

**VERIZON
UP TO SPEED LIVE
APRIL 17, 2020
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- >> The network has to be prepared to absorb whatever comes its way.
- >> We're always preparing.
- >> Making sure the network works all the time.
- >> We're constantly monitoring it 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 so in times like this America can stay connected to work, school and most importantly to each other.

[Music].

- >> 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 right into their business.
- >> We virtualize their operations with software-based network technologies.
- >> Even build AI into their customer experiences.
- >> We also keep them ready for the next big opportunity.
- >> Like 5G.
- >> It's going to make things just incredible.
- >> Almost all the Fortune 500 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.

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>> JEREMY GODWIN: That's a nice thank you message as we're kicking off Friday April 17th edition of our Up to Speed good afternoon good evening and good morning.

Global Citizen this weekend sponsoring the One World: Together at Home a lot of big names there the Rolling Stones announced were one of the 100 of biggest names and

sports that come together more on that thanks for joining us today.

Stick around.

We've got Nancy Clark from our Customer Service team of course we'll get updates from Hans and Christy and then after that we'll go to Guru from Verizon Media as well as Dr. Kavita Patel a lot of you sent in questions talking about the medical side of things she's a fellow of Brookings Institute a primary care physician in Washington D.C. so they will be joining us for Wellness Friday today.

But before we get to Hans I want to back it up and talk about the week we had Chris let's go ahead and roll that video this is a week where we saw innovation at work our field techs using tech to keep customers connected in different ways.

Retail employees now supporting customers in different ways.

Continuing to respond to our crisis situations like tornadoes in the south and of course we can't forget the healthcare workers.

We're serving those who serve printing 3D masks feeding the frontline now nurses and teachers can also get up to \$40 on their service one of the cutest giving hugs and letters from thankful young customers and of course hello to our new friends at Blue Jeans remember we announced Verizon Business moving to an agreement to acquire Blue Jeans so want to get over to Hans now, Hans I know you had a busy morning I saw you on Good Morning America talking about the concert this week with Usher And my good friend Michael Strahan. I met him one time.

What's new.

>> HANS VESTBERG: Hi V Teamers wherever you are.

I think we continue to focus a lot with Christy and our team on the safety and health of our employees and team.

The team is doing a great job at the same time I have to say the Executive Team is also spending time on Phase 2 of the epidemic and planning and doing a lot of future discussions and I think that's important.

We try to have as much business as usual at the same time as we have this very serious situation with the pandemic across the globe.

And we just came out from a Board Meeting with our Board of Directors talking about the situation but also talking about our business and today as you know we had the network and technology presenting their strategy for the Board which I think went very well.

But maybe I shouldn't judge.

But it's a way for us to continue to have a good dialogue with our Board during this time but also during business as usual that I have said so many times that's important.

At the same time the Network Team is doing a great job.

Had a good readout yesterday also on how we're deploying feedback and fiber.

So business as usual.

Saying we're continuing to bring the so important infrastructure to our customers again,

thanking everyone at the frontline doing the work you are doing super in this critical infrastructure out in the market.

So thank you for that.

And on that same token we're talking about this morning, busy morning for me, the Communication Department is really working hard.

I started 6:30 on Fox News and then went on to Good Morning America and then after that CNN and meetings in between and Good Morning America I was together with Usher famous artist pretty cool.

We talked about this weekend or tomorrow night's together at home which is starting at 8:00 o'clock all kinds of artists the best in the world that are going to be there.

I think for us what's important, No. 1, this is a moment of actions in the world.

Actions for yourself as an individual.

Meaning actions against COVID-19.

Meaning social distancing.

Learning even more about how to keep you safe in these times.

And actions from corporations and public.

And we decided as a partner with Global Citizen running this with WHO to continue our support and we actually decided this morning and announced that we are having 3 million U.S. dollars in donations to the solidarity rescue fund which is going to the COVID-19 which is a collaboration between WHO and the United Nations Foundation. They are running that together to bring the so-needed support to the frontline and healthcare workers around the world from this.

So that was the news from Verizon today what we're doing.

But we're also tomorrow night 8:00 o'clock doing the technology, supporting that.

As many of you know, we're a long-term partner of Global Citizen working with them to fight some of the largest or bigger challenges that we have today.

And of course the most eminent right now is the COVID-19 and the serious situation we have with that.

So on another note I have to thank all of the V Teamers for greeting all of the new employees that are joining us from Blue Jeans. Overwhelming support and sharing for the new employees.

I can tell you also Tami Erwin and her team have done a terrific job to welcome them and work with them and Tami we have spent the last half of our 24 hours working in media.

The interest in media has been enormous for this acquisition not only because of the acquisition.

It's the time that's right.

It's straight up in our strategy.

It's also showing that Verizon in these times is actually thinking about business as usual and going forward.

At the same time we're dealing with one of the most critical crises we've seen in history basically.

So I thank the team for actually doing that in a good way.

So by that I just want to end up saying that you saw at the beginning we were talking about the New York Times we partnered with them to give 14 million high school students and the teachers free New York Times and both the content from news and education.

More than 250,000 students that have subscribed throughout the week.

And that's only 250,000 of 14 million but it's a good start and we're going to push even more to see that even more students can get ahold of this content.

All in all that's a short update from yesterday.

A lot of things happening.

And again thank you V Teamers for all of the great things you're doing.

Back to you Jeremy.

>> JEREMY GODWIN: Thank you, Hans sorry I'm not at the Usher level I've got big things to live up to today on this broadcast.

