

VERIZON
UTS WEBCAST
MONDAY, APRIL 20, 2020
12 PM ET

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

>> WE'RE ALWAYS PREPARING.

>> WE ARE CONSTANTLY LOOKING AT IT AND MONITORING.

TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

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

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

>> WE ARE RELENTLESSLY CONNECTED TO THE NETWORK SO 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 RIGHT INTO THEIR BUSINESS.

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

>> EVEN BUILD AIs INTO THE CUSTOMER EXPERIENCES.

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

>> ALMOST ALL THE FORTUNE 500 PARTNER WITH US.

>> PLUS THOUSANDS OF COMPANIES OF ALL SIZES.

>> NO MATTER WHAT BUSINESS YOU'RE IN, DIGITAL TRANSFORMATION NEVER STOPS.

>> VERIZON KEEPS BUSINESS READY.

>> WE'RE ALWAYS PREPARING TO MAKE SURE THE NETWORK IS WORKING ALL THE TIME.

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>> ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.
>> LIKE 5G.
>> IT'S GOING TO MAKE THINGS JUST INCREDIBLE.
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>> JEREMY GODWIN: HELLO, GOOD AFTERNOON.
MONDAY, APRIL 20TH.
I SHOULD SAY GOOD AFTERNOON, GOOD MORNING, AND GOOD EVENING.
ON FRIDAY, WE HAVE OUR 1Q RESULTS.
MAKE SURE TO JOIN US FOR THAT AND ALL THE NEWS THROUGHOUT THE WEEK.
WE HAVE HANS AND CHRISTY WITH US TODAY.
HANS, GOOD MONDAY TO YOU.
WHAT'S NEW IN YOUR WORLD, SIR.
>> HANS VESTBERG: GOOD AFTERNOON OR GOOD NIGHT, WHEREVER ARE YOU.
HELLO V-TEAMERS.
HERE FROM NEW YORK CITY, WE REPORT WHAT'S HAPPENING.
I WANT TO COMMENT ON A COUPLE OF ITEMS.
OUR MISSION IS CLEAR.
IN THESE TIMES, IT'S SAFETY AND HEALTH FOR ALL OF OUR EMPLOYEES AND THE BROADER V-TEAM FAMILY.
AS CHRISTY WILL TALK A BIT LATER ON, THEY'RE COMING OUT WITH SO MANY NEW GUIDELINES AND RULES ACROSS THE GLOBE IN DIFFERENT COUNTRIES, STATES.
I JUST REFER YOU BACK TO CHRIS AND THE TEAM AND THE RESOURCE PAGE AND ALL OF THAT.
THEY HAVE A HANDLE ON THAT AND THEY WORK WITH IT EVERY DAY.
IF YOU HAVE ANY QUESTIONS ABOUT IT, CHRISTY WILL TALK MORE ABOUT IT.
BUT THERE IS SO MUCH INFORMATION COMING OUT THIS TIME.
IT'S VERY IMPORTANT TO GET THE LATEST AND GET IT RIGHT.

I THINK KRISTIN AND OUR TEAM IS THE RIGHT SOURCE FOR THAT INFORMATION.

WHEN IT COMES TO THE NETWORK, NOTHING MUCH.

DURING THE WEEKEND, THE NETWORKS ARE HUMMING WELL.

I SPOKE TO SEVERAL CUSTOMERS THIS MORNING AND ON FRIDAY AFTERNOON.

THEY ARE SAYING TWO THINGS.

ONE, STILL WE HAVE KEPT UP THE NETWORKS FANTASTICALLY.

OUR FRONTLINE EMPLOYEES ARE DOING GREAT WORK.

BUT THEY ALSO ARE SAYING THAT THEY ARE VERY EXCITED ABOUT OUR ACQUISITION OF BLUEJEANS.

AND I GOT A LOT OF MAIL FROM CUSTOMERS ALREADY ON BLUEJEANS, BUT MANY WHO ARE NOW EXCITED TO SEE HOW THEY CAN JOIN US.

TAMI AND OUR TEAM, TOGETHER WITH THE BLUEJEANS TEAMS WILL START WORKING WITH THAT AS SOON AS WE HAVE THE REGULATORY THINGS OUT OF THE WAY, WHICH WILL TAKE SOME DAYS.

THAT'S GREAT.

OTHER THAN THAT, IT WAS AN EXCITING WEEK.

HOME CONCERT.

FANTASTIC CONCERT.

I'M NOT SURE IF YOU SAW IT.

IT WAS AN ENORMOUSLY GREAT CONCERT.

NOT ONLY WERE THE ARTISTS FANTASTIC, BUT THE MESSAGES AROUND WHAT YOU CAN DO TO ACT.

MAINLY FROM CORPORATIONS AND FROM BILLIONAIRES.

