

Verizon
Up To Speed LIVE
April 14, 2020

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>>> MOST PEOPLE THINK OF VERIZON AS A RELIABLE PHONE COMPANY.

>> BUT TO BUSINESSES, WE'RE A RELIABLE PARTNER.

>> WE'RE ENGINEERS.

>> CLOUD ARCHITECTS.

>> DEVELOPERS, DATA SCIENTISTS.

WE KEEP COMPANIES READY FOR WHAT'S NEXT.

>> WE DO THINGS LIKE PROTECT THEIR DATA, WITH SECURITY BUILT INTO THEIR BUSINESS.

>> WE VIRTUALIZE THEIR OPERATIONS WITH SOFTWARE-BASED NETWORK TECHNOLOGIES.

>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCES.

>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.

>> LIKE 5G.

IT'S GOING TO MAKE THINGS JUST INCREDIBLE.

>> ALMOST ALL OF THE FORTUNE 500 PARTNER WITH US.

>> THOUSANDS OF OTHER COMPANIES OF ALL SIZES, NO MATTER WHAT BUSINESS YOU'RE IN.

DIGITAL TRANSFORMATION NEVER STOPS.

>> VERIZON KEEPS BUSINESS READY.

THE MOST REWARDING THING ABOUT THE WORK WE DO, WHENEVER WE SEE A CUSTOMER ABLE TO COMMUNICATE BACK TO THEIR LOVED ONES.

>> THAT'S WHY WE DO WHAT WE DO.

WE'RE RELENTLESSLY COMMITTED TO THE NETWORK.

IN TIMES LIKE THIS, AMERICA CAN STAY CONNECTED TO WORK, SCHOOL AND MOST-IMPORTANTLY TO EACH OTHER.

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>>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER'S GOING TO COME ITS WAY.

>> WE'RE ALWAYS PREPARING.

>> MAKE SURE THE NETWORK IS WORKING ALL THE TIME.

>> WE'RE CONSTANTLY LOOKING AT IT, WE'RE CONSTANTLY MONITORING, TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

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>>> HELLO, GOOD AFTERNOON, GOOD MORNING, AND GOODNIGHT.

WELCOME TO TUESDAY APRIL 14TH, UP TO SPEED LIVE.

WE'VE GOT HANS AND CHRISTY GIVING UPDATES, ALSO JOINED BY CRAIG
SILLIMAN, A LEADER OF OUR PUBLIC POLICY TEAM AS WELL AS OUR
GLOBAL REAL ESTATE SUPPLY CHAIN.

DOES A LOT OF THINGS, HAPPY TO HAVE HIM ON.

WANT TO START WITH AN IMAGE THAT CAUGHT MY EYE THE PAST COUPLE
DAYS.

WE TALKED ABOUT, A LITTLE BIT OF THIS YESTERDAY, THE FOLKS IN
MONROE, LOUISIANA AND ACROSS THE SOUTH HIT BY THESE TORNADOS AND
OUR TEAM RESPONDING.

TAKING THE TIME TO GET THE COMMUNITY AND HELP SOMEONE FIX THEIR
TIRE.

WE HAVE FOLKS FROM THE TEAM, GIOVANNI CASTRO, FEEDING SOUTH FLORIDA, HELPING NEAR 2,000 FAMILIES.

THESE ARE STORIES THAT ARE KEEPING ME GOING AND REMINDING US WHY IT IS, THE WORK THAT WE DO.

WE'LL TALK ABOUT A LOT OF THINGS TODAY.

LET'S START WITH HANS FOR HIS DAILY UPDATES.

HANS, GOOD AFTERNOON, HOW ARE YOU, SIR?

>> HANS: GOOD AFTERNOON AND HI, V TEAMERS.

HAPPY TO BE HERE AND TALK ABOUT WHAT'S HAPPENING.

FIRST OF ALL, ON THE NETWORK SIDE... AS YOU'LL SEE IN THE U.S., WE HAD A TORNADO COME THROUGH THE SOUTH.

IT HAD SEVERE IMPACT.

OUR TEAM IS ON THE GROUND AND SEEING THAT THE NETWORK IS UP, RERUN TO CRISIS AND SEE THAT IT WORKS.

ALSO TO SEE WHO IS BEING IMPACTED, IT'S ANOTHER TOUGH ONE.

I'M NOT SURE HOW MANY OF THESE NATIONAL DISASTERS WE'VE HAD THE LAST COUPLE YEARS, RIGHT NOW... YET ANOTHER ONE.

WHICH IS THIS COVID-19 PANDEMIC.

ON THAT SIDE, I REMIND YOU, ALWAYS, ABOUT THE HEALTH AND SAFETY IN THESE TIMES.

WE SEE NOW, DIFFERENT PLACES STARTING TO BREATHE SOME OPTIMISM AND ONLY THING I WANT TO SAY IS REMEMBER TO CONTINUE WITH ALL THE SAFETY AND HEALTH RULES THAT WE HAVE.

SOCIAL DISTANCING, ALL OF THAT IS SO IMPORTANT AND OF COURSE, USING ALL THOSE RULES, FIGHTING THIS PANDEMIC REQUIRES PERSEVERANCE OF ALL OF US.