Next I want to get over to Nancy Clark but before we do that, I want to share this video with you of Nicholas Sanchez a solution specialist down in Humble, Texas 14 years he's been on the V Team as we have talked about here we've had store closures and stores are reopening where we can do that but I wanted to share this story about how excited he was to get back into the store to his our customers.

[Music].

>> My name is Nick Sanchez I work at the Deerbrook location in Humble, Texas and I've been working for the company a little over 14 years.

Our location was one of the only ones that did not close from the get-go.

At the beginning they were doing just out of managers.

Out of safety they were trying to limit the number of employees being at the location.

I received a two-week break and then they asked for volunteers so I volunteered.

And now yes they are doing it on a rotation the ones who volunteer to work the location they work two days out of the week.

And it's spread out this is my first week back.

I've been looking forward to it.

Just ready to go out of the house and go help.

I like the idea that Verizon does help customers in the past during hurricanes and now this.

I've always liked the idea of being able to go out and help.

Customers can still come in and get the help needed during this time.

And if I can, I want to give a shoutout to the Deerbrook team my managers, Brandon, Mackenzie and Alfredo they were the ones right out of the gate when we were the only

store open they came out with the process and hung in there.

[Music].

>> JEREMY GODWIN: Way to go to that store down in technical assistance and Nick thanks for sharing that story with us.

I now want to get over to Nancy Clark she leads our Customer Service organization so obviously another big way we're helping customers or the folks there on the phones and through Customer Service chat and social media and whatnot.

Nancy, give us a rundown of what your team has been working on and how they are doing today, please.

>> NANCY CLARK: Yeah, thanks, Jeremy, I appreciate being able to join the Up to Speed today and talk about everything that's going on in Customer Service I thought I would give an update on a few things.

One is the transition of all of our frontline teams to work at home.

I talk a little bit about what we're hearing from our customers.

Some ways that we have changed our ways of working.

And then maybe some early insights into lessons we've learned over this past four weeks or so.

The first thing is if you think about the Customer Service organization, it's a team of about 17,000 that care for our 100 million customers across wireless and FiOS and they interact with our customers in all sorts of different ways, whether it be through voice communication, chat that happens in My Verizon app or on social media, Twitter and Facebook.

And I think that the teams that are watching may know that we started with a pretty strong work-at-home program.

About 20% of our employees over the past couple of years were already home-based agents which gave us a pretty good foundation to move everybody else home but what it does mean is about 80% of our employees were working in Call Centers all over the country.

And we needed to transition them home.

Which can be somewhat of a complex exercise for Customer Service.

Because it requires some particular equipment.

It requires call and chat routing.

As well as having the right system for our front lines but we've been able to successfully do that.

We now have 100% of our teams that are now working at home.

I think the other really innovative capabilities this team brought to the table is we typically have asked that our employees who work from home have a wired Broadband connection to their home because we thought that was what was necessary.

To manage all of our Customer Service systems as well as the voice conversations that

were happening but what we found is a good number of our frontline employees have completely cut the cord as with our customers, they are all 100% wireless so we actually worked with a Product Team.

They took our 5G router.

They were able to make that fall back to 4G LTE.

Our employees do all have 4G LTE connectivity.

So we now have employees that are servicing customers through the 4G router we have another 1,000 employees we were able to bring home that are using that connectivity to serve our customers.

So I thought that was pretty nice to share.

Right now we're in the midst of supporting the retail redevelopment those who were watching the broadcast yesterday heard about.

The great news is we have about 500 retail employees that have completed their training they are take their Customer Service calls and over the next couple of weeks we'll scale that program pretty substantially.

I thank all of our Retail Team plates that have been willing to dedicate their time towards our Customer Service effort.

I did want to share a little bit about what we're hearing from our customers.

We measure our customer volumes pretty regularly, day, week, each hour of the day.

Right now our volumes are running about 90% of where they typically have been.

But we are hearing some different questions and/or concerns.

So the first is access to our services.

You know, obviously our customers rely on our wireless connectivity, the Broadband connectivity and the programs we've been able to put in place in terms of additional data, additional content for our FiOS customers, the discount programs that we have now expanded to nurses and teachers have been really great tools for us to be able to talk to our customers about.

The second is certainly financial and payment related questions with everything that is going on economically in the world.

I think as most who are watching know that we have made our commitment to the Keep America Connected pledge.

Which has certain provisions in it in terms of not suspending service and not charging late fees for those customers that are impacted financially by COVID-19.

And then the final is the tech support.

So you can imagine in ordinary time if something goes wrong with a mobile phone or with your home Broadband that's unsettling.

But during this time it's even that much more important.

So we are doing everything that we can to make sure that we are solving those needs for our customers.

Either over the phone or the chat.

I thought I would share a quick quote from one of our customers that a sincere thanks to Verizon for keeping us up and running at home.

A power surge on Friday blowing my modem was resolved with a quick friendly useful phone call you have my loyalty for life so that's certainly the level of service we're looking to provide to our customers.

We have in some cases changed our ways of working.

Initially when we had so many employees in the midst of moving home we did scale back our hours of operations pretty substantially.

The good news is now that we do have employees at home and we have the addition of the employees that are coming for retail redeployment we are opening the hours back up for our customers we'll be open 7 days a week we'll be open 8 a.m. to 7 p.m. each of those days for our customers.

So that's certainly good news.

We also have seen though that customers are contacting us in different ways.

More so via chat and/or text messaging.

So we are redeploying some of our team members to those avenues of communication.

We have also had some terrific contributions from our GTS partners in terms of systems.

One of the things that we found was that our prepaid customer support was impacted pretty significantly.

At the start of this crisis.