THAT WAS THE TARGET AUDIENCE.

THE FOUNDER OF GLOBAL THOUGHT WE SHOULDN'T ASK CITIZENS FOR THE MONEY.

WE STEPPED UP OUR CONTRIBUTION OF \$5 MILLION U.S. DOLLARS FOR THIS FUND THAT IS ONLY FOR COVID-19.

MORE EXCITING IS THE PLATFORM THAT THIS WAS TELEVISED FROM WAS OUR GREAT YAHOO PLATFORM.

WE HAD 6.4 MILLION LIVE STREAMS ON THE PLATFORM.

THE TOTAL NUMBER OF HOW MANY PEOPLE LOOKING AT IT, WE HAVEN'T YET. BUT I THINK IT WAS HUNDREDS OF MILLIONS, MAYBE BILLIONS.

BECAUSE IT WAS GOING ON ALL BIG NETWORKS.

BUT WE WILL COME BACK WITH THAT.

FINALLY, I WANT TO THANK ALL OF YOU THAT ARE SENDING ME MAIL TELLING YOU ABOUT YOUR LIFE, WHAT'S HAPPENING IN THE COVID-19.

AND SOME OF YOU HAVE REALLY TOUGH SITUATIONS.

AS YOU ALL KNOW, I RESPOND TO ALL MY MAIL BY MYSELF AND I TAKE A LOT OF TIME TO READ THEM BECAUSE IT'S IMPORTANT TO SEE WHAT'S HAPPENING OUT THERE.

AND ONE THING WE LEARNED IS THIS UP TO SPEED IS ONE OF THE HIGHLIGHTS OF THE DAY WHERE PEOPLE KNOW, SO YOU AS EMPLOYEES

KNOW THAT THAT'S SOMETHING THAT COMES BACK AND IS A ROUTINE IN YOUR DAILY WORK.

EITHER YOU DO IT ON REWIND LATER ON OR YOU DO IT LIVE AS YOU DO RIGHT NOW.

THAT IS SOMETHING THAT WE SEE THROUGH ALL THE SURVEYS AND ALL THE FEEDBACK AND ALL THE MAILS I GET, AND CHRISTY AND JEREMY, AS WELL. WE UNDERSTAND THE IMPORTANCE OF KEEPING THIS ROUTINE AND WE WILL CONTINUE WITH THAT IN DIFFERENT FORM AND SHAPES GOING FORWARD, AS WELL.

SO THAT IS A SHORT SUMMARY, JEREMY, OF THE WEEKEND AND WHAT'S HAPPENING.

>> JEREMY GODWIN: BUSY WEEKEND.

I ESPECIALLY LOVED THE ROLLING STONES' PERFORMANCE ON SATURDAY NIGHT.

THAT WAS A GOOD ONE.

>> HANS VESTBERG: THAT WAS SOMETHING.

>> JEREMY GODWIN: A GOOD ONE FOR THE AGES THERE.

BEFORE WE GET OVER TO CHRISTY, I WANT TO SHARE THIS STORY WITH YOU.

WE CONNECT SO MANY DIFFERENT PEOPLE AND SO MANY DIFFERENT GROUPS AND SO MANY DIFFERENT ORGANIZATIONS IN SO MANY DIFFERENT WAYS.

LARRY BAER WHO IS A NETWORK ENGINEER IN THE COLUMBIA, SOUTH CAROLINA AREA.

HE GOT RECOGNIZED FOR THE WORK HE'S DOING AT THE FORT JACKSON BASE IN COLUMBIA.

THAT INSTALLATION SENDS 40% OF THE ARMY SOLDIERS WHO ARE NEW TO THE ARMY.

I WANT TO SHARE HIS STORY WITH YOU NOW.

LET'S ROLL THAT.

>> MY NAME IS LARRY BAER.

I WORK FOR NETWORK ASSURANCE.

FORT JACKSON IN COLUMBIA, SOUTH CAROLINA IS THE LARGEST U.S. BASIC TRAINING IN THE COUNTRY.

NORMALLY EVERY WEEK THERE'S A GRADUATION CEREMONY AND FAMILY MEMBERS WOULD COME IN FROM ALL OVER FROM THE COUNTRY.

WITH THE COVID RESTRICTIONS THAT HAD BEEN IN PLACE THEY HAD TO BASICALLY SAY NO ONE COULD ATTEND.

SO THE ARMY REACHED OUT TO VERIZON TO SEE IF THERE WAS ANY SOLUTION THAT WE COULD PROVIDE.

AND THAT'S WHERE WE GOT INVOLVED AND DEPLOYED THE SPOT TO ALLOW THEM TO LIVESTREAM THE GRADUATION AND LET FAMILY MEMBERS VIEW THE GRADUATION REMOTELY.

