now in a second phase of this crisis response, which is sort of an adjusted state.

We've moved 115,000 of our employees to work at home.

We've modified our practices for the parts of the company that we can't conduct from home, and so now we're really focused on how do we, in this adjusted state, begin to deliver on our typical business as usual performance metrics, and what are ways we can continue to try to improve the concept and innovation to do our work in ways that can continue to support the customers, keep people connected, drive the business as well as keep our people safe in the coronavirus crisis.

And then as a third phase which is when we believe that our regions of the world and business environments will return to pre-COVID circumstances.

And we're beginning to see parts of the world, in particular China, beginning to try to understand what that looks like and engage in dialogue around reorganizing parts of their economy and business in communities that have been closed.

And so for us, one of the things we want to highlight is that we will be in all three of phases at any given time for the foreseeable future until, as a world, we have a complete solution for the pandemic.

What I want to highlight today for the majority of us, we're really in this adjusted state. And what that means is we're really focusing on partnering with your leaders and all of the employees to find new ways of delivering and driving our business while we have to change our practices.

So just some great highlights you've heard over the last week or so with leaders like Tammy and Ronan and Kyle that were with us last week and previously Krista and Kevin and Wendy Tashetta who have been sharing ways in which they're continuing to drive their business forward.

As you heard from Hans, the networks are still performing really well and we've found a new way to support our customers.

I'm going to ask the team to play a video to showcase new ways of how our networking is working.

>> We have customers working from home, we have kids learning remotely and people just want to stay connected with their friends and family.

>> Due to the dangers of COVID-19, we're attempting to resolve all of our customers' issues from outside of the home or business.

>> So today this customer reported an issue with their Internet and TV service.

I sent the customer a text message.

They hit the link, accept the terms, that's it.

We're connected.

The customer doesn't need to download an app or anything.

It's that quick.

>> It utilizes the camera so that I can see what the customer sees.

>> Okay.

Yeah, looks like your router is out of service right now.

>> Yeah.

>> So your Internet is not working right now.

>> No.

>> It does look like your battery backup is not running.

She showed me her router.

I saw none of the lights were on on it.

She told me the battery backup needs to be upgraded.

So at this point we dropped the battery backup unit at the side door, backed away and allowed her to retrieve it so that we can maintain social distancing.

Yeah, yeah.

That cover.

Yeah, you want to pull that toward you.

You don't have to pry it out.

It slides out towards you.

Customer feedback has been very positive.

They're happy to have a real person to talk to to help solve their issue. I think this is another way for us to keep our employees safe, our customers safe, and keep everyone connected.

>> CHRISTY: So this is just a great example of how our V-teamers are really pulling together and creating new ways that we can serve our customers with all of the constraints that the COVID-19 virus presents us with.

Another example is in our consumer business, we're really working hard on what we're calling touchless retail.

So we've got new measures that we've put in place for all of the retail stores that we have operational.

Just a reminder, which is a smaller percent of our foot print.

But right now we've got appointments only in the stores.

And then once people enter the store, we've got social distancing markers in the store where we request the customer to stand versus where our employees are present.

We have obviously the face-covering program that we implemented last week for both our employees as well as the requirements for customers.

We also redistributed furniture in the stores to provide greater distance, reducing some of the inventory from browsing.

And so taking a lot of measures to do a different retail experience.

In addition, we've got previsit prep.

We've got the app.

And we've got some mobile checkout processes.

And so these are additional ways in which we're innovating these two major job experiences that we have for both our retail store employees and our techs that really cannot be done from home.

In addition, the retail employees as we shared last week, the ones that aren't working in the stores, have been reassigned through surveys and other ways across teams to be able to contribute, and they're getting trained and still working on customer support, selling by telephone and by app, and we're really beginning to see the metrics in our consumer business and our network performance hit where we want.

And then finally, you heard from Tammy on Thursday, there are many, many ways in which CBG is continuing to partner with their customers, whether it's large enterprise, meeting and small businesses or governments around the world in this crisis to help them stay connected, then them serve their customers, and to really just create success stories there.

So Jeremy, back to you.

That's how we're beginning to really optimize phase 2 for Verizon worldwide.

>> JEREMY: Good to know that, Christy.

Amazing to see the work that our teams are doing out there to keep customers connected when they need it most.

This question just came in, and Hans, I'm going to send this one over to you.

It's from Mark who's out of Pennsylvania.

Wants to know hearing all the things that we're doing well, what could we be doing better either as company -- as the company or as individuals?

>> HANS: That's a good question, and all the time, how to evaluate how to do things better and better.

I also said when I communicated with the leaders last week that there is no real playbook for this.

This is a crisis that we've seen never in mankind when it comes to the health issues and the virus.

So, of course, your call centers need to be creative.

And I think what we're seeing right now, two things for me is first of all the leaders.

They need to be creative how to work, especially now when it comes to safety and health for the front line, but also for the leaders that have a lot of employees working from home, included in this work and how we're bringing this company forward.