And very quickly within seven days our GTS partners were able to bring our prepaid Customer Service systems into our postpaid Customer Service systems so that all of our team members could care for our prepaid customers.

So that was just a remarkable turn-around.

The other area that we've been focused on is meeting our social responsibility commitment to we were well on our way towards our contribution towards the 2.5 million hours for Customer Service that's about 50,000 hours during this year.

And the good news there is we were in the midst of creating some disaster recovery packs and what we found was that we were quickly able to redeploy some of those supplies to our Network Team members that were out in the field.

We also were able to take some of those supplies and give them to some of our community-based organizations.

And now we're in the midst of retooling our volunteerism efforts with all of the virtual volunteerism programs that Rose Kirk and her team put together so we're certainly committed to our 50,000 hours there.

What I thought I would just close with is maybe a little bit of insight in terms of lessons learned.

One of the things that myself and my team are really focused on this year was going when we have 80% of the solution designed and being comfortable, making decisions

and acting quickly.

I think we have found during this particular crisis that in some cases we have gone at much less than 80% completely designed.

But we have been successful in doing so.

And we're making sure that those items where we moved quickly we know and understand the balance of things that need to be fixed and developed so we can meet the highest level of productivity but I think it's a good lesson learned for all of us.

And it's just always a testament to me in terms of running to a crisis and every time something like this happens our teammates and colleagues at Verizon really come together and do so.

Thanks, Jeremy, that's a little bit of an update from Customer Service.

>> JEREMY GODWIN: Nancy thanks so much and wow your team is busy keeping folks connected there I give a shoutout for my Customer Service person about 13 years ago that's where I started and I appreciate everything they do still have a lot of friends hey friends how are you I want to get over to Christy now for an update in what's happening to her world Christy, good afternoon, how are you.

>> CHRISTY PAMBIANCHI: I'm great thank you so much Jeremy and great to be here today with Nancy and with Hans and just a couple updates.

So we can get to some questions.

First we heard from Nancy and you know that we've got pictures of doctors and nurses and our frontline folks out there helping keep society get on through this crisis.

So we want to just highlight that.

At the retail stores we know time is of the essence for all of these workers out there on the frontline of the COVID crisis so we want them to know while we do look for appointments only in the stores we are relaunching that profile so our frontline heroes can come right in and get primary access to the stores so this will apply for healthcare workers, first responders, military and teachers.

If they present identification of their roles they will get to go to the front of the line and enter the store we just want everybody on the frontline to know we are here from them. Connectivity we know really matters to society and we want to show back how helpful and grateful we are for everything they are doing.

Then in that same vein you heard Nancy highlighting everything around volunteerism and how the team in her organization is working on that and next week is national volunteerism week and we have extended it to be a global focus for Verizon we just want to remind everybody we got to hear from Rose Kirk on Up to Speed a week ago and we have had since that time over a 400% increase in the activity of the V Teamers raising their hands to volunteer.

And find ways to help out even on the COVID crisis we have taken and put on a number of curated opportunities for people to volunteer virtually to help out and we saw some great examples of our Verizon employees making masks and doing other things like

online virtual mentoring or even doing crisis support as we saw from one of our employees last week.

So really a great week ahead.

And we want to thank everybody for everything they got done this week.

>> JEREMY GODWIN: Good thank you for all of that Christy another big thing you talked about yesterday, two things actually.

Chris let's go ahead and take that slide a lot of people were asking about the Verizon the V Team gear that you're wearing.

I want to share this web address with everybody that they can go to.

It's vz -- we'll put it in the story later today as well.

It's VZ2.0.com proceeds of your purchase will be going to V2V people talking about communications and how we are staying in touch with everybody we want to remind people how to download our app we talked about that because it's open to anybody with any type of device not just a company issued device it can be a personal one but search inside Verizon on either the Google Play Store or Apple App Store to get that downloaded so you're in touch with everything that's going on.

So thank you for announcing that, as well, Christy about those who serve and folks who can get into our stores to get help if they need it so I want to move over to questions now we have Nancy Clark on the line with us now.

Nancy we've seen some things on social media about not being able to get through to someone right away or having to wait for a bit on hold what's the call volume like what are the levels looking like for your teams today.

>> NANCY CLARK: Yeah, Jeremy, overall call volume is about 90% of where it was prior to in the much recent four weeks but I will tell you it's different volume and as I've described we may have more technical support volume.

It happens during a different time of day than we typically staff to because customers are now at home during the middle of the day.

So overall we're working to make sure we do make schedule adjustments, that we move team members to different assignments to make sure we're meeting the needs of our customers.

And with the addition of the employees that we'll be able to bring on board through the retail redeployment I think we will find ourselves very shortly nicely staffed across the board to be able to meet all of the requirements for our customers.

In the meantime we certainly appreciate the patience of our customers and will absolutely get to their concerns and make sure that they are resolved so that's where we are right now.

>> JEREMY GODWIN: Nancy, thank you for that.

Christy, I want to go back to a question for you next.

This one is one that's come up a few times, as well, talking about the caregiver leave policy.

And folks want to know why is it that they have to reply for that after they have already done the initial application.

>> CHRISTY PAMBIANCHI: Great, thanks for that.

I think a couple of things are important to put in context here first we're dealing with a very fluid situation.

And around the world.

And here in the United States we have different governments and different municipalities that are in various stages of states of emergency and shelter-in-place provisions and whether schools are open or closed, dependent care facilities are available or not so we update every few days what are the statuses of the various regions and municipalities around the world that we operate in.

And so we're issuing caregiver leave in five-day increments, recognizing that as the situations change, we will look to change those policies.

And so I would just tell our employees it's a really great benefit.