SO IT'S TIME TO HEAD ON THE BASE.

I'VE GOT MY MASK ON.

THEY'LL TAKE MY TEMPERATURE AS WELL AS ASK ME A FEW QUESTIONS RELATED TO COVID SYMPTOMS.
ONCE THROUGH THE GATE I'LL MEET MY PUBLIC AFFAIRS ESCORT AND WE'LL HEAD TO THE PARADE FIELD.
>> STANDS FOR SATELLITE ECOCELL ON A TRAILER.
YOU CAN POP IT UP THERE OR DEPLOY A WI-FI SIGNAL.
THIS IS MEANT FOR FIRST RESPONDERS TO BE ABLE TO COMMUNICATE WITH EACH OTHER IN A CRISIS.
AND COVID-19 HAS BASICALLY SHOWN US THAT WE CAN USE THEM IN A DIFFERENT CAPACITY.
SO HERE WE ARE IN A SPOT.
THEY BASICALLY GIVE ME A CABLE.
CAT-5 CABLE.
PLUG INTO THESE COMPONENTS AND MAKE SURE WE DON'T HAVE ANY ALARMS.
AND ALSO PLUG IN WITH MY COMPUTER AND I BASICALLY DO A SPEED TEST AND ENSURE THAT WE'RE GETTING THE UPLOAD SPEEDS THAT THEY REQUIRE FOR THE LIVE STREAM.
>> THANK YOU SO MUCH TO ALL OUR FAMILY MEMBERS AND FRIENDS WHO ARE WATCHING US DURING LIVESTREAMING.

>> YOU ONLY GRADUATE FROM BASIC TRAINING IN THE ARMY ONCE, SO IT'S PRETTY COOL THAT WE'RE DOING THIS.
FOR YOUR NORMAL WORKDAY, YOU DON'T USUALLY GET TO SEE THE GRATITUDE AND ACTUALLY MAKING AN IMPACT.
IT'S VERY TECHNICAL AND YOU KIND OF GET LOST IN THAT.
BUT WHENEVER I GET TO SEE THAT LIVESTREAM AND SEE ALL OF THESE HAPPY PEOPLE, IT REALLY AFFECTED ME AND I'M VERY PROUD TO BE INVOLVED IN IT.
YOU SEE THE LIVE STREAM GOING, THE FAMILY DOESN'T NECESSARILY KNOW HOW IT GOT THERE.
BUT KNOWING THAT YOU HELPED IT GET THERE, IT'S A GOOD FEELING.
>> WHAT A GREAT FEELING THAT IS, LARRY, THANKS FOR ALL THE WORK YOU DID DOWN THERE IN SOUTH CAROLINA AND ALL OF OUR V-TEAMERS AROUND THE WORLD WHO ARE FINDING THESE SOLUTIONS TO KEEP FAMILIES AND FRIENDS AND BUSINESSES CONNECTED WHEN THEY NEED IT MOST, CERTAINLY.
I WANT TO SHIFT GEARS OVER TO CHRISTY NOW FOR HER UPDATE TO THE DAY.
CHRISTY, HOW ARE YOU?
>> CHRISTY PAMBIANCHI: I'M GREAT.
THANKS SO MUCH JEREMY.
IT'S GOOD TO BE HERE ON A MONDAY.
WELCOME TO THE V-TEAMERS WATCHING AROUND THE WORLD.
JUST A COUPLE UPDATES TO KICK US OFF FOR THE WEEK.

I THOUGHT I WOULD JUST START AS WE ENDED LAST WEEK, COMING INTO FRIDAY, WE STARTED TO SEE AT THE FEDERAL LEVEL IN THE UNITED STATES SOME GUIDELINES PUT FORTH FOR HOW VARIOUS STATES OR MUNICIPALITIES SHOULD THINK ABOUT RE-OPENING AND COMING BACK FROM THEIR SHELTER-IN-PLACE PROVISIONS.

AND OF COURSE, OVER THE WEEKEND, WE SAW MANY COUNTRIES ON THE GLOBAL SCALE STARTING TO INVESTIGATE AND THINK ABOUT WHAT THAT MIGHT MEAN FOR THEM, AS WELL.

SO I START WITH THAT BECAUSE I KNOW THIS IS A BIG QUESTION ON V-TEAMERS' MINDS.

WHEN ARE WE RETURNING TO NORMAL AND HOW IS THAT GOING TO PLAY OUT AT VERIZON?

AND VERY SPECIFIC QUESTIONS THAT WE HAVE ABOUT THE WORK ENVIRONMENT AND WHAT THE EXPECTATIONS OF YOU WILL BE AND OF US AS LEADERS.

AND WHAT I WANT TO TELL ALL OF YOU IS WE ARE HARD AT WORK TO UNDERSTAND WHAT THAT IS.