SOME OF US WORKING FROM HOME, WE STAY HOME AS WELL.

JUST WANT TO REMIND YOU TODAY -- CHRIS AND TEAM IS ON THIS EVERY DAY, IF THERE'S SOME QUESTIONS, YOU ALWAYS HAVE THE EMERGENCY OPERATIONS CENTER THAT CAN ANSWER QUESTIONS 24/7, WHEREVER YOU ARE IN THE WORLD.

THERE ARE DIFFERENT PLACES IN THE WORLD IN DIFFERENT SPACES OF THIS PANDEMIC.

THINK ABOUT THAT

TOMORROW, WE'RE GOING TO HAVE SOME -- OR THE DAY AFTER THAT, INFORMATION ABOUT THE NETWORK.

COME BACK TO THAT.

I'M THANKING THE TEAM IN THE FIELD FOR WHAT THEY'RE DOING AND KEEPING UP WITH THE NETWORK.

WE GOT A LOT OF GREAT, POSITIVE FEEDBACK HOW WE CONTINUE TO INNOVATE IN TIMES LIKE THIS TO SEE THAT WE ACTUALLY CAN DO DELIVERY OR HOME INSTALLATION, BUT NOT GOING INTO THE HOMES WITH INNOVATION, WE'RE NOW TOGETHER IN THIS COMPANY.

THAT'S GREAT TO SEE.

WE NEED TO STRIVE FOR EXCELLENCE AND INCLUDING IN CIRCUMSTANCES WE HAVE AROUND US.

ON THE SOCIAL SIDE, VERIZON MEDIA IS DOING A LOT OF THINGS TODAY.

FIRST OF ALL, THEY'RE LAUNCHING A NEW SITE CALLED YAHOO LIVE.

THIS IS A SITE FOCUSED ON THE WELL-BEING, HEALTH, EXERCISING.

THAT'LL BE GREAT.

VERY MUCH, RIGHT NOW, WHAT IS SO IMPORTANT TO THINK ABOUT WELL-BEING AND ALL OF THAT MENTAL HEALTH.

THAT'S THE FOCUS.

WE ALSO HAVE DECIDED, VERIZON MEDIA TO DONATE DOLLARS TO ADVERTISING TO MENTOR AND PUBLIC HEALTH IN THESE COVID-19 ARRIVAL.

WE THINK IT'S IMPORTANT THAT OUR VERIZON MEDIA TEAM IS DOING GREAT.

WE ALSO HAVE SOMETHING, I KNOW JEREMY WILL EXPLAIN WHO IS GOING TO BE ON TONIGHT, BUT IT'S GAMING TONIGHT.

SO... WE WILL COME BACK TO THAT.

FINALLY, WE CONTINUE WORK, BUSINESS AS USUAL, AND OUR TEAMS ARE CONTINUING TO WORK.

IF IT'S THE NETWORK TEAM, THE CONSUMER, MEDIA TEAM... OR THE STAFF -- ALL ARE TRYING TO WORK BUSINESS AS USUAL AND WE ARE LAUNCHING TODAY, WE'RE NOT LAUNCH, WE'RE ANNOUNCING TODAY, A NEW

5G PHONE, AND THAT'S IN OUR EFFORTS TO FOCUS ON 5G AND OUR TEAMS ARE ROLLING OUT NETWORKS.

REMEMBER, THE WEBCAST LAST WEEK, WE CONTINUE TO ROLL OUT FIBER AND 5G.

THAT'S AN IMPORTANT STRATEGY FOR OUR CUSTOMERS.

THE TEAM IS ANNOUNCING A NEW PARTNERSHIP -- ALSO GREAT TECHNICAL IMPROVEMENTS ON THAT FRONT.

THAT'S WHAT I CAN TELL YOU.

THAT IS THE UPDATE, JEREMY, BACK TO YOU.

>> THANKS, HANS.

WE'LL HEAR MORE AT THE END OF THE SHOW ABOUT THE NEW DEVICE THERE.

WANT TO MOVE OVER TO CRAIG SILLIMAN NOW.

A LITTLE BACKGROUND ON CRAIG EARLIER, TO WHAT HE DOES -- BASICALLY THE WORK HE AND HIS TEAM WERE DOING COVERS A LOT OF GROUND.

WANT TO GET AN UPDATE FROM HIM AND CHECK IN WITH HIM IN GENERAL, CRAIG, HOW ARE YOU?

>> DOING GREAT, JEREMY.

THANKS SO MUCH.

IT'S GREAT TO BE HERE WITH YOU TODAY.

INCREDIBLY PROUD WORK THE TEAM IS DOING ACROSS THE ORGANIZATION.

APPRECIATE THE CHANCE TO SHARE WITH YOU.

WHAT I WANT TO DO IS SPIN AROUND THE HORN, DIFFERENT PARTS OF THE ORG, TALK ABOUT A FEW OF THE THINGS WE'VE BEEN WORKING ON THE PAST FEW WEEKS.

STARTING WITH THE LEGAL TEAM, WE'VE BEEN SIDE-BY-SIDE WITH CHRISTY DAY AFTER DAY.