And the team is able to turn those requests around in 24 hours and we appreciate everybody understanding that that this is a very fluid situation.

We've heard guidelines in the last 24 hours from here -- Government in the United States and from a number of governments outside of the United States as we all wrestle with where are we going to go from here?

And I would just say Hans myself and the VLC are spending a fair amount of time on that and we know that's on the V Teamers' minds, as well.

So as we get toward later in April, we'll be hopefully beginning to share and communicate with our thoughts are on that but we're really in the forming stages of that and tied to other programs of leave and things that we have put in place to really address the crisis.

>> JEREMY GODWIN: All right Christy thank you for that update as well one other question that came in for you Christy let me make sure I get it correct here this came from social BrianAdamek@83 wanted to know your favorite Harry Potter book people noticed your background and your love for Harry Potter.

>> CHRISTY PAMBIANCHI: I do love Harry Potter I named my son Harry my 13-year-old's name is Harry.
Definitely Book 7.

>> JEREMY GODWIN: I'll have to take your word.

>> CHRISTY PAMBIANCHI: Deathly Hallows.

>> JEREMY GODWIN: I haven't watched the movies I'll probably get notes.

>> CHRISTY PAMBIANCHI: That's a perfect activity when you're out grab a Harry Potter book.

>> JEREMY GODWIN: Christy always looking out for us I appreciate that so before we wrap this up for the day and get over to guru and Dr. Patel who will be joining us for Wellness Friday Hans give us your thoughts going into the weekend.

>> HANS VESTBERG: Yeah we're going into the weekend first of all I would like to thank Nancy and all her teammates there for the fantastic work they are doing. Meeting people in the most sensitive situations. When technology needs to work. And with this pandemic, it's extremely important. But also important because that's the perception you're putting on Verizon every day in those phone calls how we show up and how we talk and the way the whole Customer Service orientation has continued to do these incredible important works for us and our customers, I thank you. I thank you all for it. I know how much hard work it is but it shows. And people and our customers realize how important this is for us to serve our customers. So once again, thank you. Going into the weekend, I don't have so much to say. I have the same as I said before, we're coming into the sixth week of being quarantined, many of us. Some even longer. I have to say it's important to continue to have communication with all your friends, colleagues, family. Just see that you reach out. Some might be very alone in these days. They usually have a workplace to go to and people visiting them and they cannot do that right now so I urge you to make that phone call, send that SMS, do a video chat. As I reported yesterday on Easter Sunday video chat was up 36%. So clearly people are doing it. But we need to see that all the time. So that's my message going into the weekend. And of course the thoughts are going to the V Teamers and the broader V Team family that have been impacted by the COVID-19. We think about you. And we hope for all the best. And we are here for you. If there's something, the whole V Team is here for you and of course Christy and her organization, as well. So happy weekend for the ones having weekends. Some in the front lines going to work and support our customers. And I wish you also a happy weekend. Thank you for the work you do. So back to you, Jeremy.

>> JEREMY GODWIN: Thank you, Hans.

I appreciate it.

And I've got a list of folks to reach out to of course.

I always want to give thanks to my wife Alex upstairs doing her work right now doing her work but sharing my office with her on a daily basis so thank you Alex I'll cook you dinner tonight how about that I want to wrap up with this today let's go ahead and bring up this slide that it's a picture we got from one of our V Teamers Kathy out in Illinois.

Schaumburg she works on the 5G team.

She's an engineer but her daughter Rika really likes the Verizon logo and likes what we're doing every day so she designed this for her mom for all of her video conference calls to have as a backdrop hey Rika we know some people we'll send your resume and portfolio to our brand and creative team so thank you for sharing that and finally one last call today for the weekend big concert with One World: Together at Home you heard Hans talk about the additional donation that he announced earlier today.

Big lineup.

Music, television and sports.

Tune in tomorrow to see for yourself.

Streaming that an Yahoo, of course you can also catch that across a number of networks on FiOS.

So big show tomorrow you do not want to miss that.

Earlier I mentioned we would be having Wellness Fridays today so it's my pleasure to once again bring in Guru from Verizon Media.

He is joined by Dr. Kavita Patel today.

And they are going to answer some of your questions that you've had about what this means for your health and well-being so Guru take us away and thank you so much.

Everyone have a good weekend.

>> GURU GOWRAPPAN: Great, hey, Jeremy, thank you.

It's great to be here.

And I hope everyone is doing well and staying safe.

It's great to see the energy and how the V Teamers continue to move forward in a great way.

Again, I'm excited to join today on Up to Speed again even though we are many weeks into this pandemic we know there are still lots of questions on your minds.

About the Novel Coronavirus/COVID-19 and how it affects you and your family's health and well-being.

While there's a ton of information out there, sometimes it can feel like information overload as we all know.

So to help answer some of your top-of-mind questions, we have invited a very special guest, Dr. Kavita Patel to join us today.

Dr. Patel is currently a nonresident fellow at the Brookings Institute she's also a practicing primary care physician in Washington D.C. she was previously the director of policy for the White House under President Obama and a Senior Advisor to the late Senator Edward Kennedy.

Needless to say, she knows her stuff really well.

Thank you, Dr. Patel, for joining us.

And today we are of course talking to a much broader audience across the Verizon. So thank you for being here.

>> DR. KAVITA PATEL: Thanks, Guru.

And I got -- I caught the tailend of the last kind of section.

And I just want to echo my thanks to all of the employees and particularly those of you that are really providing all of us in the world access to information.

It's such -- I often remind people that doctors and nurses are frontline workers but I would actually say that probably what you're doing is helping not just the United States but the world stay informed so I just want to give a lot of credit to everyone.