WE START ADD CONVERSATION WITH THE VLC ON FRIDAY.

HANS LED US THROUGH.

WE HAVE A COUPLE MORE DISCUSSIONS THIS WEEK.

THIS IS REALLY AN EVOLVING SITUATION.

I JUST WANT FOLKS TO KNOW THAT WE ARE PLANNING TO CONTINUE OPERATING LIKE THIS THROUGH APRIL AS WE DISCUSSED.

WE ARE HARD AT WORK THIS WEEK AND INTO NEXT TO FIGURE OUT WHERE WE GO FROM HERE AS MORE INFORMATION BECOMES AVAILABLE.

THAT SAID, ON YOUR MIND IS OKAY, BUT WHAT CAN I DO?

THE THING I WOULD LIKE TO ASK ALL THE V-TEAMERS TO DO IS TWO THINGS.

ONE IS IF YOU'RE WORKING IN A DIFFERENT WAY, PLEASE EMBRACE THAT AND FIGURE OUT WHAT ARE THE TOOLS AVAILABLE TO YOU OR REACH OUT TO TEAMMATES OR LEADERS TO HELP US FIGURE OUT HOW TO GET BACK TO OUR PRODUCTIVITY NUMBERS AND BUSINESS AS USUAL PERFORMANCE, EVEN THOUGH WE'RE IN MODIFIED WAYS OF WORKING.

NOW WE'VE SEEN GREAT STORIES OF OUR V-OF TEAMERS DOING DIFFERENT JOBS.

WORKING IN ANOTHER PART OF THE COMPANY DOING CUSTOMER SOLUTION SUPPORT, ET CETERA.

THAT'S ONE WAY PEOPLE CAN HELP.

EMBRACE THE NEW WAYS OF WORKING AND BE AS PRODUCTIVE AS WE CAN BECAUSE WE DON'T KNOW HOW LONG WE'LL HAVE TO OPERATE LIKE THIS.

THE SECOND THING ALL OF THE V-TEAMERS COULD DO IS CONTINUE TO REFERENCE OUR COVID WEB PAGE.

THAT'S ONE SOLE SOURCE OF TRUTH.

SO PEOPLE KNOW WHAT IS THE CURRENT STATUS.

THERE'S A PLACE WHERE YOU CAN ASK ME ANY QUESTIONS.

AND WE CAN KEEP CYCLING CONTENT AND OUR INNOVATIONS TO KEEP UP

WITH THE CONCERNS THAT OUR EMPLOYEES HAVE.
THAT'S KIND OF THE FIRST THING I WANTED TO START WITH, SINCE I KNOW
IT'S SO KEY AND ON SO MANY PEOPLE'S MINDS.
THE SECOND THING IS YOU'VE HEARD US TALK ABOUT PHISHING AND CYBER
DANGERS.

ANOTHER THING I WANT TO HIGHLIGHT IS SADLY AT THE VERY END OF LAST
WEEK A NUMBER OF OUR EMPLOYEES REPORTED TO US THAT PEOPLE HAD
COME TO THEIR HOMES AND KNOCKED ON THEIR DOORS OR CALLED THEM
AT THEIR HOMES AND ASKED FOR SPECIFIC INFORMATION LIKE THEIR
ADDRESS, CLAIMING THAT THEY WERE COMING OUT AS A VERIZON
REPRESENTATIVE TO AUDIT SOMEONE'S HOME AND AUDIT THE COMPUTER
ASSETS OR OTHER ASSETS THAT YOU MIGHT BE USING TO WORK FROM
HOME.

SO I WOULD JUST LIKE TO PLEASE LET YOU KNOW THAT THAT IS A SCAM.
IT IS NOT AN OFFICIAL ACTIVITY FROM VERIZON.

WE HAVE NO PROGRAMS IN PLACE WHERE WE ARE COMING TO YOUR
HOMES.

WE ARE NOT PHONING AND SAYING WE'RE THE HR DEPARTMENT AND WE
NEED YOU TO GIVE US YOUR ADDRESS.

IF ANYTHING LIKE THAT HAPPENS, PLEASE DO NOT LET ANYONE ENTER YOUR
HOME WHO CLAIMS THEY'RE FROM VERIZON.

PLEASE CALL YOUR SUPERVISOR.

WE HAVE SECURITY AND THE HR TEAM ARE READY TO SUPPORT ANY
EFFORTS ON THAT FRONT.

AND YOUR SAFETY AND HEALTH IS VERY IMPORTANT TO US.

THAT'S A VERY IMPORTANT MESSAGE.

IT HAPPENED TO A NUMBER OF OUR EMPLOYEES ON FRIDAY.

