

Verizon
Up To Speed Live
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>> THE NETWORK HAS TO BE PREPARED FOR WHATEVER COMES ITS WAY.
>> WE HAVE TO MAKE SURE THE NETWORK IS WORKING ALL THE TIME.
>> WE TAKE THAT RESPONSIBILITY SERIOUSLY.
>> THE MOST REWARDING THING ABOUT THE WORK WE DO, WHEN WE SEE A
CUSTOMER COMMUNICATE IT 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.
>>> 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 OPPORTUNITIES.
>> LIKE 5G.

>> TO MAKE THINGS JUST INCREDIBLE.

>> ALMOST ALL 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 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 -- CONSTANTLY MONITORING, TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

>> THE MOST REWARDING THING ABOUT 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'RE RELENTLESSLY COMMITTED TO THE NETWORK.

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

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

>> WE'RE RELENTLESSLY COMMITTED TO THE NETWORK.

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

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

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

>> WE'RE ENGINEERS.

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>> PLUS, THOUSANDS OF OTHER COMPANIES OF ALL SIZES.
>> NO MATTER WHAT BUSINESS YOU'RE IN... DIGITAL TRANSFORMATION NEVER STOPS.
>> VERIZON KEEPS BUSINESS READY.
>>> GOOD MORNING, GOOD EVENING, AND GOOD AFTERNOON.

HERE WE ARE ON WEDNESDAY, APRIL 15TH, NOON ON THE EAST COAST.
SOME, SOME SPECIAL GUESTS WITH US TODAY.

WE HAVE DIEGO SCOTTI WHO WILL GIVE US AN UPDATE.

HAD A GREAT LINKEDIN POST YESTERDAY ABOUT HOW THE TRUE POWER BRAND IS DEFINED BY ACTION, NOT TALK.

WE'LL TALK TO HIM IN A MOMENT.

WE'VE GOT CHRISTY AS WELL -- TODAY... NO HANS.

HANS IS CURRENTLY ON A CALL WITH THE PRESIDENT, PRESIDENT TRUMP AND ABOUT 53 OTHER BUSINESS LEADERS FROM AMERICA, AS THEY'RE WORKING ON THE GREAT AMERICAN ECONOMIC REVIVAL.

GOOD TO HAVE THAT REPRESENTATION THERE AS WE'RE LOOKING AT WAYS TO GET AMERICA GOING, AS WELL AS THE WORLD AND COUNTRY.

WANT TO SHOW A COUPLE QUICK THINGS BEFORE WE GET TO DIEGO.

YESTERDAY, IN THE NEW YORK POST, WE CAN SWITCH OVER TO THAT SLIDE.

ONE OF OUR EMPLOYEES RECOGNIZED AS A HERO OF THE DAY, SOMETHING THE NEW YORK POST IS DOING THERE.

AS AN OPERATIONS MANAGER OUT OF NEW YORK CITY -- HE'S HOME-SCHOOLING TWO KIDS WHILE HIS WIFE WHO IS A NURSE PRACTITIONER WORKS NIGHTS AS A BUSY HOTEL IN THE CITY.

THAT'S NOT ALL -- ON THE NEW YORK DAILY NEWS, DOWN TO THE BIG APPLE, ON THE NEXT SLIDE HERE, CALLING OUT THE WORK WE'RE DOING TO FEED THE FRONT LINE.

THAT INCLUDES FIRST RESPONDERS THAT WE ARE DONATING MEALS TO -- WE'LL KNOW MORE ABOUT OUR SOCIETAL EFFORTS FROM DIEGO IN A MINUTE.

SOME OF THE TEAM IN RICHMOND UNIVERSITY MEDICAL CENTER.

THANK THEM FOR EVERYTHING THEY'RE DOING TO TAKE THAT TIME TO
THANK US IS POWERFUL AND MOVING.

A LOT GOING ON, LIKE I SAID.

WANT TO START WITH THIS.

A LOT ABOUT THANKS, FOR THE FIRST RESPONDERS, THE TEAMS KEEPING
CUSTOMERS CONNECTED AND EMPLOYEES AROUND VERIZON.

LET'S RUN THE VIDEO, PLEASE.

>> TO ALL OUR VERIZON EMPLOYEES, WE'VE NEVER BEEN SO PROUD OF
OUR TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER
SERVICE REPS WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY.

AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART, YOU'RE HELPING
US COME TOGETHER.

OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8
BILLION TEXTS PER DAY.

YOU KEPT OUR NETWORK RELIABLE THROUGH IT ALL.

KEEPING PEOPLE CONNECTED AND SAFE AT HOME.

SO... THANK YOU.

BECAUSE OF YOU, WE'RE HERE AND WE STAND READY.

>> A LOT OF PURPOSE BEHIND THAT VIDEO, TALKING ABOUT OUR
EMPLOYEES AND THE JOB THEY'RE DOING.

WANT TO BRING IN DIEGO SCOTTI NOW, OUR CHIEF MARKETING OFFICER
AND GOOD FRIEND OF MINE.

HOW IS THE TEAM DOING?

TELL US WHAT THEY'VE BEEN WORKING ON.

I THINK IT'S BEEN VISIBLE THERE, WITH THE LINKEDIN POST
YESTERDAY, TALKING ABOUT ALL THAT'S GOING ON.

>> HEY, JEREMY, GOOD TO BE HERE, THANKS FOR HAVING ME.

YOU KNOW... IT'S, IT'S REALLY GREAT TO BE ABLE TO TALK ABOUT
WHAT'S GOING ON WITH THE BRAND AND OUR CUSTOMERS, FOR TWO
REASONS.

ONE... BECAUSE IT -- IN TIMES OF CRISIS, IN WHICH BRANDS LOSE THEIR WAY, UNFORTUNATELY, BECAUSE THEY JUST GET OVERWHELMED BY WHAT'S HAPPENING AND THEY START MOVING IN MANY DIRECTIONS.

THE SECOND ONE IS BECAUSE... I'M ALSO VERY PROUD OF THE FACT THAT LAST NOVEMBER, WE INTRODUCED OUR NEW PURPOSE, WE CREATED NETWORKS THAT MOVE THE WORLD FORWARD.

THAT, BECAUSE OF THE RECENT, DEALING WITH THE CRISIS, I THINK IT SERVES US REALLY, REALLY WELL IN TERMS OF EVERYTHING THAT WE'VE DONE SINCE WE STARTED WITH THIS WORK.

THE IMPORTANCE OF THE POST THAT YOU MENTIONED ON LINKEDIN WAS CRITICAL, BECAUSE... IT'S REALLY WHAT YOU DO AS A BRAND.

THE ACTIONS THAT DEFINE HOW CONSUMERS, CUSTOMERS ARE GOING TO PERCEIVE YOU AND... VALUE, NOT JUST WHAT YOU SAY.

I'M VERY PROUD OF COMMERCIALS, SO... THANK YOU NETWORK EMPLOYEES, AND THE WORK THAT -- ANYTHING WE DO IN TERMS OF OUR TEAM, IS REALLY WHAT WE DO, WHAT MAKES A DIFFERENCE

SO... SINCE THE BEGINNING, WE REALLY FOCUSED ON ONE CRITICAL POINT, WHICH IS... HOW ARE WE GOING TO BE HELPFUL TO OUR CUSTOMERS, TO OUR EMPLOYEES AND TO SOCIETY, IN GENERAL?

THAT SERVED US VERY WELL IN THE BEGINNING.

IF YOU PUT OUT THERE, VERY CLEAR COMPASS IN TERMS OF HOW WE NEED TO ACT AND EVERYTHING WE DO.

I TELL YOU, I'M VERY PROUD OF THE TEAM.

WE WERE THE FIRST BRAND IN AMERICA, THE FIRST BRAND IN AMERICA THAT HAD A TV COMMERCIAL WITH A COMMUNICATION AROUND COVID-19, THE TEAM WAS REALLY FAST TO BE OUT THERE.

FOR WEEKS, STARTING WITH BEING HELPFUL AROUND A MESSAGE ON OUR NETWORK WITH MY UPDATED FEED THAT IS SO IMPORTANT.

WE ALSO FOCUS ON ONLINE SUPPORT AND MAKING SURE OUR CUSTOMERS COULD ALSO GET THE SUPPORT THEY NEED AS SOME OF OUR STORES WERE CLOSED, WERE SHUTTING DOWN AND SUPPORT FOR OUR BUSINESSES.

AND CUSTOMERS.

THAT, ALSO, NEED SUPPORTED IN THIS DIFFICULT TIME.