I'm just happy to play a small role in trying to answer all of the questions that I have and have done some research on and hopefully can shed some sunlight on some things for you.

>> GURU GOWRAPPAN: Thank you so much, thank you so much for the kind talk.

So I'll get into the questions.

First can you start with the latest news that we have on this that -- on this virus that we should all be aware of, I guess the most important headline if you will.

>> DR. KAVITA PATEL: Here is the most important headline the social distancing is working and I'm going to make this global but talk a little bit about what we know in the U.S., as well.

So we are starting to see a address not just in New York City but -- a decrease not just in New York City but we're starting to see the decrease in what we call the doubling rate of cases the bottom line is though even when we think things are better and we might want to relax some of the social distancing, we know it's working.

And we need to continue it aggressively.

So we do know that.

We also know unfortunately Guru that we're having more and more deaths that we're discovering even before we had testing for COVID-19 that people probably had this disease early on January, early February and we didn't actually have the diagnosis. So it's a positive message overall.

Even though it's frustrating for all of us to feel like we can't live our normal lives, we are keeping everyone in the world healthier and there are some interesting treatments.

We're getting early data back about some very hopeful signs about treatments.

So if you are sick with Coronavirus, we actually do have not for everybody.

It's certainly still preliminary.

But we are getting data about certain antiviral drugs that can actually make sure you get out of the hospital and return to a functional healthy life.

Unfortunately, though, we're still, as I mentioned, very early.

And then I'll say that we're also seeing, Guru, out of South Korea, Taiwan, China, we're seeing cases of what we might call reinfection.

We're looking at those very closely.

And many of us in the science and public health community believe that maybe they weren't reinfected but maybe they had kind of low levels of the virus that were not detected.

And then they had a little bit of what we would call a flare.

So those are probably the most important things for people to realize overall.

>> GURU GOWRAPPAN: Great, that's great to hear.

I think the good segue into the next question is what signs or symptoms should people look for as a red flag I know we've learned over the last few weeks what are the signs and symptoms as a red flag to seek medical care.

>> DR. KAVITA PATEL: We're understanding we still think fever anything over 100.4 in an adult or higher.

Fever and then what I'll call kind of the respiratory tract in this area, so kind of upper respiratory.

Not necessarily the head cold but a little bit more like in the throat and then sometimes feeling like it's in the lungs.

Cough.

That can certainly be a symptom.

You have probably seen and I think -- somebody at Yahoo News has recorded unusual symptoms loss of smell not everybody gets that but it can be a sign then we have a number of patients up to 10% of patients have reported feeling an upset stomach again those are not reasons to have a panic alarm but I would argue if you have any symptoms period, we now should be able to get you tested a lot more quicker than the last time I had a conversation with Yahoo and with Verizon.

So I would say that anything that's concerning, reach out to a health professional.

And then what's new since I last spoke with you and is now know at least 1 in 4 or 1 in 5 people who have Coronavirus have no symptoms whatsoever so it's hard to know what to do if you have no symptoms but that's all the more reason why we need to continue to stay at home.

Unless you have an essential job like many of you are Verizon family who can't avoid going to work.

But the non-medical masks, which is really -- you can take a pillowcase, cut it and tie it around your nose and mouth that should help protect others from getting sick from you,

even if you don't know you're sick.

>> GURU GOWRAPPAN: Sure that leads to within your friends and family, have you had anyone close to you infected or infected by COVID-19.

>> DR. KAVITA PATEL: I have so unfortunately both being in healthcare and just having family that are in urban areas like New York, I have -- I've had both family members and I actually have had friends die from this.

A 48-year-old emergency room physician who was otherwise healthy and we think had just been exposed to Coronavirus so repeatedly because he works in an emergency room he went on a ventilator went on a coma and ultimately passed away so when people ask me why are we doing this, Corona is not so bad in my community, we don't live in these little perfectly sealed bubbles, Guru, so we have to realize that we're global. And that if we don't all practice the same distancing measures, people have died. And I do have friends on the positive note that have gotten sick and been able to stay at home and recover, also, friends who are in healthcare.

But you know, some of you may be following the reporting that you're doing.

It's rough.

You get fevers.

People are having like some really kind of weaknesses.

So I've had all of it.

I myself have been tested multiple times because to be honest even when I get like a little flushed or have an ache or pain and worried that I have it I've been tested and I'm negative but I'll be honest a lot of us in healthcare operate under the assumption that at some point we're going to get it so it is real and it is a little scary.

>> GURU GOWRAPPAN: What are the top three things that you would advise people to do in order to keep healthy in their day-to-day lives?

I mean to go through this.

>> DR. KAVITA PATEL: Yeah, no, so we talked about distancing but at some point all of us are going to want to come out of our apartments or homes and many of us have to work even throughout this time period.

So if you are outside, even I'm going to wear one of those non-medical masks myself. Not just at the grocery store but I'm going to probably start to do that if I return to going to other places like the bank or any of these other -- the dentist office, the waiting room that type of thing.

Non-medical masks, Guru.

I do not think you can be too crazy about carrying hand sanitizer if you can wash your hands everywhere you're going, great but carry a little bottle now we don't know if Purell or any of those brands work on Coronavirus but we do know they help beyond doing nothing.

So taking that with you.

I would also be pretty comfortable if you're going in an elevator and you are going to the grocery store wiping the handles with just a set of pocket wipes, you know the sanitized wipes.

Or using -- spraying the sanitizer and using the cloth to do that.

People ask about wearing gloves, I'll be honest, gloves get really easily contaminated so the only reason to wear a glove would be to not touch your face but if you're wearing a mask you're not going to touch your face I think at work all of us, including Verizon, we're going to have to deal with having a work environment where you can maintain some distance.