ALL THE POLICY CHANGES CHRISTY'S BEEN ANNOUNCING.

WORK FROM HOME OR HOME GARAGING, CHANGES TO THE 401K PLAN, HEALTH PLAN, ET CETERA.

WORKING WITH THE BUSINESS UNITS TO KEEP THE BUSINESS MOVING FORWARD DAY AFTER DAY.

ON THE REGULATORY TEAM -- IN THE U.S. ALONE -- WE HAVE OVER 300 EXECUTIVE ORDERS AT THE STATE, COUNTY AND CITY LEVEL THAT AFFECT HOW WE CAN OPERATE OUT THERE IN THE FIELD.

WE GET NEW ONES EVERY DAY, WE BUILT A BIG DATABASE.

THE TEAMS HAVE ACCESS TO EVERY SINGLE ONE OF THOSE EXECUTIVE ORDERS, AND HAVE FEEDBACK ON HOW THEY'RE BEING INTERPRETED BY LOCAL OFFICIALS.

SOMETIMES LOCAL OFFICIALS MAY NOT UNDERSTAND WHAT THOSE ORDERS MEAN OR THEY MAY BE IMPLEMENTING THEM IN DIFFERENT WAYS AND DIFFERENT AREAS.

THE LOCAL TEAMS PROVIDE THAT FEEDBACK INTO THE STATE GOVERNMENT AFFAIRS TEAM, GO BACK TO PUBLIC OFFICIALS AND WORK OUT ANY DISCREPANCIES.

GREAT PARTNERSHIP ACROSS THE STATE GOVERNMENT AFFAIRS TEAMS AND GOVERNMENT AFFAIRS TEAMS.

WE STARTED DOING DEEP DISINFECTING CLEANING AT ALL OF OUR OFFICE SPACES.

SINCE THEN, WE'VE BEEN IN A RAPID DEPLOYMENT MODE.

ANY TIME WE HAVE A SITUATION WHERE SOMEONE TESTS POSITIVE FOR COVID-19, WHO HAS BEEN IN ONE OF OUR OFFICES RECENTLY, WE GET IN QUICKLY, WE DO DEEP REMEDIATION CLEAN SO THE BUILDING CAN BE TURNED OVER AGAIN.

WE CLEANED OVER 200 BUILDINGS THAT WAY IN THE LAST COUPLE WEEKS.

ON THE SUPPLY CHAIN SIDE -- I'M INCREDIBLY PROUD OF THE DISTRIBUTION CENTERS AND THE JOB THEY'VE DONE TO PERFORM FLAWLESSLY.

WE HAVE DISTRIBUTION CENTERS THAT MOVE ALL THE NETWORK EQUIPMENT OUT TO THE FIELD SO THE NETWORK TEAM CAN CONTINUE THE BUILD AND WE HAVE DISTRIBUTION CENTERS THAT MOVE ALL THE DEVICES EITHER TO STORES OR DIRECTLY TO CUSTOMERS FOR DIRECT FULFILLMENT.

WE HAD A COUPLE CASES WHERE WE HAD COVID-19 SITUATIONS.

WE HAD TO SHUT DOWN, DEEP CLEAN THE ENTIRE WAREHOUSE AND RAMP BACK UP.

WE DID THAT IN EACH SITUATION WITHOUT LOSING ANY FLOW OF DEVICES OR NETWORK EQUIPMENT.

SUPPLY CHAIN, MORE GENERALLY, WE REALLY EVOLVED THE LAST COUPLE MONTHS.

WHEN THIS STARTED, IT WAS FOCUSED ON DEALING WITH DEVICE DISRUPTIONS AS ALL THE FACTORIES WERE SHUTTING DOWN IN CHINA.

AS IT EVOLVED THE LAST COUPLE WEEKS -- THE FOCUS HAS BEEN ON PERSONAL PROTECTIVE EQUIPMENT, PPE, WHICH WE'RE ALL TALKING ABOUT THESE DAYS.

YOU MAY BE AWARE THAT 70 COUNTRIES AROUND THE WORLD HAVE PROHIBITED EXPORTS OF PPE.

SO... COUNTRIES ARE ALL HOLDING UP TO THEIR SUPPLIES FOR THEIR OWN NATIONAL USE.

ON THE HAND SANITIZER FRONT, WE BOUGHT EQUIPMENT AND SET UP A SCALE THAT MEETS REGULATORY REQUIREMENTS.

THERE ARE A LOT OF DIFFERENTIATE FACIAL COVERINGS APPROPRIATE FOR DIFFERENT SITUATIONS.

OUR OBJECTIVE HAS BEEN TO PROCURE HUNDREDS OF THOUSANDS OF THOSE FACIAL COVERINGS, THOSE CENTRALLY-COOLED IN WAREHOUSES SO WE'RE IN A POSITION TO DISTRIBUTE THEM OUT TO THOSE WHO NEED A CERTAIN KIND FOR A CERTAIN SITUATION.

WE'VE GOTTEN ALL SET UP ON THAT FRONT.