SO... A LOT OF WORK, I THINK WHEN I TALKED ABOUT EMPLOYEES, UP TO SPEED LIVE IS A GREAT EXAMPLE FOR SOMETHING THAT CAME OUT OF THE NOTION OF HOW WE'RE GOING TO BE HELPFUL TO OUR EMPLOYEES

SO... IF I LOOK AT IT -- SOCIETY, I LOOK AT SOCIETY, A LOT HAS BEEN DONE IN THE LAST FEW WEEKS AND... THERE WERE THREE AREAS THAT WE THOUGHT WERE VERY IMPORTANT FOR US TO FOCUS ON.

YOU HEARD ABOUT THIS FROM HANS AND CHRISTY IN PREVIOUS EDITIONS, BUT... WE DECIDED TO FOCUS ON EDUCATION, IN PARTICULAR, WITH YOUTH.

YOU SEE WE TRIPLED THE DATA FOR MORE THAN 100,000 STUDENTS THAT ARE PART OF THE VERIZON INNOVATIVE LEARNING AND... WE CREATED A GREAT PARTNERSHIP WITH THE NEW YORK TIMES TO GIVE ACCESS TO THEIR EDUCATIONAL TOOLS -- DIGITAL VALIDATIONS TO MORE THAN 40 MILLION HIGH SCHOOL STUDENTS ALL OVER THE COUNTRY.

IT'S A TERRIFIC, TERRIFIC EFFORT.

THE SECOND ONE WAS SUPPORTING HEALTH CARE WORKERS.

WE DONATED \$5 MILLION TO THE ORGANIZATION, VERY RELEVANT TODAY.

I ALWAYS SAY THAT THE VALUE IS ONE IMPLEMENTATION -- IT'S OUR BEST HOPE AROUND THE WORLD.

TO, TO BE ABLE TO HELP THOSE IN NEED, SO... WE DONATED \$5 MILLION TO THEM, TO SERVE ORGANIZATIONS, BUT TO HELP PAY OUR WORKERS ON THE FRONT LINE.

HOW DO WE SUPPORT FOCUS?

YOU MENTIONED PAY IT FORWARD -- I HAVE A SECRET FOR TOMORROW THAT I WANTED TO SHARE WITH YOU -- TOMORROW... THE ARTIST, IN OUR PAY IT FORWARD CONCERT IS GOING TO BE THE BRAND... SO... I HOPE EVERYBODY'S EXCITED THERE, YOU GO... LUKE BRYAN'S GOING TO BE THERE TOMORROW NIGHT.

THIS'LL BE PAY IT FORWARD, LIVE.

THERE'S NOT ENOUGH MONEY IN THE WORLD IN TERMS OF GRANTS THAT CAN HELP SMALL BUSINESSES STAY ALIVE.

THE WAY TO DO IT IS TO GET EVERY SINGLE PERSON TO DO SOMETHING.

TO GET A GIFTCARD, YOU KNOW... BY ORDERING DINNER TONIGHT.

SHOP ONLINE.

THE PRESENCE OF THIS PROGRAM IS VERY SIMPLE.

WE'RE GETTING EVERYONE TO TAKE ACTION.

LAST NIGHT, WE HAD OUR GAMING EDITION, BUT IT'S ON TUESDAYS, WE DO THIS ON TUESDAYS AND THURSDAYS.

6.3 MILLION PEOPLE TUNING IN TO WATCH THIS GAME GOING IN THE GAMING BATTLE AND... KEEPS GROWING.

IT KEEPS GROWING AND KEEPS GROWING.

THIS IS ABOUT CREATING A MOVEMENT, WE'RE CREATING A MOVEMENT AND WE'RE VERY GLAD TO BE PART OF IT.

A

LASTLY, SOMETHING YOU'RE GOING TO HEAR VERY SOON.

IT STARTS THIS SATURDAY.

THERE'S A BIG EVENT HAPPENING.

WE HAVE THE ONE WORLD TOGETHER AT HOME EVENT WITH GLOBAL CITIZENS, WE ARE VERY PROUD TO SPONSOR AND PARTNER WITH GLOBAL CITIZENS, EIGHT COMPANIES WILL BE THERE, REPRESENTED AND THIS IS A TWO-HOUR GALLOP POLL THAT NETWORKS IN THE U.S., ALL OVER THE WORLD, YAHOO WILL BE ALSO BROADCASTING.