AND WE'VE BEEN COMMUNICATING WITH THE GROUPS WHO RECEIVED THESE
THREATS AND WE WANTED TO GET THIS WORD OUT TO ALL OUR V-TEAMERS
AROUND THE WORLD.

AND FINALLY, ON A POSITIVE NOTE, IT IS NATIONAL VOLUNTEER WORK HERE
IN THE UNITED STATES.

BUT FOR VERIZON, WE'VE CHOSEN TO MAKE THIS A GLOBAL VOLUNTEER
WEEK OF FOCUS FOR US.

AND WHAT BETTER OF A WAY TO KICK THAT OFF THAN WITH THE CONCERT
THAT YOU HEARD HANS TALK ABOUT FROM ONE WORLD THIS WEEKEND.

WE'VE GOT THE VOLUNTEER PLATFORM.

IF YOU HAVEN'T GONE TO IT, [VERIZON.COM/VOLUNTEER](https://www.verizon.com/volunteer).

YOU CAN REGISTER AND LOOK FOR OPPORTUNITIES.

WE'VE GOT OVER 150 VOLUNTEER OPPORTUNITIES RELATED TO COVID-19
WITH OVER 100 PARTNERS WORLDWIDE.

JUST A GREAT WAY TO FEEL LIKE YOU'RE CONTRIBUTING OR HELPING
AGAINST THIS TOUGH SITUATION WE HAVE WHILE ALSO CONTRIBUTING TO
OUR GOAL AT VERIZON OF 2.5 MILLION EMPLOYEE VOLUNTEER HOURS BY
2025.

SO THANKS TO THE CORPORATE SOCIAL RESPONSIBILITY TEAM THAT HAS HELPED CURATE THOSE OPPORTUNITIES.
AND I KNOW THROUGHOUT THE WEEK JEREMY WILL HAVE AN EXCITING LINEUP OF STORIES OF ALL THE AWESOME THINGS OUR V-TEAMERS WILL DO. WE ALSO HAVE EARTH DAY THIS WEEK.
SO LOTS COMING AT US.
AND A GREAT CHANCE TO FIND A WAY TO GIVE BACK TO OUR VOLUNTEER PLATFORM.
THANKS, JEREMY.

>> JEREMY GODWIN: THANK YOU, CHRISTY.
AND WE SAW SOME PHOTOS THERE WHILE YOU WERE TALKING OF OUR FOLKS VOLUNTEERING THIS WEEKEND TO KICK IT OFF AND GET GOING. YEAH, VOLUNTEERISM IS SO IMPORTANT AT THIS TIME.
WE'RE GOING TO END TODAY WITH A QUICK THANK YOU MESSAGE FROM A NON-PROFIT WHO WE'RE SUPPORTING.
DON'T GO ANYWHERE.

YOU WANT TO STICK AROUND FOR THAT.
BEFORE WE GET INTO SOME QUESTIONS HERE, WE TALK ABOUT DOING GOOD IN OUR OWN NEIGHBORHOODS.
I WANT TO SHARE THIS VIDEO WITH YOU.
FOOD THAT WE HAD FOR OUR OWN EMPLOYEES AT ABOUT 24, A COUPLE DOZEN DIFFERENT LOCATIONS AROUND THE UNITED STATES.
WE'RE REPURPOSING THAT NOW.
IT WILL SERVE 135,000 MEALS.
SO TAKE A LOOK AT THIS STORY.

>> WHEN WE STARTED THE WORK FROM HOME MODEL, IN SOME CASES WE ESSENTIALLY ALL LEFT THE OFFICES OVERNIGHT AND NEVER CAME BACK. AND IT WAS KIND OF LIKE WE HAD LEFT 135,000 LUNCHESES IN THE REFRIGERATORS IN THE PANTRY.
WE KNEW WE HAD TO DO SOMETHING.
AT THE SAME TIME, BECAUSE OF THE ECONOMIC DISLOCATION, PEOPLE ARE LOSING THEIR JOBS AND THEY'RE TURNING TO FOOD PANTRIES. THEY'RE QUICKLY RUNNING ENTRY AND FOOD INSECURITY IS ON THE RISE. WE SAW AN OPPORTUNITY HERE.
BECAUSE WE HAVE CONTACTS IN OUR LOCAL COMMUNITY, WE REACHED OUT AND IDENTIFIED FOOD BANKS AS RECIPIENTS FOR THIS.
>> ALL THIS FOOD IS SPREAD OUT AT OUR LOCATIONS IN THE U.S., WHICH IS ROUGHLY 25 LOCATIONS THAT HAVE ON-SITE CAFETERIAS. SOME OF THESE LOCATIONS INCLUDE VERIZON MEDIA GROUP. THERE'S VEGETABLES, FRUITS, CITRUS, DAIRY. SOME OF THE CHICKEN HAS BEEN FROZEN.
WE HAVE A VARIETY OF FOOD WE'LL BE ABLE TO DONATE.
>> WE'VE GOTTEN THE SUPPORT.
>> THIS WAS 100% THE RIGHT THING TO DO.
LEVERAGING OUR COMPANY AND OUR BRAND AND LEVERAGING OUR

FACILITY AND OUR PEOPLE AND RESOURCE TO GET TO QUICK DECISIONS TO ULTIMATELY SERVE 135,000 PEOPLE THAT NEED FOOD MORE THAN WE DO.