FROM THE CYBERSECURITY PERSPECTIVE, WE'RE WATCHING THE ENDPOINTS AS SO MANY OF US ARE WORKING FROM HOME.

REMINDER TO YOU, THERE ARE A LOT OF BAD GUYS OUT THERE TRYING TO TAKE ADVANTAGE OF THE HOME ENVIRONMENT.

PLEASE BE THOUGHTFUL ABOUT WHAT YOU CLICK ON.

THERE ARE PHISHING ATTACKS GOING ON ALL THE TIME.

ON THE PHYSICAL SECURITY SIDE, AS WE'VE SHUT DOWN DIFFERENT RETAIL STORES AND DIFFERENT OFFICE BUILDINGS, WE'VE HAD TO BE CONSTANTLY FLEXING AND SHIFTING SO THAT WE CAN KEEP OUR EYES ON THOSE STORES, MAKE SURE THEY ARE VULNERABLE TO BREAK-INS WHILE THEY'RE CLOSED, PEOPLE GOING OUT FOR INVENTORY, THE INVENTORY TO SECURE, BUT... BAD GUYS MAY NOT KNOW THAT

THE FINAL THING ON THE SECURITY SIDE -- SOMETHING, A MONTH AGO, I NEVER WOULD HAVE DREAMED WE'VE HAVE BEEN DEALING WITH -- SOME OF YOU MAY HAVE SEEN ON SOCIAL MEDIA, THIS ABSURD CONSPIRACY THEORY THAT 5G IS SOMEHOW RESPONSIBLE FOR COVID-19.

THIS HAS ZERO SCIENTIFIC BASIS.IT'S A CRAZY THEORY.

ZERO FACTUAL BASIS AT ALL.

UNFORTUNATELY THERE, ARE PEOPLE WHO BELIEVE THESE THINGS.

EVEN MORE UNFORTUNATELY, PEOPLE WILLING TO ACT ON THEM.

SO... WE'VE BEEN MONITORING SOCIAL MEDIA AND WORKING WITH LOCAL LAW ENFORCEMENT ACROSS OUR FOOTPRINT.

MAKE SURE WE'RE AHEAD OF ANYONE MAKING THREATS AGAINST OUR NETWORK FACILITIES THERE.

I'M PROUD OF WHAT THE OVERALL ORGANIZATION'S BEEN DOING DURING THIS EXTRAORDINARY TIME.

I'D LIKE TO PIVOT A LITTLE BIT -- IN A MINUTE WE'RE GOING TO GO TO THE U.K. AND VISIT WITH ONE OF OUR VBG COLLEAGUES THERE.

AS WE LEAD INTO THIS... I WANT TO NOTE, A WEEK OR SO AGO... JEREMY READ A PORTION FROM AN E-MAIL I SENT TO MY ORGANIZATION.

I DIDN'T EXPECT THAT IT WOULD FALL INTO THE HANDS OF OUR INTREPID COMMUNICATIONS TEAM AND GET CIRCULATED AS IT DID, BUT THE REASON I WROTE IT TO MY ORG ORIGINALLY.

I WAS GETTING FEEDBACK THAT PEOPLE WERE PRETTY STRESSED ABOUT THE WORK FROM HOME ENVIRONMENT, AND PARTICULARLY, WHAT THEY WERE SEEING -- THEY WERE HAVING TROUBLE MAINTAINING THAT PROFESSIONAL OFFICE DEMEANOR AND KEEPING ALL THOSE KIND OF HOME AND LIFE DISTRACTIONS OUT, DOGS BARKING, KIDS SCREAMING AND MY ADVICE TO THEM WAS... DON'T.

DON'T TRY AND KEEP YOUR HOME OUT OF THE FRAME, DON'T TRY TO KEEP YOUR LIFE OUT OF THE FRAME.

THERE ARE SO MANY THINGS THAT ARE HARD ABOUT WORKING FROM HOME AND PART OF THAT IS THAT SEPARATION, BUT... IN THE MIDST OF ALL THAT, IT'S IMPORTANT TO CONNECT AS HUMAN BEINGS.

IT'S DIFFICULT TO WORK FROM HOME, BUT THERE'S ALSO A GIFT.

THE GIFT WE CAN GIVE TO EACH OTHER IS LETTING THE COLLEAGUES INTO OUR HOMES, INTO OUR FAMILIES AND FINDING THAT DEEPER CONNECTION AS HUMAN BEINGS THAT WILL BRING US OUT OF THIS AS STRONGER TEAMS, STRONGER COMPANY

SO... WITH THAT... I WANT TO MOVE OVER TO ONE OF OUR VBG COLLEAGUES IN THE U.K. WHO IS GOING TO INVITE US INTO HER HOME AND HER FAMILY.

>> HI, EVERYBODY, HOPE YOU'RE DOING WELL IN THESE PRESENT CIRCUMSTANCES WITH K-BASE 19.

HUSBAND AND I ARE WORKING ON THE HOME.

I'M AT HOME WITH TWO VERY IMPORTANT COWORKERS IN THE U.K. VERY IMPORTANT AS WELL... THE FEAR OF RUNNING OUT OF FOOD IS VERY REAL IN THIS HOUSE.