BUT... ARTISTS FROM EVERY NETWORK AND EVERY LINE OF BUSINESS IN THE U.S. AND WHEN IT COMES TOGETHER TO REALLY CELEBRATE, YOU KNOW... THE SPIRIT THAT IS BEHIND THOSE HEALTH CARE WORKERS THAT ARE MAKING EVERYTHING POSSIBLE TO HELP US DURING THIS -- TO HELP HUMANS DURING THIS CRISIS AND WE'RE GOING TO HAVE A TEXT TO DONATE FUNCTION THROUGH VERIZON.

THAT WE'RE GOING TO SEE DURING THE WHOLE TELECAST, TO ASK PEOPLE TO DONATE.

ALL IN ALL, A LOT GOING ON.

I'M EXCITED ABOUT THE WORK THAT WE'RE DOING, JEREMY.

>> JEREMY: A LOT OF WORK, APPRECIATE THOSE OF US ON THE CMO TEAM.

WE HAD A COUPLE CHECKINS WITH DIEGO AND A DEEJAY ON FRIDAY.

LUCKILY YOU COULDN'T SEE ME DANCING.

YOU DON'T WANT TO SEE THAT ANYWAY.

I APPRECIATE EVERYTHING YOU AND THE TEAM ARE DOING.

PAY IT FORWARD LIVE IS A GOOD REMINDER.

MY WIFE AND I JUST ORDERED OUT LUNCH, WE'LL HAVE THAT SOON.

NO... NO LACK OF THINGS THAT ARE GOING ON THERE.

CHRISTY HAS A LOT TODAY AS WELL, INCLUDING SOME ABOUT NURSES AND TEACHERS AND THINGS HAPPENING OUT IN SOCIETY AS WELL.

CHRISTY, GOOD AFTERNOON, HOW ARE YOU?

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

THANKS FOR THAT LEAD-IN AND GREAT TO HEAR ABOUT THE SUCCESS OF PAY IT FORWARD FROM DIEGO.

WHAT AN EXCITING PROGRAM.

I HAVE A GAMER WHO LOVES TUESDAY NIGHT AND FAMILY THAT LOVES MUSIC, THURSDAY NIGHT.

THIS IS AN INNOVATIVE PROGRAM THAT'S BEEN PUT TOGETHER.

ANOTHER WAY IN WHICH VERIZON IS SHOWING UP TO HELP PEOPLE IN SOCIETY AND IN PARTICULAR... WANT TO ANNOUNCE A NEW OFFERING FOR NURSES AND TEACHERS.

SO... NOW, MORE THAN EVER -- WE RECOGNIZED THE SACRIFICES AND THE IMPORTANCE OF THOSE WHO ARE SUPPORTING AND SERVING IN OUR COMMUNITIES.

SO... STARTING APRIL 23RD, NEXT THURSDAY, VERIZON IS EXPANDING OUR BEST WIRELESS UNLIMITED PRICING TO NURSES AND TEACHERS WHO ARE DOING SOME OF THE MOST CRITICAL WORK IN OUR SOCIETY, BY KEEPING OUR STUDENTS ENGAGED IN LEARNING AND KEEPING OUR FRIENDS, FAMILY AND NEIGHBORS CARED FOR.

THIS, IS A VERY EXCITING PROGRAM.

MIX AND MATCH, FIOS, INTERNET PLAN, DISCOUNTS WILL START IN MAY.

THESE NURSES AND TEACHERS JOIN THE ACTIVE MILITARY, VETERANS AND FIRST RESPONDERS WHO ALSO ALREADY BENEFIT FROM THIS PRICING

SO... JEREMY, WE FEEL LIKE THIS IS JUST ANOTHER WAY THAT VERIZON IS THANKING THOSE EVERY DAY HEROES FOR EVERYTHING THEY DO.

NOT JUST DURING THE CHALLENGING TIME, BUT EVERY DAY.

AND... SPEAKING OF HEROES, I KNOW WE'RE FEELING -- AND A LITTLE TOWARDS UP TO SPEED HEROES EDITION HERE TODAY.

TO BE HONEST, IT FEELS GREAT TO HIGHLIGHT SOME OF THESE RAYS OF SUNSHINE HERE AND WE'VE GOT SO MANY PEOPLE OUT THERE, PERFORMING WITHOUT CAPES, WHO DON'T HAVE SUPER POWERS, BUT ARE REALLY JUST GOING ABOVE AND BEYOND TO MAKE IT DIFFERENT FOR THEIR FELLOW NEIGHBORS, CITIZENS, OTHERS IN SOCIETY AND WITHIN VERIZON, OUR V TEAMERS ARE JUST THOSE FOLKS.