>> IT DOESN'T MATTER HOW BIG OR SMALL, PEOPLE WANT TO HELP, AND IT HELPS THEM TO GET THROUGH TIMES LIKE THIS.

>> IT WAS PRETTY AWESOME TO SEE HOW EVERYBODY WAS ALIGNED.

WE ALL WANTED TO DO THE RIGHT THING HERE.

THAT PUT A HUGE SMILE ON MY FACE.

>> THAT IS GREAT TO SEE THAT FOOD GOING TO SERVE SOME 135,000 MEALS.

LIKE THEY WERE SAYING, IT TOOK A TEAM EFFORT THERE.

NOT ONLY VERIZON FOLKS, VERIZON MEDIA, COMING TOGETHER AND

HELPING PEOPLE WHEN THEY DO NEED IT MOST.

I WANT TO SWITCH GEARS TO SOME QUESTIONS NOW.

CHRISTY, GOING TO START WITH YOU TODAY.

LAST WEEK YOU LAUNCHED AN IMPORTANT INITIATIVE.

TO HELP PEOPLE GET BACK TO WORK ADMIST THE STAGGERING UNEMPLOYMENT RATE.

>> CHRISTY PAMBIANCHI: THANKS FOR THE QUESTION, JEREMY.

I'M EXCITED ABOUT THE OPPORTUNITIES WE'VE CREATED HERE.

IN CONVERSATIONS WITH THE HUMAN RESOURCES OFFICERS OF OTHER LARGE CORPORATIONS WE WERE SHARING BEST PRACTICES.

ONE OF THE IDEAS CAME TO OUR MIND IS CAN WE MOVE BEYOND JUST SHARING BEST PRACTICES AND CREATE A PLATFORM WHERE WE CAN ACCELERATE SHARING TALENT THAT HAS TALENT AVAILABLE WITH COMPANIES WHO ARE HIRING.

THERE HAS NEVER BEEN A GREATER SHIFT IN THE LABOR FORCE SINCE WORLD WAR II AS THERE IS NOW.

YESTERDAY ON THE NEWS, UNEMPLOYMENT IS APPROACHING 18%.

THESE ARE FRIGHTENING NUMBERS.

THERE ARE EMPLOYERS OUT THERE WHO ARE HIRING, WHILE OTHERS HAVE DISLOCATED THEIR WORKERS BECAUSE THEIR INDUSTRY HAS BEEN SHUT DOWN BECAUSE OF THE PANDEMIC.

MYSELF AND THREE OTHER HEADS OF HR HAVE COME TOGETHER TO CREATE PEOPLE + WORK CONNECT.

IT'S A COLLABORATION.

WE BROUGHT THE PLATFORM ON IN 14 DAYS USING A PLATFORM CAPABILITY THAT SERVICE NOW AND ACCENTURE HAD.

AND THEN VERIZON AND THE FINANCIAL TEAM CREATED BEST PRACTICES.

WE PUT THE PLATFORM TOGETHER IN 14 DAYS AND WE WENT LIVE WITH 10 COMPANIES IN OVER 100,000 POSITIONS AND TALENTS AVAILABLE.

LAST WEEK WE WERE ENROLLING 40 COMPANIES AND WE HAVE ANOTHER 150 ON DECK THIS WEEK.

SO SOME OF THE HR TEAM ARE ASSISTING IN ENROLLMENT CAPACITY, HELPING ORGANIZATIONS GET THEIR DATA ON THE PLATFORM.

AND AGAIN, THIS IS REALLY A DAY-TO-DAY AGGREGATE PLATFORM WHERE

HR TEAMS ACROSS INDUSTRY AND AROUND THE GLOBE CAN GET IN TOUCH WITH EACH OTHER RAPIDLY TO FACILITATE RAPID EMPLOYEE MOVEMENT. WE CAN DO OUR PART, AS WELL, TO HELP REDUCE THE DISLOCATION AND NEGATIVE IMPACT ON FAMILIES IN THIS CHALLENGING TIME.

I THINK WE'RE EXCITE TO HELP LEAD HR COMMUNITIES AROUND THE WORLD TO STEP UP AND KIND OF TO TRY TO APPROACH THIS SITUATION IN A WAY THAT WE HAVEN'T BEFORE.