ALL JOKING ASIDE, WE'RE JUST WORKING TOGETHER AS A FAMILY TO GET FOOD IN.

(?) A NEW BALANCE AND A NEW NORM.

I'M HEARING THE NEED FOR HELP.

WE'VE BEEN ACCOMMODATING THESE CHALLENGES.

AND THAT'S -- WE'RE RUNNING TO CHALLENGES AND WE'LL CONTINUE TO SUPPORT THEM IN THAT RESPECT.

THE DAILY MESSAGES FROM THE LEADERSHIP TEAM, THOSE UPDATES ARE VITAL FOR US TO PASS ON TO OUR CUSTOMERS TO GIVE US SOME DIALOGUE, SOME UNIFIED DIALOGUE WITH OUR CUSTOMERS.

I THINK WE ALL NEED TO BE PATIENT -- WE'RE DEALING WITH UNPRECEDENTED SITUATION, SO... PLEASE BE PATIENT AND UNDERSTANDING WHY OUR CUSTOMERS AREN'T PRESSING FOR MORE INFORMATION.

IT'S ABSOLUTELY IMPORTANT.

FINALLY, MY COWORKERS ARE STARVING, STAY SAFE, EVERYBODY, STAY SAFE, REMAIN COLLABORATIVE LOOKING AFTER OUR CUSTOMERS.

TAKE CARE.

>> THAT'S IMPORTANT TO KNOW THERE.

DON'T EAT ALL THE SNACKS.

THANKS TO CRAIG FOR THE UPDATE, WE'LL COME BACK TO HIM WITH QUESTIONS, SHORTLY.

THANKS FOR ALLOWING US INTO YOUR HOMES EVERY DAY.

I KNOW A LOT OF FOLKS ARE DOING THEIR DAILY BUSINESS AROUND THIS DAILY BROADCAST.

I CERTAINLY APPRECIATE THAT.

I WANT TO GET OVER TO CHRISTY NOW FOR UPDATES AND NEW NEWS TODAY.

CHRISTY, HOW ARE YOU?

>> I'M GREAT.

THANKS SO MUCH FOR HAVING ME ON THE BROADCAST TODAY.

I WANT TO PICK UP ON SOME OF THE THINGS YOU STARTED THE BROADCAST WITH.

AROUND THE COUNTRY, WE SEE SOME EXTREME WEATHER THIS WEEK, I WANT TO REMIND OUR EMPLOYEES, WE THINK THE EMERGENCY RELIEF FUND WHERE EMPLOYEES ARE CONTRIBUTING MONEY INTO A FUND THAT CAN BE ALLOCATED TO OTHER VERIZON EMPLOYEES WHO ARE AFFECTED BY, OR DISPLACED BY NATURAL DISASTERS OR PERSONAL EMERGENCIES.

I JUST THINK IT'S ANOTHER GREAT EXAMPLE OF THE VERIZON FAMILY WE HAVE AMONG ALL OF US, AS A GROUP OF EMPLOYEES.

OUR PROVIDER RESPONSE TEAM WAS ASKED TO SUPPLY COMMUNICATIONS FOR A TEMPORARY HOSPITAL THAT HAD TO BE STOOD UP IN KENTUCKY EXPO CENTER IN LOUISIANA.

SO... I'D LOVE TO PLAY THIS VIDEO -- WE GET TO HEAR FROM V TEAMER JASON MITCHELL WHO SPENT THE WEEKEND WITH THESE MEN AND WOMEN AS THEY PREPARE TO WORK ON THE FRONT LINES.

>> GOOD AFTERNOON, VASE -- JASON MITCHELL WITH THE VERIZON RESPONSE TEAM.

WE'RE SET UP TO HELP HUNDREDS OF PATIENTS.

>> THIS IS POD ONE AND YOU'VE GOT POD TWO, THREE... FOUR... FIVE --

>> CURRENTLY, WE HAVE DEPLOYED A FEW CRADLE POINTS.

MCC OR MOBILE COMMAND CENTER TO ALLOW THEM TO USE ONE TALK FOR THEIR FOLKS.

WE'RE ALSO DEPLOYING SMARTPHONES AND CGOS AND PLANNING TO DEPLOY -- ACTUALLY JUST FINISHED DEPLOYING SMARTPHONES THE PATIENTS CAN ACTUALLY USE.

THE COLLABORATION BETWEEN THE AIR NATIONAL GUARD AND KENTUCKY NATIONAL GUARD.

A LOT OF MEN AND WOMEN IN UNIFORM DOING GREAT STUFF ON THE FRONT LINES.

SO... HOPE EVERYONE'S BEING SAFE OUT THERE, AND WE'LL TALK AGAIN SOON.

THANKS SO MUCH.

>> WHAT A GREAT EXAMPLE OF OUR V TEAMERS OUT THERE HELPING IN TIMES OF CRISIS, PUTTING UP A TEMPORARY MEDICAL CENTER.

IF YOU HAVE ANY DAMAGE -- GO ONLINE, THIS IS A GREAT TOOL OUT THERE.

YOU CAN ALSO SIGN UP TO CONTRIBUTE TO THE V FUND.