THEY'RE FINDING CREATIVE WAYS TO DO THAT.

I'D LOVE TO PLAY A VIDEO OF TWO OF OUR V TEAMERS LEADING IN AN EXEMPLARY WAY, THANKS, JEREMY.

>> IN VERIZON, I TAKE LOGITECH, SEE IF VERIZON HAS A GOOD USE CASE.

AND WE TRY TO PROTOTYPE THEM AND MOVE TO PRODUCTION.

>> I DO MOSTLY SOFTWARE DEVELOPMENT AND... YOU KNOW... MACHINE LEARNING.

>> I WAS KIND OF LOOKING AT VOLUNTEER OPPORTUNITIES ACROSS THE BOARD.

>> THE 3D PRINTING COMPANY THAT WE SOURCE OUR PRINTERS THROUGH. STRATISUS IS PRINTING VISORS WITH A SPACE SHIELD ON THE FRONT OF IT.

THERE'S A SERIOUS LACK OF THOSE PARTS.

BOTH OF MY SISTERS ARE NURSES, ONE OF THEM WORKED AT A HOSPITAL IN FLORIDA AND THE OTHER ONE ACTUALLY JUST VOLUNTEERED TO WORK IN MANHATTAN.

>> THIS IS ONE OF THE BEST THINGS WE CAN DO.

>> WE ARE, SPECIFICALLY PRINTING THE VISOR AND WE SEND US TWO STRATUSES AND THEY ATTACH THE FACE SHIELD TO THEM.

>> IT'S LIKE AN ONLINE COMMUNITY.

WHERE A LOT OF THESE HOSPITALS ARE ALLOWED TO LOG IN AND SET UP ORDERS.

THEY CAN PRINT ABOUT 200 TO 300.

>> JUST THE OPPORTUNITY TO, YOU KNOW... BE ABLE TO DO SOMETHING TO HELP, EVEN IF IT'S, YOU KNOW... KIND OF SMALL.

YOU KNOW... IT'S, IT'S JUST GOOD TO DO.

>> IT REALLY FEELS AMAZING -- THE FACT YOU CAN MAKE A DIFFERENCE AND THE FACT THAT WE'RE KIND OF USING TECHNOLOGY AS WELL, THAT WE HAVE TO AT LEAST HELP AND SUPPORT IN SUCH A HUGE SCALE.

>> WOW... I'M SO EXCITED TO SEE THOSE KINDS OF STORIES THAT I WANT TO GIVE A HUGE THANK YOU TO THEM FOR EXEMPLIFYING THE HEART AND SPIRIT OF WHAT IT MEANS TO BE A V TEAMER AND THE NURSES AND OTHER HEALTH CARE PROFESSIONALS THAT WILL BENEFIT FROM THE PRODUCTS YOU'RE MAKING.

JUST BUILDING ON SOMETHING DIEGO MENTIONED, WE HAVE OUR V TEAMER VOLUNTEER PLATFORM, WE'RE FOCUSING TO JUSTIFY IDEAS FOR VOLUNTEERING OR GIVING BACK.

ESPECIALLY WITH COVID.

A WHOLE SEGMENT IS SECTIONED OFF FOR IDEAS ON HOW TO DO THAT VIRTUALLY.

MANY OF YOU ARE WONDERING HOW CAN I HELP AND DO MORE FOR THOSE IN NEED?

SHIFTING GEARS AS WE THINK ABOUT SOCIETY, THAT'S ANOTHER QUESTION ON A LOT OF V TEAMERS MINDS.

WHERE DO WE GO FROM HERE?

WE SEE IN THE MEDIA AND NEWS, A NUMBER OF COUNTRIES AROUND THE WORLD, BE IT ASIA, SOME IN EUROPE AND NOW IN THE UNITED STATES, A LOT OF DIALOGUE ABOUT WHAT DOES REOPENING SOCIETY LOOK LIKE AND HOW WILL THAT APPLY TO THE V TEAM?

I THINK I WANT TO LEAVE ALL THE V TEAMERS OUT THERE WITH AN ASSURANCE THAT WE'RE ACTIVELY INVOLVED IN DISCUSSIONS WITH THE LEADERSHIP.