>> JEREMY GODWIN: THAT'S GOOD TO KNOW.
GOOD TO KNOW.

ONE QUICK FOLLOW UP.

WORKING FROM HOME, WORKING FROM THE OFFICE, I KNOW A LOT OF THINGS KEEP CHANGING THERE.

JUST GIVE EMPLOYEES THE LATEST ON OUR STATUS OVERALL AS TO WHERE WE SHOULD BE WORKING IN OUR ROLES.

>> CHRISTY PAMBIANCHI: WONDERFUL.

WE STILL HAVE EMPLOYEES – WE HAVE ABOUT 115,000 + EMPLOYEES THAT ARE WORKING FROM HOME.

WE HAVE NOT REOPENED, SO TO SPEAK, OUR ADMINISTRATIVE OFFICES. AND SO THAT REMAINS UNCHANGED.

WE HAVE IN OUR RETAIL FOOTPRINT, WE HAVE, AS YOU KNOW, OVER THE PAST FEW WEEKS, WE BROUGHT ABOUT 30% OF THOSE ONLINE TO BE ESSENTIAL DISTRIBUTION POINTS.

AND WITH ALL OF THE RETAIL PROTOCOLS THAT HAVE BEEN IMPLEMENTED, RONAN DUNNE AND KRISTA BOURNE AND THEIR TEAM HAVE BEEN OPENING ADDITIONAL STORES WITH THESE PROTOCOLS.

AND WE'VE CONTINUED TO DO THE DISPATCHING PROTOCOLS THAT WE'VE LAID FORWARD.

THERE'S NO REAL SUBSTANTIVE CHANGE.

AND WE ARE WORKING HARD TO UNDERSTAND WHAT WOULD BE SOMETHING TO MAKE US CHANGE AND WHAT WOULD BE A SAFE WAY TO MANAGE THAT.

>> JEREMY GODWIN: THE BIGGEST TAKEAWAY IS YOU'RE UPDATING THE PAGES.

WE'VE GOT UP TO SPEED LIVE HERE.

AND DOWNLOAD THE INSIDE VERIZON APP TO YOUR PHONES AND TABLETS SO YOU CAN STAY CONNECTED THERE.

CHRISTY, THANK YOU FOR THAT.

HANS, I WANT TO SEND IT OVER TO YOU AS WE START WRAPPING THIS ONE UP FOR TODAY.

WHAT ARE YOUR FINAL THOUGHTS AS WE WRAP UP THIS MONDAY?

>> HANS VESTBERG: THANK YOU, JEREMY.

THANK YOU, CHRISTY.

CHRISTY, IT'S GREAT TO SEE WHAT YOU AND YOUR HR COLLEAGUES ARE DOING IN THE COMMUNITY AND OPENING THIS PLATFORM AND SEEING THAT WE ARE HAVING SUPPLY AND DEMAND MEETING EACH OTHER.

IT IS LIKE THAT.

SOME COMPANIES ARE ENORMOUSLY HIT BY THIS CRISIS AND OTHERS ARE RAMPING UP.

FINDING A MODEL FOR THAT WHEN PEOPLE ARE SO VULNERABLE AND LOSING THEIR JOBS, I THINK IT'S GREAT.

BUT THIS SHOWS THE V-TEAMERS, HELPING OUT AND DOING THE RIGHT THING.

FOR THE FOOD, I'M SITTING HERE THINKING, WOW, I WISH I COME UP WITH THAT IDEA.

BUT I DON'T NEED TO COME WITH IT BECAUSE OUR ORGANIZATION THINKS ABOUT THESE THINGS ALL THE TIME.

HOW TO FEED 135,000 PEOPLE WITH THE FOOD WE HAVE IN OUR OFFICES. I'M EQUALLY PROUD OF WHAT I SEE EVERY DAY AND HOW OUR TEAM IS SHOWING UP AND DOING THINGS FOR OUR SOCIETY.

AT THE SAME TIME RUNNING OUR COMPANY.

BECAUSE AS CHRISTY HAS SAID, IT'S A LOT.

I CAN TELL YOU THE EXECUTIVE TEAM MEETS EVERY MORNING FOR AN HOUR.

WE HAVE DONE THAT SINCE THE MIDDLE OF FEBRUARY.

WE ARE NOW GOING DOWN TO HALF AN HOUR BECAUSE WE THINK IT'S MORE BAU.

WE ARE GETTING A GRIP ON THINGS.

THE MOST IMPORTANT RIGHT NOW IS ALL THE NEW INFORMATION THAT IS COMING OUT THAT YOU GO TO RESOURCE PAGE.