And so my advice is start thinking now about even a month from now how can you make sure in your cubicles or open space environments that you still allow for flexibility. To either work from home or have a little bit of a distance between you and your colleagues.

And the same would go for schools.

Schools are going to be doing the same things for our children.

I suspect the school year for most of us, if you haven't had it already cancelled will get cancelled.

So -- but I think we're going to have to start thinking about how to live life in a new normal.

>> GURU GOWRAPAN: Thanks for those advices.

I know people are taking notes.

And this will help us a lot.

I want to switch to employee questions.

We have a lot of questions coming across Verizon.

The first one is around social distancing in your home.

So if you have a partner or a family member who cannot shelter at home due to being part of the essential workforce which we have some of them, what additional precautions do you recommend to protect that person and their family and should any necessary other public entrapping like getting performed by the safe person or somebody else.

>> DR. KAVITA PATEL: That's a great question Guru I'll tell you what I do my husband who is also a physician does I've gotten comfortable changing clothes I have a set of clothes in the garage as a doctor I get away with it but get a set of clothes in the garage that have been washed and change out whatever you have washed outside shoes included socks, basically, shoes completely head to toe changing clothes put the clothes in the washer and treat them like dirty laundry I know some people I haven't done this regularly some people will actually shower.

We don't think that the virus is just sitting and living in our hair.

So hopefully just changing your clothes and washing your hands really carefully is good enough.

I have had those same friends I told you about who were sick with Coronavirus, they ended like either staying in a motel or moving into a basement.

I don't think you need to do that if you're an essential worker you just need to have those precautions so you can change out of everything.

Wash your hands for at least 20 seconds in warm water with soap.

And that's enough.

Picking up food, groceries, all of those things, again, if you follow these precautions, there really shouldn't be any reason and wear a non-medical mask when shopping or picking up food from the curbside even, there's really no reason, Guru to go beyond that.

You should feel and because we're going to be doing this for so many weeks to months, you need to interact with your family.

So it's really about protecting them from you.

But doing all of that in a garage or if you don't have a garage somewhere where you know your family will not spend time is the way to do it.

>> GURU GOWRAPPAN: That's a great tip.

I try to do that at the entrance of the doorway.

>> DR. KAVITA PATEL: Yes.

>> GURU GOWRAPPAN: You go through that.

That's a great tip.

You've touched on this in terms of going out and about.

The next question is about with shelter in place and social distancing or physical distancing, how safe is it to go outside for a run or a walk?

What is the recommended amount of the time to be able to be outside?

I recently saw research I thought it was done in -- somewhere in Denmark where they talked about like if you're following somebody right behind even if you're six feet away how long do -- the virus is up in the air how long would it take.

Walk us through that thinking.

>> DR. KAVITA PATEL: Yeah there have been several studies all done in labs in a incredibly controlled setting there has been proof of the virus existing in the air for even up to three hours.

But let me tell you that the majority of cases are not from someone coughing and you running by an hour later.

Those -- (audio cutting in and out).

Including that study in Denmark you cited, those are highly, highly what I'll call experimental kind of conditions that most mimic actually a hospital condition.

So is it possible that there are airborne really small droplets that can kind of linger in the air?

Potentially yes.

But the majority of cases, all of the cases we're seeing in hospitals and clinics, are coming from respiratory contact directly either someone coughs on your face or coughs into their hand.

Shakes your hand.

That's the kind of contact.

What I will say is that anybody who can go outside, including myself, for 20 to 40 minutes, run, walk, you will incredibly -- that will incredibly enhance your endorphins and mental health.

And you should not worry about having a run that you see someone maybe 20 feet ahead and you are worried they were coughing.

That's not the way you are going to catch Coronavirus.

The only thing I would add is that's another reason why you might want to start getting comfortable with this non-medical mask or something that you wear.

It doesn't protect you from them it protects them from you but if we're all wearing it then we're all protected so I would encourage people to go outside.

Keep that six foot distance.

Is there a potential that there could be something airborne?

It is very unlikely.

But I won't say never.

Because there's always a case.

But so far all of the cases we're seeing we have high confidence of how or when those people were able to catch the virus.

Most of them knew somebody who eventually was diagnosed so that's the most likely way.

>> GURU GOWRAPPAN: Sure I think the next one touches on a mask question it's from parents the question is I absolutely cannot get my two-year-old to wear a mask so I haven't been inside any stores since mid March are face masks critical for children as well as if they will be restrained inside of any shopping cart or things like that.

>> DR. KAVITA PATEL: There's been a lot of flexibility I'll call it I have a three-year-old and to get her to wear a mask is also near impossible the guidance is two and up to wear a non-medical mask but I completely understand I think the critical piece of anybody of any age that's younger is going to be recognizing if they have symptoms and how to protect anybody else from being exposed to anyone with symptoms.

I mentioned, however, that there are probably children who have had Coronavirus, didn't show any symptoms, might have been part of even passing it along.

That we do not know about.

So my advice would be if you've got a two-year-old and you know they are never going to put a mask on, like mine, and you need to go and do some essential shopping, I think you really need to start thinking about either alternative hours, coming when like you can go either later with a child or making sure you are incredibly aware about distance

yourself.

And I think the bottom line is that if you can keep that six foot -- and there's nothing magic about six feet except that it's incredibly hard to cough and particles do just do not travel after six feet that far, they fall to the ground.

So if you can keep a decent distance wherever you are, that's fine.

If not, I would advise you to try to make a game out of it.