And then technically for all of us employees, we also need to take our responsibility and move forward and have a dialogue with our colleagues and our managers.

So it's a two-way street more than ever.

So it's hard to say some things we can do better.

It's not a typical situation we have never had before.

I think that I'm extremely proud how we show up as a company, both externally but also internally as colleagues and respectful and supporting each other for doing what is so critical in this time.

But we constantly challenge ourselves what we do next, how do we handle the curve all the time, how do we safety measures, and I think we've been doing that and we'll continue to do so.

Whatever feedback from the field and all employees, it has an enormous capability and capacity to see that we make the right decisions.

>> JEREMY: Yeah.

Christy, anything you want to add to that?

>> CHRISTY: Thanks.

I think that's a great point.

We've had over 2,000 employees ask questions on the ask Christy box and we really appreciate that because it helps us make sure we're getting the information to you where you need it.

One of the things, Jeremy, that a lot of people are asking and I think we see a lot of this in the news right now, too, which is when is an employee okay to come back to work? And we do, as I mentioned, have a number of our jobs that are not being done from home.

So we still have, you know, approximately 20,000 V-teamers that are not working from home.

We did just finalize our guidance on this, and we put that up on our COVID web page.

I just wanted to highlight for our V-teamers that are not working from home, we've taken an abundance of caution and he a very conservative position.

We want people healing from the coronavirus before they can attempt to return to work.

We have the nursing team outreaching to them, and we have a lot of support that we're putting around any of them.

But as an individual, is ready to return, they have to meet three criteria for us.

The first is that they have had no fever for 72 hours.

The second is that they have no other coronavirus symptoms present such as a dry cough or shortness of breath or nausea, et cetera.

And finally, we want to make sure 21 days have passed since they first started to have

symptoms of coronavirus or from when they had a positive coronavirus test, whichever of those is later.

So we want all of our V-teamers to know, it's really important, your safety and health is important.

We've got resources to help you.

And we don't want anybody rushing back to work until they're ready.

So just wanted to get that out there.

And then the other thing I would add on to one of Hans's comments, this is a very stressful time for so many people.

And so we also have available on the COVID web page, you can sign up for a ten-minute mindfulness workshop with our employee assistance program.

And it's now available in six languages.

It was very popular last week is the first time we did it.

Signups are open for this week.

They're Tuesday through Friday.

And they're ten minutes each, and they're available in Italian, English, Spanish, Portuguese, French and Mandarin.

Continue your feedback and we'll continue to implement programs like that.

Back to you.

>> JEREMY: Thanks.

Now, we talked a little bit today about retail.

We've talked about our techs in the field.

We also have a tremendous amount of folks who have been working at home, supporting our consumers and our business government customers as well.

I want to share the story today of Sylvia Bernard who works out of the west valley city, Utah, location.

She's a naturally social person.

So she's been figuring out ways to make that work while all still working from home.

Have a look.

>> My name is Sylvia Bernard, and I am located in Salt Lake City.

I work at the Salt Lake City call center.

I am visually impaired and totally blind, and I use a Braille display.

And I also use the J.A.W.S. speech software.

And so basically what I'm doing is I'm hearing the customer in one ear and J.A.W.S. in the other.

A lot of it's memorization, knowing what keys to hit and, you know, shortcuts to read certain links or, you know, buttons on the pages.

I came to Verizon in August of 2019.

And I felt like I was finally getting somewhere.

And then all of a sudden the coronavirus stuff hit.

And I seriously thought, you know, that my job was going to be terminated and, you know, it was a really difficult time for me.

I literally didn't think that working at home was even going to be an option.

I thought, oh, there's no way that working from home is going to work out.

But Verizon, you know, basically they called me up and said, okay, we're coming over.

We're going to set you up to work from home.

We're going to get you up and going.

They just have been so amazingly accommodating to develop this.

I liked what they said when I gave them my concerns about working from home and how I didn't feel like I could be efficient.

They said, well, you know, we would never put you in a position where you are not feeling supported.

And that meant a lot.

I'm currently home and got all set up, and I have been taking calls.

You know, it's definitely been my goal to literally crush this job.

You know, I will definitely be excited to return back to the workplace because I am that social butterfly.

You know, this works for now.

And I'm just so grateful to Verizon for sticking with me and believing in me and knowing that I can do it, and more than any other company I've worked for, it's just been absolutely amazing and a pleasure to be a part of their company.

>> JEREMY: Sylvia, thanks for everything you're doing day in and day out, and your colleagues around the world to make customers feel delighted when they're reaching out to us day in and day out.

A couple other questions.

Hans, I want to give this one to you and then you can wrap us up for the day.

I know we've got the annual meeting coming up soon.

Someone's wanting to know if that will be the first virtual annual meeting in Verizon history.

>> HANS: Yeah, that's a great question.

Yes, this will be the first virtual meeting, shareholder meeting, for safety reasons, for shareholders and for management.