YOU HEARD FROM JEREMY, THAT THE NATIONAL LEVEL, AND ALSO VERIZON, THROUGH OUR PARTNERSHIP AND ENGAGEMENT WITH OTHER GLOBAL ORGANIZATIONS, IS HAVING A VOICE AS WELL, TO MAKE SURE WE ARE ABLE TO PLAN FOR, AND BE RESPONSIBLE IN HOW WE HELP SOCIETIES REOPEN AND KEEP OUR V TEAMERS SAFE.

MORE INFORMATION WILL BE COMING.

I SHARED EARLIER IN THE WEEK, WHEN WE TALKED RECENTLY WITH JOE RUSSO AND AGAIN THIS WEEK, WE REALLY THINK ABOUT THREE PHASES FOR HOW WE'RE HANDLING OUR RESPONSE TO CORONAVIRUS.

FIRST... WAS REALLY STANDING UP AND REACTING TO AND HAVING A CRISIS RESPONSE.

AND WE STARTED THAT IN MID-JANUARY FOR ASIA AND IN FEBRUARY FOR EUROPE AND THE UNITED STATES.

WE'RE CONTINUING THOSE ACTIVITIES, EVEN THROUGH TODAY, AND GOING FORWARD.

TWO PLUS WEEKS AGO, WE STARTED SAYING, WE'RE GOING TO HAVE TO OPERATE PAST MARCH.

THROUGH APRIL, AT LEAST.

HOW DO WE MAKE THIS EFFECTIVE AND HAVE WAYS FOR EVERY V TEAMER TO CONTRIBUTE AND BE PRODUCTIVE.

WE HAVE LITERALLY TENS OF THOUSANDS OF V TEAMERS DOING VIRTUAL TRAINING RIGHT NOW.

TO EITHER LEARN HOW TO DO THEIR CURRENT JOBS IN A REMOTE-WORK BASIS OR LEARN THE SKILLS THEY NEED TO TAKE ON AN ALTERNATIVE WORK ASSIGNMENT SO THAT THEY CAN CONTINUE TO CONTRIBUTE AND BE ON THE TEAM HERE AS WE SEEK TO KEEP THE WORLD CONNECTED.

AND THEN, THE THIRD PHASE THAT HANS AND THE LEADERSHIP TEAM ARE TURNING OUR ATTENTION TO AS WELL, IS HOW MIGHT WE BEGIN TO REOPEN AS VARIOUS GOVERNMENTS AROUND THE WORLD REOPEN THEIR ECONOMIES.

SO... MORE TO COME AND WE KNOW THIS IS TOP OF MIND FOR ALL OF YOU AND WE'RE ACTIVELY PARTICIPATING WITH LEADERS AROUND THE WORLD, BUSINESS LEADERS, AS WELL AS THE LEADERS AT VERIZON TO MAKE SURE WE KNOW WHAT THAT'LL LOOK LIKE.

>> JEREMY: THANK YOU FOR ALL THOSE UPDATES.

SO PROUD WE'RE ABLE TO EXTEND THAT OFFER TO NURSES AND TEACHERS AS WELL AS FIRST RESPONDERS AND THOSE WHO ARE ACTIVELY SERVING IN THE MILITARY AND VETERANS AS WELL.

THAT'S GOOD TO SEE.

SOME \$45 MILLION IN DONATIONS THAT VERIZON HAS PUT OUT FOR COVID-19 RELIEF EFFORTS SO FAR.

DIEGO TALKED ABOUT SOME OF THEM, IT'S JUST REALLY, REALLY, GOOD STUFF THAT'S GOING ON THERE.

QUESTION FOR YOU, DIEGO.

YOU KNOW... I WAS READING THIS MORNING, ONE INDUSTRY STUDY SAID WE'VE GOT SOME OF THE MOST EMPOWERING MARKETING AND AD MATERIALS OUT THERE RIGHT NOW.

WHAT IS THE MARKET SAYING?

WHAT ARE CONSUMERS SAYING?

I KNOW THAT'S A BIG PART OF THE MARKETING ORGANIZATION AS WELL.

>> DIEGO: THE FIRST THING I WANT TO SAY, I REALLY WANT TO THANK ALL OF OUR ENGINEERS AND TECHNICIANS THAT MAKE OUR NETWORK AMERICA'S MOST RELIABLE NETWORK.