COUPLE OTHER THINGS I WANT TO HIGHLIGHT.

YOU HEARD FROM CRAIG ABOUT HOW DO WE OPERATE IN THIS NEW NORMAL AND BRING ALL OF THOSE THINGS INTO THIS WORK ENVIRONMENT AND WE HEARD THAT GREAT VIDEO FROM OUR TEAM IN THE U.K. SO... WHAT WE DO KNOW IS, MANY OF OUR MANAGERS AND OUR EMPLOYEES ARE REACHING OUT SAYING "GIVE US TIPS AND TRAINING, TEACH US OTHER WAYS THAT WE CAN BE MORE EFFECTIVE OPERATING THIS REMOTE ENVIRONMENT."

I WANT TO REMIND EVERYBODY, GO TO THE LEARNING PORTAL 2.0 AND WE HAVE A CURRICULUM THAT WE BUILT OUT SO PEOPLE CAN SIGN UP FOR IT, TAKE TRAINING ON THINGS SUCH AS MAYBE YOUR REMOTE TEAMS, IN ORDER TO BE ABLE TO MASTER SOME MANAGEMENT FUNDAMENTALS, INCLUDING COMMUNICATION AND ENGAGEMENT DURING DISRUPTION AS WELL AS HOW TO DO TEAM WORK AND BUILD TEAMS REMOTELY.

SO... COUPLE GREAT THINGS OUT THERE FOR YOU ON THE LEARNING PORTAL THAT REALLY HELP ADDRESS SOME OF THE TEAMS RAISING THEIR HANDS SAYING "HELP US LEARN EFFECTIVE TIPS TO BE MORE EFFECTIVE TEAMS" OR MANAGERS SAYING, GIVE ME MORE TOOLS TO MANAGE REMOTELY.

FINALLY... I WANT TO HIGHLIGHT SOMETHING THAT IS VERY EXCITING.

OBVIOUSLY, WE'RE BEING FACED WITH UNPRECEDENTED TIMES, WITH THE PANDEMIC AND THE CHALLENGES PRESENTING WORLDWIDE AND WE'VE SEEN MANY COMPANIES AND EMPLOYEES AFFECTED BY IT AROUND THE WORLD.

A NUMBER OF EMPLOYERS HAVE COME TOGETHER TO FORM SOMETHING CALLED PEOPLE PLUS WORK CONNECT.

VERIZON IS ONE OF THE COMPANIES HELPING LEAD THIS SO THAT EACH OF OUR TEAMS AROUND THE WORLD CAN QUICKLY ACTIVATE AND HOPEFULLY, CREATE A WAY IN WHICH WE CAN HELP MINIMIZE THE LABOR DISRUPTION, THAT'S HAPPENING AS A RESULT OF THE CORONAVIRUS.

I THINK IT'S JUST ANOTHER EXAMPLE OF US PLAYING A ROLE AND NOT ONLY SERVING OUR STAKEHOLDERS INTERNAL TO THE COMPANY, OUR EMPLOYEES BUT ALSO OUR SOCIETAL STAKEHOLDERS.

WE LOOK FORWARD TO PARTNERING WITH OTHERS AROUND THE WORLD TO HELP WITH THIS.

THANKS, JEREMY, BACK TO YOU.

>> JEREMY: YES, WE'RE IN THIS TOGETHER WITH OTHER COMPANIES AS WELL.

GOING BACK TO CRAIG FOR A QUICK QUESTION, HE MENTIONED THE SUPPLY CHAIN AND CHALLENGES AND HOW THEY OVERCAME THOSE.

HOW DID THE TEAM DO IT?

AND WHAT ARE THINGS YOU LEARNED THAT YOU'LL CARRY FORWARD AS WE GO BACK INTO THE SIGNATURE.

>> AS FAR AS, HOW THE TEAM'S DONE, IT'S BEEN AROUND-THE-CLOCK WORK.

I HAND IT TO THE TEAM AS THEY WORKED TIRELESSLY AND SECONDLY, IT'S ESSENTIALLY NOT LEAVING ANY STONE UNTURNED.

GOING AWAY FROM EVERYTHING YOU EVER ASSUMED WAS POSSIBLE.

AN EXAMPLE IS HAND SANITIZER.

WE DIDN'T GENERALLY CENTRALLY PROCURE HAND SANITIZER.

GENERALLY, IF YOU WERE IN A STORE, YOU JUST BOUGHT IT FROM A LOCAL STAPLES AND THAT MADE SENSE.

WHEN THIS CRISIS STARTED ERUPTING, HAND SANITIZER WASN'T TO BE FOUND ANYWHERE.

WE REALIZED VERY QUICKLY, IT WAS GOING TO BE HARD TO PROCURE THOSE SUPPLY CHAINS, THE TEAM THOUGHT "WE CAN MAKE IT OURSELVES, BUY THE EQUIPMENT, SCALE-UP."

IT WAS THAT KIND OF THINKING TO WORK THROUGH.

THAT CONTINUES TO THIS DAY.

BOTH THE REAL ESTATE AND SUPPLY CHAIN SIDE.