You're seeing a lot more creativity with children and there are going to be a lot more other children wearing them.

So I think they will start to get more comfortable but I would start to consider how you can mentally get your child to see that you're wearing one and that it's okay to wear one.

>> GURU GOWRAPPAN: That's a great tip I like the game idea, as well.

That's pretty cool.

The next category on food and deliveries I think a lot of us are facing this the first question is should we be disinfecting the Amazon boxes, delivery, drive-through food containers that come through and the grocery store items in the bags?

>> DR. KAVITA PATEL: Again not just from that study you cited Guru but there have been other studies remember nobody has really understood much about the virus until the pandemic started so a lot of information we have comes from actually other controversies which cause the common cold and what we know about them here is the bottom line packages there has been again in some of those laboratory controlled studies evidence that the virus can survive on cardboard and metal surfaces I think the most practical thing is to keep in some part of your house packages cardboard from Amazon about 24 hours there have been some studies that show it can last longer but you would have to have so much of the virus present on that box in order to have it exist past 24 it's highly unlikely so if you can put that into some part of your house you kind of keep offlimits for 24 hours then you can open the box, wash your hands and it's good I think if it's essential you really need to open the package you do that just do it in a more controlled way where you wash your hands immediately afterwards anything with that package you dispose of probably directly into your garbage just so nobody else touches it.

If you're thinking about plastic or letters I'll talk about fruits to be practical people have asked should I be wiping down boxes I buy myself at the grocery store again we do not think that the majority -- people are not getting this from touching, you know, the cereal box at their grocery store unless someone had just come within seconds before and actually coughed on it so you really don't have to do that but if you're really concerned you buy your grocery leave them in a place and open them up 24 hours later put them in a refrigerator or freezer and give your at least a 24 hour time period wash your hands fruit, vegetables the U.S. Department of Agriculture in the United States has actually put

out a statement there's been no known transmission of Coronavirus from fruit to humans.

That should make people feel better however if you want to follow clean technique put the fruit or vegetables and put it under running warm water we have reason to believe that at higher temperatures the virus does not live.

So cooking something or running it under warm water for 20 seconds should be good enough you shouldn't need to use soap on your fruits or vegetables you shouldn't need to do any of that, I don't, but just being sensible and washing if it's something like lettuce that might have dirt in it letting it soak in water and get the dirt out is good enough don't worry you're exposing your family to risk by doing any of those things and I'll say Guru I think it's a question I have your family might, takeout boxes what we have been trying to do with takeout boxes is immediately take the takeout food and opening them up into our own home glass containers or our own plastic containers and taking the takeout whatever it came in and disposing of that and washing our hands.

Lay out a space on your counter take out the takeout boxes empty them out into something else if you want to be extra cautious take the containers out wipe down the counter wash your hands that feels like you're doing everything but let me stress if you forgot to do this don't freak out this is really, really an unlikely source but I think it will help all of us feel like we're making sure we're protecting our families as best as we can.

>> GURU GOWRAPPAN: Thank you for that it's going to likely -- this is going to make my life easier a little bit easier for sure not panicking when you miss something I think that's good as well not to stress.

>> DR. KAVITA PATEL: Right.

>> GURU GOWRAPPAN: The next category is around immunity.

We talked about some people getting sick some people not getting sick it seems like there are some people immune to the virus and others with very few symptoms what are the difference between those folks and the ones who get really sick from it besides the co-morbidities that happen or if you have a positive antibody test does it mean you had the virus and can't get it again unless it mutates.

>> DR. KAVITA PATEL: Great questions let me start with my simple beginners guide to immunity think of immunity as having a driver's license like having a driver's license means yes I can get in my car and go drive but it doesn't protect me from an accident all the time so immunity itself especially for Coronavirus we think immunity can be protective but we're not 100% sure and we know with just like having a driver's license that's kind of the basics but there are some people with a driver's license who are incredibly good drivers and then there are some who are just bad drivers.

So immunity can protect you but it can vary to degrees of how much it protects you and immunity is also something that's different with different points in time so you can have immunity everybody is talking about the blood test New York launched a more

community wide blood test and you saw people lining up to get that.

The blood test tells you if you develop antibodies and there are several different kinds of antibodies if you develop antibodies against the Coronavirus, we think that that protects you at least for several months.

We're not sure if it's permanent I'll give you the example why we know it's the flu the regular flu season influenza viruses, we know that when you get immunity from the vaccine it only protects you in that season because the virus mutates and we get a whole different type of flu strain which is why you need a different vaccine the next year so we don't know if Corona is going to act that way or not but we do know that immunity is going to be something especially for returning to work a lot of people have emphasized that let me just say, though, that the tests we have right now are still in the beginning phase they are not that great because it's a new virus so before you rush out and think I'm going to get my immunity test it will be the Golden Ticket to go back to work I would pause and so the more important thing is to actually have a mechanism with your doctor or with your employer where if you need regular testing every week that you could get it and that's not for today but that's weeks from now then you asked the question Guru what do we know now about people getting sick why are they getting sick and my friend who was at home who toughed it out he didn't get sick and we think there's something about the virus itself that triggers part of your natural immune system to kind of go crazy and release a set of inflammatory factors.

It's not just co-morbidities there's something about all of us when you probably get down to our DNA that you'll see that there's triggers on certain receptors and the reason we think that's the case is because when we use antiviral treatments, the ones that are working are working on certain parts of the immune pathway.

And they are not working on others.

And that's why some people are getting better and some people aren't.

So it's complicated.

But we are learning a lot more.

It's unfortunately going to take us another year or so to get a vaccine.

But that vaccine is going to be what will probably be the most protective agent for all of us, including healthy people who have gotten the virus.