IN A WAY, THE BRAND EXPERTS, IF YOU DON'T HAVE A GOOD PRODUCT, YOU CAN PUT, YOU CAN MAKE ANY -- THE BEST COMMERCIALS IN THE WORLD, BUT... SOONER OR LATER, IT CATCHES UP WITH YOU.

ONE OF THE THINGS WE'RE SEEING IN THE MARKETPLACE TODAY IS THAT OUR MESSAGE IS RESONATING, BUT... WHEN CUSTOMERS ARE HAVING THE EXPERIENCE WITH OUR PRODUCTS OR THE ACTIONS WE'RE TAKING, THEY ARE FINDING THAT EVERYTHING THAT WE'RE SAYING IS TRUE.

IT'S SO IMPORTANT, ESPECIALLY IN THIS DAY AND AGE TO BE TRUTHFUL WITH EVERYTHING THAT YOU'RE DOING AND THE PRODUCT THAT YOU'RE BRINGING INTO THE MARKETPLACE.

WHAT'S HAPPENING WITH SOME OF OUR COMPETITORS IS THAT, THEIR PRODUCT IS NOT AS GOOD.

THEY MIGHT HOLD A BEAUTIFUL COMMERCIAL OUT THERE, BUT THE EXPERIENCE, WE'RE SEEING, ESPECIALLY DURING THIS MOMENT IN TIME, THEY ARE, THEY'RE SEEING DECLINE OF PERCEPTION.

SO... WHAT WE SEE FROM CUSTOMERS, AS YOU WERE REFERENCING SOMETHING THAT WE JUST LEARNED YESTERDAY, THAT WE... WE WERE THE MOST-EMPOWERING ADS OF THE YEAR SO FAR.

WITH THE PAY IT FORWARD CAMPAIGN.

BECAUSE... OF WHAT IT SAYS.

THE MOST IMPORTANT ONE WE'RE SEEING IS CONTINUOUS INCREASES ON PERCEPTIONS AROUND THE BRAND AND QUALITY OF THE NETWORK -- IN TERMS OF AFFINITY WITH THE BRAND -- IN TERMS OF HOW MUCH PEOPLE LOVE VERIZON AND ALSO THE POINT ABOUT HOW MUCH DO WE CARE ABOUT MAKING A POSITIVE IMPACT ON SOCIETY.

WHICH IS ALSO FELT OVER EVERYTHING THAT WE'RE DOING.

SO... WHERE ARE WE GOING FROM HERE?

AN INTERESTING SHIFT IS HAPPENING IN THE MARKETPLACE.

WE WERE FIRST TO BE THERE WITH MESSAGES THAT MADE SENSE.

A LOT OF PEOPLE ARE SAYING ENOUGH WITH, YOU KNOW... EMPTY ADS FROM BRANDS THAT TALK ABOUT, YOU KNOW... THANKING ME FOR BEING ME OR JUST SAYING WE'RE THERE FOR YOU.

WE WERE THERE WITH JUSTIN AND WILL CONTINUE TO DO SO.

THERE ARE TWO THINGS WE'LL BE DOING AND FOCUSING MOVING FORWARD.

ONE IS THE RELIABILITY OF OUR NETWORK AND RELIABILITY OF WHAT WE DO IS MORE-IMPORTANT THAN EVER.

YOU'LL SEE ALL THE MESSAGES THAT WILL COME IN THE MARKETPLACE OVER THE NEXT FEW WEEKS.

CONTINUING TO TRY THAT MESSAGE.

AND SECONDS... CONNECTING TO WHAT CHRISTY INTRODUCED, WE WANT TO MAKE THE ACTION THAT IS TO SUPPORT MILITARY, NURSES, TEACHERS, THOSE PEOPLE THAT PUT THEIR LIVES ON THE LINE EVERY DAY FOR US TO GIVE THE BEST SERVICE AND BEST PRICING NETWORK.

YOU'LL SEE US GOING HARD AT THAT MESSAGE.

IT'S NOT ONLY JUST AN OFFER, BUT A GREAT ACTION FROM THIS BRAND THAT LEAVES RELIABILITY IS MORE THAN JUST COMMUNICATION.

RELIABILITY IS WHAT WE DO IN THE BRAND AND THE GROUP OF PEOPLE.

>> GOOD WORDS HERE, DIEGO.

I APPRECIATE THAT.