GOING FORWARD, WE'RE THINKING ABOUT A COMPLETELY CHANGED ENVIRONMENT.

SUPPLY CHAINS HAVE MOVED TOWARD GLOBALLY INTEGRATED, JUST IN TIME, DELIVERY-TYPE SITUATIONS AND LARGELY CENTERED ON CHINA. AS WE COME OUT OF THIS, WE KNOW THERE'LL BE MORE FRICTION IN GLOBAL TRANSPORTATION NETWORKS.

A LOT MORE INSPECTIONS AND CHECKS.

WE KNOW THAT THINGS ARE GOING TO INCREASINGLY MOVE AWAY FROM CHINA.

WE'RE ALREADY THINKING ABOUT THE SUPPLY CHAIN OF THE FUTURE, WHAT IT MEANS FOR INVENTORY LEVELS, THINGS LIKE THAT.

HANS HAS REALLY BIG BEEN ENCOURAGING, PUSHING ALL OF US, NOT JUST TO DRIVE THE BUSINESS DAY-TO-DAY, BUT TO THINK, WHAT ARE THE OPPORTUNITIES FOR US AS WE MOVE FORWARD COMING OUT OF THIS.

ON SUPPLY CHAIN, THERE ARE A LOT OF NEW THINGS WE LEARNED AND WILL CONTINUE TO MOVE FORWARD WITH.

>> JEREMY: THANK YOU FOR THAT, CRAIG, GOING TO HANS FOR A QUESTION BEFORE HE WRAPS US UP AND CRAIG, THANKS FOR JOINING US AND GIVING US AN EMPATHETIC VIEW OF HOW WE GET TO DO ALL OF THIS TOGETHER.

ANOTHER PLUG FOR FOLKS OUT THERE.

GO ON THE WEB, LOOK FOR KATIE'S BLOG ON MOUNTAIN DEW AND PARENTHOOD.

IF YOU WANT A DOSE OF WHAT IT'S LIKE BEING HOME WITH A COUPLE KIDS.

KATIE, THANKS.

SOME FOLKS WANT TO KNOW HOW YOU AND YOUR FAMILY ARE DOING.

FROM PETER IN EUROPE AND HAVE YOU WRAP UP FOR US TODAY.

>> HANS: THANK YOU FOR THE QUESTION.

I THINK MY FAMILY HERE, IN NEW YORK CITY, MY DAUGHTER AND MY FAMILY'S HERE, THAT'S GREAT.

WE'VE BEEN HOME FOR A COUPLE WEEKS.

WORKING FROM HOME.

I THINK, MY RELATIVES AND MY MOTHER ARE VERY FAR AWAY.

IT'S HARD IN THESE TIMES, BUT I TRY TO DO AS I PREACH.

I HAVE MY CALL INTO MY MOTHER, I TEXT OR MAIL HER AS FREQUENTLY AS I CAN.

MY BROTHERS AS WELL.

THEY'RE EXTREMELY FAR AWAY AND... OF COURSE, THEY'RE, IT'S BEEN HAPPENING ON BOTH SIDES EVERY DAY.

THEY'RE ALL DOING WELL.

SO... THANK YOU FOR THE QUESTION.

WHEN IT COMES TO -- I THINK THE THEME TODAY, IT'S A REBALANCING WE'RE HAVING RIGHT NOW.

NOW WE'RE COMING INTO THE REBALANCING, WORKING AND TAKING CARE OF THE CRISIS BECAUSE THAT'S NOT GOING AWAY ANY TIME SOON.

BUT... IT'S ALSO TO CONTINUE TO HAVE A NORMAL LIFE.

AND IT'S GOOD TO SEE HOW PEOPLE ARE WORKING FROM HOME, HOW THEY ADJUSTED.

BUT... ALSO, REMEMBERING WHAT CRAIG TALKED ABOUT AND WHAT VERIZON MEDIA GROUP IS DOING.

IT'S THE WELL-BEING -- IT'S A TOTALLY NEW WAY FOR US TO LIVE.

AND SO MUCH MORE, OR... IF YOU'RE IN THE FRONT LINES -- YOU'RE OUT THERE MEETING PEOPLE IN THEIR SITUATIONS.

ALL OF US NEED TO HAVE A LITTLE BIT MORE OF THAT WELL-BEING AND THINKING AND JEREMY WAS EXTREMELY GOOD -- REACH OUT TO FRIENDS... COLLEAGUES, ALL THE TIME.

SEE THAT YOU HAVE A CONSTANT DIALOGUE.

I ASK YOU ALL FOR THAT -- AS A LEADERSHIP TEAM, RIGHT NOW... WE ARE COMING INTO THE SECOND PHASE, WE'RE TRYING TO WORK MUCH MORE ABOUT THE FUTURE, WHAT DOES A NEW NORMAL LOOK LIKE?

HOW DO WE ENSURE WE'RE SAFE AND HEALTHY, AT THE SAME TIME, THINKING ON THE FUTURE.

AND... SO, I THINK THAT, AS LEADERS IN THIS ORGANIZATION, IT'S IMPORTANT TO DO, THAT BECAUSE WE WANT TO COME UP ON THIS, EVEN AS A STRONGER COMPANY.