>> GURU GOWRAPPAN: Sure I think that's a good segue we talk about the high-risk population or specific populations one of the areas that's been talked about is asthma and this question is around wondering what the repercussions are for risk for someone who has been infected.

If you have bad asthma, does whoever it is need to let the asthma doctors know ahead of time or should they plan ahead.

What's the best course of action?

That's one of the categories among other high risk areas.

>> DR. KAVITA PATEL: Absolutely asthma is a good one because a lot of children

have asthma too so there are a lot of parents that are worried as well here is good news about asthma, asthma was considered to be an incredibly high risk factor because it's a lung condition and Coronavirus seems like it's predominantly a lung disease that affects the lungs most directly we now know asthma alone especially well controlled asthma with an inhaler with and of itself is not a dramatic risk factor for Coronavirus.

If you have poorly controlled asthma, yes, that can be a risk factor.

But asthma that's controlled itself is not showing to have kind of I'll call it a disproportionate concern with Coronavirus.

But having said that, two things, one, if you have asthma, we are seek a shortage of those machines to give out the inhaler.

So if you are an asthmatic, make sure you have at least three months of medication because you want to be short at the last minute.

No. 2 I would argue for my own asthmatic patients I would want to get them tested whenever I could sooner rather than later just so that I could understand if they had been exposed to it.

Then that individual will be able to help make decisions.

Because I have patients who are asthmatic who are very nervous about returning to work and getting sick.

So I actually think as a doctor we're going to have to advocate for those patients.

And by the way not just my asthmatics, patients with diabetes, heart disease I'll put this all in the same bucket.

I actually think that you should make an attempt to get tested and you're going to need to do several of these tests probably like I said not just for immunity but to see if you have the -- immunity but to see if you have the virus and that's one of the ways we'll know if we can safely return to work or go to school, go to classes, things like that.

>> GURU GOWRAPPAN: That's great.

Thank you for that.

And I think to use it as a playbook for people and maybe next time we'll cover the at historic community more I know we're running out of time the next question is more broadly and I have one more after this around mental health.

But you know what are your remarks broadly that you would share?

You started off saying there's a lot of positive around things we are discovering and how we should take care of ourselves.

Anything else that you would want to share and then I want to get into the mental health piece for a bit.

>> DR. KAVITA PATEL: Yeah I'll just share broadly I'm still concerned in the United States we're not testing enough.

We're probably running -- it's -- there are estimates that we are at full capacity.

We're only running about a million tests.

In a day.

We have the capacity -- that we have the capacity to do that.

We're talking about that's very -- a small percentage of our population.

So I am still concerned that all of us I mentioned I've been tested.

All of us probably want to get tested for clarity.

And I've already told you that you're going to probably need multiple tests because no one test is probably enough.

And that's probably top of mind.

So for the people listening, I think this is a critical time to kind of have a relationship with some sort of healthcare provider.

I know that many of us, my own family included, very few of us have a primary care doctor.

Everything is virtual.

I would argue right now if you don't have access to a healthcare professional, establish one.

You've got time on your hands if you are at home.

If you're an essential worker and you can carve time out I'm sure any employer is also going to be thinking about this.

But try to identify someone convenient in your community.

Because I do think testing, testing, testing, that's going to be the metric by which our success is determined in recovering from this.

And that's -- so I think that's critical, Guru, to have a trusted relationship and it's never too late to start one.

>> GURU GOWRAPPAN: Thank you for that advice.

And I'll end with this last question which is this is obviously a very incredibly anxious and stressful time for everyone.

We have talked about this before.

What are you telling people that they can boost their broader mental health during these times?

>> DR. KAVITA PATEL: That's a great question.

And I see it in patients who have never even had a history of depression or any sort of mental health episode.

But I also see obviously a lot of patients that are having dramatic increases in their mental health.

The negative part of their mental health.

No. 1, activity.

Whether it's the seven minute workout you can Google and do in the corner of your room or like you mentioned trying to physically get some outside air which I highly encourage even if it's on your back balcony with a little bit of sun.

Absolutely exposure, exercise and emotional kind of the three E's exposure to sunlight

or the air.

Emotional.

And exercise.

And I'll say on emotional, I mentioned this before, there is -- I would strongly encourage if you're by yourself and you're at home alone to try to have like a relationship with somebody else who is also been at home or isolated.

And actually go ahead and form like a virtual unit so that you can support each other.

And then encourage -- highly encourage you to use probably through Verizon Media a number of the platforms to actually physically see each other.

We've been watching some studies that just being able even on you know the Internet or on a laptop or the phone being able to physically see people has made a really big difference.

And so the three E's, emotion, exercise, exposure.

And that will probably put you over the edge.

But then I also just want to say in closing do not be afraid to ask for help.

Because people will experience new or recurring episodes of mental health disorders.

And you need to ask for help.

>> GURU GOWRAPPAN: No.

Thank you, Dr. Patel.

The three E's I'm sure people will take that.

And I think it's very important.

We talk about the stigma on mental health and how -- it doesn't matter.

These are the times everybody needs to feel you can ask for help.

Nobody is going to judge.

And we at Verizon have given people a lot of resources.

So the Call to Action here is to ask for help.

Thank you for sharing that.

Again, Dr. Patel, thank you for joining.

We are keeping you and your family, your healthcare professional colleagues in our hearts.

I know you guys are doing an amazing job keeping this forward.

So have a great weekend.

Stay safe.

Stay strong.

Thank you again.

>> DR. KAVITA PATEL: You too thank you, everyone.

>> GURU GOWRAPPAN: Thank you.