We have decided not to have a physical meeting.

We want to keep it virtual.

That should not change anything.

Shareholders will be able to vote on a different type of suggestions there are.

I will make some short introductions, as I usually do, and then there will be a virtual meeting.

That's going to be new for us.

Usually we have that as a physical meeting, but this year it's going to be a virtual one.

And I think that many companies are doing the same, and I think for safety reasons, it's absolutely right.

And in some places where we have, for example, planned to have our virtual -- our annual meeting, they're not allowed to have big gatherings, so it wasn't even allowed.

Just summing up, we're coming into a new week, and it's always important when we come into a new week, what we heard from Christy and the interviews with employees here, we continue to innovate and continue to make many work different and we are so important for our customers.

For those of you in the field, stay safe and healthy.

Remember to follow all the protocols that are coming out is so important.

For leaders, you continue to create an environment that everyone feels part of, reach out to all your director force so we know that they're good and healthy because it's

important that you have something to do.

And if you don't hear something, you need to call and ask your manager what you're doing.

And seeing that you talk to your colleagues as well and continue driving the company forward.

As Christy said, business as usual is extremely important for us.

Even though sometimes it can be hard to see that this will end one day, it will.

We need to continue to see that this company is staying in the forefront and coming out even stronger after this.

And I have all the confidence that we will do that.

And that's why we need to drive this.

And I think it's good to remind yourself of that.

When you have a new week, that you start to remember that and all your colleagues.

So that's it for me today.

Jeremy.

>> JEREMY: Thank you, Hans, and I appreciate that.

Well, it's time to say thanks to everybody as well and hopefully you're staying connected with folks.

I want to shout out, this week is national public safety telecommunications week.

So part of the line of first responders that we have out there, the men and women who are answering those 911 calls, thanks to them and everything they're doing to help first responders and community as a whole.

And you talk about kind of grounding yourself and well-being.

Over the weekend Hans mentioned the Yahoo! Sports playing event.

I want to end today with a good conversation that guru had with the former secretary of state, Condoleezza rice, about how she's doing that at this time, because you know she's an athlete at heart and how she is making these adjustments to keep on going.

We'll be back with you again tomorrow at noon.

Here's the video to end the day.

Have a good one.

>> Good afternoon, everyone.

I am guru.

Such a privilege and honor to be here with former secretary of state Condoleezza rice and now professor at Stanford for joining us to have an important conversation around playing.

>> Thank you.

I love being here and thanks for having me.

>> Great.

The first question, secretary rice, is why did you want to be in this conversation today, and why do you think it's an important conversation to have?

>> Well, I really do think we need to keep playing, even if we can't be on the fields and the rinks, we can keep playing in important ways.

I love playing sports.

I have great respect for athletes who train at the highest level, particularly intercollegiate athletes, and there's one other important reason, and she's called Billie Jean King.

She's been my friend and hero for a long time.

>> What advice do you give to the young athletes when you think about during this crisis time, what are you doing personally to cope up with this difficult time as well?

>> You have to keep perspective about those for whom this is a much bigger crisis than for many of us.

Most of us are fortunate to be healthy and to have friends and family, so keeping that perspective is important.

And then most importantly, I have a schedule.

I don't allow myself to sort of just drift through the day.

I did that the first couple of days, and it didn't feel very good.

And so I get up and I work out.

And then I work.

And later on in the day I practice the piano.

I'm a golfer and I actually go out in my backyard and I putt and I go for another walk and I try to be with friends on video at the end of the day.

And so I think actually, those of us who have been competitive athletes know how to keep a schedule.

And that certainly helps in circumstances like this.

>> You talked about golf briefly.

And you're an avid player, of course.

Talk us through how that's going to evolve during this timeframe.

>> I would have been at the master's this weekend.

So it's a little bit -- I think we're all feeling the absence of it.

But the thing about golf is, it's actually a sport that requires a lot of patience.

I'm learning patience from it and discipline.

And while I'm not able to play it right now, I do something else that I think might help all athletes.

I try to visualize.

When I was a skater, I spent a lot of time just before I was going to compete just sitting and visualizing myself doing the moves perfectly.

I think that's actually a good way to, quote, unquote, practice right now when we can't be out on the practice field.

>> You've been an amazing Trail Blazer in many different arenas, being the first or one of the first women in the U.S. to be given an opportunity.

What are the most meaningful or memorable firsts for you?

>> I remember one experience in particular when I was sworn in as the first African-American secretary of state.

I was sworn in under a portrait of Benjamin Franklin.

And I was sworn in by a Jewish woman, Supreme Court justice, Ruth Bader Ginsburg, and I remembered thinking I wonder what old Ben Franklin would think about this.

And I think he might have even liked it.

So for me the firsts that we all experience, it's great to think about it personally, but it's more important to think about how far we've come as a country and to keep pushing those firsts so that we can keep progressing.

>> Thank you so much for sharing your amazing insight.

>> This does conclude today's conference.

You may disconnect at this time.