EVEN THOUGH, RIGHT NOW, WHEN YOU SOMETIMES LOOK AROUND, IT'S HARD TO SEE THAT WE'RE GOING TO GET OUT OF IT, BUT WE WILL, ONE DAY, FOR SURE.

IT'S JUST GOING TO TAKE SOME TIME AND I WANT TO REMIND YOU WHAT I SAID IN THE BEGINNING.

SOMETIMES YOU HEAR POSITIVE NEWS, WHICH IS GREAT TO HEAR.

SEEING ALL THE RECOMMENDATIONS AROUND WORK PRINCIPLES.

WE NEED TO BE CONTINUOUS HERE.

QUARANTINE AND SOCIAL DISTANCING, DON'T FORGET THAT RIGHT NOW.

CONTINUE WITH IT, THAT'S THE ONLY WAY THAT WE CAN ACTUALLY GET THE -- SEE AN END TO ALL THIS.

SO... ONCE AGAIN, JEREMY, WHAT'LL BE HAPPENING TONIGHT FOR THE PAY IT FORWARD GAME?

>> JEREMY: WE HAVE DEMANTE AND BASEBALL STAR HUNTER PENCE GOING UP AGAINST ONE ANOTHER THERE.

THE LEAGUE OF LEDGES, I BELIEVE IS THE GAME.

CAN'T LEAVE HOME, BUT THAT DOESN'T MEAN WE CAN'T COME TOGETHER TO SUPPORT SMALL BUSINESS, TO MAKE SURE YOU TUNE IN THERE AND TWEET, PAY IT FORWARD, LIVE, SO WE'RE GIVING SUPPORT TO SMALL BUSINESSES IN OUR COMMUNITIES.

BEFORE THAT STARTS TONIGHT, WHERE YOU CAN CATCH IT ON FIOS CHANNEL 501 OR GO TO TWITTER, ON THE VERIZON HANDLE, YOU CAN TUNE IN THIS AFTERNOON TO HEAR A CONVERSATION WITH CHRISTA BORNE AND VANESSA HOUSTON TODAY AT 2:30 P.M. EASTERN, ON OUR VZ UP TO SPEED INSTAGRAM CHANNEL.

WATCH THAT ON YOUR MOBILE DEVICE.

REALLY APPRECIATE ALL THE WORK THAT EVERYBODY'S DOING OUT THERE, INCLUDING OUR RETAIL FOLKS.

WE'LL TAKE A LOOK INTO WHAT THEIR DAYS ARE LIKE NOW.

THAT'S WHAT WE'VE GOT FOR TODAY AND TONIGHT.

EARLIER, HANS MENTIONED A NEW PHONE THAT'LL BE AVAILABLE ONLINE AT VERIZONWIRELESS.COM STARTING APRIL 29TH.

FOR A QUICK LOOK AT HOW THAT DEVICE WORKS, HAVE A GOOD DAY, WE'LL SEE YOU TOMORROW.

>> 1 PLUS 8 5GW, SIGNALLING THE START BETWEEN A BEAUTIFUL RELATIONSHIP OF ONE OF THE COOLEST SMARTPHONES AND LARGEST NETWORKS IN THE WORLD.

LET'S SEE WHAT WE HAVE AROUND THE HOUSE TO TEST THIS BAD BOY OUT.

RIGHT OUT OF THE BOX, 1 PLUS 8 5GW WILL TURN HEADS.

MAKING IT PERFECT FOR WATCHING YOUR FAVORITE VIDEOS AT HOME.

90 HERTZ REFRESH BREAK DOWN.

BATTERY LIFE AND PERFORMANCE IS PERFECT FOR GAMERS AND SEAMLESS CLASS.

UNDER THE HOOD, THE SNAPDRAGON 865 PROCESSOR.

CONNECTION WITH 5G ULTRA WIDEBAND NETWORK.

THE 1 PLUS 8 5GW IS THE LOWEST PRICE AVAILABLE ON VERIZON.

GIVES YOU ACCESS TO PREVIOUSLY UNHEARD OF DOWNLOAD SPEEDS, ALLOWING YOU TO EASILY WORK REMOTELY AND DOWNLOAD FILES, MOVIES AND GAMES IN SECONDS.

ON THE BACK, LOADING THE PHONE UP WITH THREE CAMERAS, INCLUDING A 16 MEGA PIXEL CAMERA, 48 MEGA PIXEL MAIN CAMERA AND DESERT INDICATED MACRO CAMERA.

WHAT'S MORE?

1 PLUS VERIZON PRESENTS 2.0, THE MOBILE CRYSTAL PUZZLE GAME AVAILABLE FOR FREE.

STARTING TODAY.

WE'LL BE LIVE STREAMING MAY 7TH AND 10 FINALISTS WILL GET THE OPPORTUNITY TO WIN \$10,000 FOR THEMSELVES AND \$10,000 FOR A CHARITY AFFECTED BY COVID-19.

\$33.33 PER MONTH ON VERIZON WIRELESS PAYMENT.

VISIT VERIZONWIRELESS.COM FOR ADDITIONAL PROMOS AND SPECS.