YOU ARE SENDING IN THE MAIL YOUR ASK IF THERE IS SOMETHING UNCLEAR. I THINK THAT 99.9% OF THE QUESTIONS CAN BE ANSWERED BY CHRISTY AND THE TEAM, AT LEAST ABOUT COVID-19.

SO PLEASE CONTINUE WITH THAT.

MYSELF, I'M GOING TO CONTINUE THIS WEEK BY FOCUSING ON THE EARNINGS CALL, AS JEREMY SAID.

WE HAVE OUR EARNINGS ON FRIDAY.

WE ARE NOW GOING INTO LOCKDOWN TO PREPARE FOR THAT.

THAT'S MY BAU AS WE SAY.

BUSINESS AS USUAL.

SO ONCE AGAIN, THANK YOU VERY MUCH.

AND JEREMY, BACK TO YOU.

>> JEREMY GODWIN: THANK YOU FOR THAT.

IF YOU HAVE ANY QUESTIONS FOR HANS OR ANY OF OUR LEADERS, YOU CAN SEND THEM TO US TO ANSWER HERE AT LIVE@VERIZON.COM.

ESPECIALLY LOOKING FORWARD TO FRIDAY AND THE QUARTERLY WEBCAST WE'LL BE HOSTING HERE.

ALSO UNDERSTAND THERE ARE A COUPLE OF ISSUES WITH OUR TWITTER STREAM TODAY.

WE'VE GOT IT ALL STRAIGHTENED OUT NOW.

SO WHEN WE SEND OUT THE REPLAY, YOU'LL BE ABLE TO DO THAT.

SO APOLOGIES FOR THAT.

BUT THAT DOES HAPPEN FROM TIME TO TIME IN THESE TECHNICALLY CONNECTED SITUATIONS.

IT'S MONDAY.

IT DOESN'T GIVE YOU A BETTER CHANCE TO START BY REACHING OUT TO PEOPLE.

MAKE A LIST AND CHECK IT TWICE.

MAKE SURE YOU TELL PEOPLE THAT YOU'RE THINKING ABOUT THEM.

JUST WANT TO START WITH A REMINDER.

SOME OF THESE VOLUNTEER GROUPS.

WHO WE WORK WITH AND NON-PROFITS WHO BENEFIT FROM OUR VAST SIZE AND EVERYTHING WE'RE INTERESTED IN.

AMERICAN RIVERS IS ONE OF THOSE.

THEY HAVE A MISSION TO PROTECT OUR RIVERS AND CLEAN WATER.

SOME OF YOU ARE HELPING THEM.

WE WANT TO SAY THANK YOU.

WE'LL CLOSE OUT WITH THIS VIDEO FROM AMERICAN RIVERS.

>> WHILE THE WORLD IS CHANGING DAILY DURING THIS UNPRECEDENTED TIME, AMERICAN RIVERS' WORK IS MORE IMPORTANT THAN EVER.

WE'RE FOCUSED ON IMMEDIATE NEEDS TO ENSURE THERE'S CONTINUED ACCESS TO CLEAN WATER BECAUSE IT IS VITAL TO PREVENTING THE SPREAD OF THE VIRUS AND PROTECTING OUR FAMILIES AND COMMUNITIES.

A KEY PART OF OUR WORK IS COMMUNITY AWARENESS ABOUT THE IMPORTANCE OF RIVERS AND HELPING PEOPLE TAKE ACTION TO PROTECT THEM.

WE'RE GRATEFUL THAT VERIZON AND ITS EMPLOYEES SHARE OUR COMMITMENT TO PROTECTING THEM.

THE GOAL OF OUR PARTNERSHIP IS WORKING TOGETHER TO REMOVE MORE THAN 14,000 POUNDS OF TRASH DURING THE NEXT YEAR.

VERIZON EMPLOYEES HAVE COLLECTED OVER ONE TON OF TRASH FROM THE RIVERS.

THE EMPLOYEE ENTHUSIASM HAS BEEN INCREDIBLE.

THEY TRAVELED OVER 160 MILES TO PARTICIPATE IN OUR TAMPA RIVER CLEANUP EVENT IN FEBRUARY.

EMPLOYEES ARE ALSO DOING THE VERIZON RIVER PLEDGE BECAUSE IT ALLOWS THEM TO INCORPORATE IT INTO THEIR NORMAL ROUTINE.

WHETHER IT'S PARTICIPATING IN A GROUP CLEANUP OR DOING IT ON THEIR OWN, VERIZON EMPLOYEES ARE MAKING A HUGE IMPACT PROTECTING AND RESTORING RIVERS.

THANK YOU FOR SUPPORTING AMERICAN RIVERS AND FOR EVERYTHING YOU'RE DOING TO KEEP OUR COMMUNITIES CONNECTED DURING THIS PANDEMIC.