ONE OTHER ANNOUNCEMENT THIS MORNING, WE'LL TAKE THE NEXT SLIDE, CHRIS.

APPLE ANNOUNCED A BRAND NEW VERSION OF IPHONE SE.

ANOTHER WAY THAT FOLKS CAN STAY CONNECTED THERE.

A LOT OF GREAT FEATURES FOUND IN ITS FLAGSHIP.

AFFORDABLE PRICE AND MUCH SMALLER SIZE.

YOU CAN ORDER THAT WITH ANYTHING, FROM VERIZONWIRELESS.COM STARTING THIS FRIDAY AT 8:00 A.M. OR ON THE MY VERIZON APP.

THAT'S OUT THERE AND... I DO APPRECIATE YOU JOINING US TODAY, DIEGO... GOING TO SWITCH OVER TO CHRISTY NOW FOR HER FINAL THOUGHTS TODAY.

>> THANKS SO MUCH, THANKS AGAIN FOR ALL THE V TEAMERS OUT THERE.

WE KNOW THAT IT'S A REALLY TRYING TIME AND WE THINK HAVING GOOD INFORMATION AND HEARING FROM THE LEADERS IS IMPORTANT.

SO... WE LOOK FOR YOUR FEEDBACK.

WE FOLLOW YOUR QUESTIONS.

PLEASE SEND ANY NOTES TO THE COVID WEBPAGE, ASK CHRISTY BOX IF THERE'S MORE ON YOUR MIND AND YOU'RE NOT HEARING FROM US.

WE MEET EVERY DAY AS A LEADERSHIP TEAM TO MAKE SURE WE'VE GOT THE RIGHT ACTION PLANS TO KEEP THE NETWORKS CONNECTED, KEEP ALL OF YOU SAFE AND SUPPORT ALL OF OUR CUSTOMERS WORLDWIDE.

SO THAT WE CAN GET THROUGH THIS TOGETHER.

WE JUST WANT TO SAY THANKS FOR YOUR RESILIENCE, THANKS FOR THE GREAT EXAMPLES, YOU INSPIRE US AND WE LOOK FORWARD TO TALKING AGAIN TOMORROW.

>> JEREMY: CHRISTY, THANK YOU SO MUCH FOR THAT.

IF YOU HAVE QUESTIONS, SEND THEM TO US LIVE@VERIZON.COM.

DROP US AN E-MAIL, WE'LL GET THOSE IN AND SEE WHAT'S ON YOUR MIND.

WANT TO TAKE A LOOK AHEAD TO WHAT'S COMING UP.

WE'RE GOING TO EXTEND OUT OUR WELLNESS FRIDAY SERIES.

GURU WILL BE JOINED BY DR. PATEL, ONE OF THE YAHOO MEDICAL CONTRIBUTORS.

THEY'LL TAKE YOUR QUESTIONS ABOUT HEALTH AND WELL-BEING AND ALL THOSE THINGS.

LOOK FORWARD TO THAT FRIDAY AT THE END OF OUR NORMAL LIVE UP TO SPEED TIME.

HANS WILL GIVE US AN UPDATE LATER TODAY ON THE VERIZON NEWS, INSTAGRAM ON HIS CONVERSATION AND ALL THE THINGS HAPPENING IN HIS WORLD.

INSTAGRAM LIVE AT 3:00 P.M. TODAY.

FINALLY, A THANK YOU.

FOUR YEARS AGO, WE LAUNCHED SOMETHING CALLED UP TO SPEED.

WHEN WE WENT OUT WITH IT, WE KNEW WE WANTED TO KEEP PEOPLE CONNECTED WITH WHAT WAS HAPPENING AROUND IT INSIDE VERIZON.

I'D LIKE TO SAY THANK YOU TO THE WHOLE TEAM WHO HAS MADE THAT POSSIBLE OVER THE LAST FEW YEARS.

A FEW PEOPLE ARE MAKING THAT WORK EVERY SINGLE DAY.

ANDY, JEFF, KATIE, PETE, MATT, THERE ARE SO MANY PEOPLE, I'M GOING TO FORGET.

THANK YOU ALL, WE'LL BE BACK WITH YOU AGAIN TOMORROW.

DONNA AND JIM AS WELL.

WE'LL BE BACK WITH YOU AGAIN TOMORROW AT NOON FOR THE NEXT UP TO SPEED LIVE.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.