

Verizon
Up To Speed Live
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>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER COMES ITS WAY.

>> WE'RE ALWAYS PREPARING.

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

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

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

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

>> WE'RE RELENTLESSLY COMMITTED TO THE NETWORK, IN TIMES LIKE THIS, AMERICA CAN STAY CONNECTED TO WORK, SCHOOL AND MOST-IMPORTANTLY, TO EACH OTHER.

>>> 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 OUR OPERATIONS WITH SOFTWARE-BASED NETWORK TECHNOLOGIES.

>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCES.

>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY --
>> LIKE 5G.

>> GOING TO MAKE THINGS 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 COMES 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.

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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.

>>> LOOK AT THAT, SHE'S UPSIDE DOWN.

>> WHAT'D YOU DO TODAY, GRANDMA?

>> WORKING ON THE COMPUTER.

WATCHING TV.

>> WE'RE JUST GETTING READY FOR BED AND WANTED TO GIVE YOU GUYS A CALL.

>> HOW ARE MY BABIES?

>> SHE'S WIPING HER FACE WITH A TOWEL NOW.

>> GOOD, NICE JOB.

[LAUGHTER]

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> LOVE YOU.

>> YOU MISS ME TOO?

>> LOVE YOU ALL VERY MUCH.

>> VIRTUAL HUG.

>> AWW!

>> BIG HUGS IN A COUPLE MONTHS.

>> I CAN'T DO IT, I'LL CRY.

>> BIG HUG.

>>> GOOD AFTERNOON, GOOD EVENING AND GOOD MORNING.

12:01 ON THE EAST COAST.

IT IS TUESDAY, APRIL 21ST.

WHAT A SWEET REMINDER THERE.

SO MANY FOLKS AND THE WAY THEY'RE MAKING MEMORIES TODAY.

A REMINDER THERE, TO ALL OF US TO STAY CONNECTED WITH THE ONES WE LOVE.

JOINING US TODAY, WE'LL HEAR FROM TAMI ERWIN, LEADER OF OUR BUSINESS GROUP.

VOLUNTEERISM IS SO IMPORTANT NOW THAT WE'RE HERE WITH NATIONAL VOLUNTEER WEEK.

WE'RE DOING IT GLOBALLY.

IT'S VOLUNTEER WEEK AROUND THE WORLD FOR VERIZON THIS WEEK.

WE'LL HAVE THAT COMING UP AND SOME REMINDERS AS WELL.

PAY IT FORWARD TONIGHT.

LET'S GET STARTED, TAMI, HOW ARE YOU AND THE TEAM DOING TODAY?

>> TAMI: JEREMY, THANK YOU VERY MUCH.

LET ME JUST ECHO, GOOD MORNING, GOOD AFTERNOON, AND GOOD EVENING, IN PARTICULAR TO OUR INTERNATIONAL TEAMS JOINING US.

LAST WEEK WAS AN EXCITING WEEK FOR THE VERIZON BUSINESS TEAM.

WE MADE AN ANNOUNCEMENT REGARDING OUR PENDING ACQUISITION OF BLUEJEANS.

WHAT I LOVE ABOUT THAT IS IT'S A REMINDER THAT EVEN IN A CRISIS, VERIZON IS CONTINUING TO LEAN INTO OUR STRATEGY.

WE MADE A STRONG COMMITMENT AT THE BEGINNING OF THE YEAR ON BEHALF OF OUR VERIZON BUSINESS CUSTOMERS, WE'D MAKE THE APPROPRIATE INVESTMENTS TO STRENGTHEN OUR PRODUCT PORTFOLIO AND BLUEJEANS ALLOWS US TO DO THAT.

IT'S A GREAT ENTERPRISE-BUILT, SECURE VIDEO, COLLABORATION PLATFORM.

IT ALLOWS US TO PROVIDE CHOICE TO OUR CUSTOMERS AS WE THINK ABOUT WORKERS AND IF THERE WAS EVER A NEED FOR REVOLT WORKERS, WE'RE LIVING IT RIGHT NOW.

WE'RE SEEING INTERESTING CHANGES IN OUR OVERALL ECOSYSTEM.

I DON'T THINK WE'LL EVER SIT IN A DOCTOR'S OFFICE AS A PATIENT AGAIN.

WE'RE SEEING A REAL CHANGE IN HOW WE'LL SEE CONTINUOUS LEARNERS FOR THE REST OF OUR LIVES.

SO... VERY EXCITED ABOUT THAT INVESTMENT AND WHAT IT MEANS FOR OUR CUSTOMERS AND WHAT IT ALLOWS US TO DO TO CONTINUE TO PLAY OUR STRATEGY, EVEN IN A CRISIS.

WE TALKED SO MUCH OVER THE LAST SEVERAL WEEKS ABOUT HOW WE SHOW UP IN THE FACE OF A CRISIS AND WE'VE SEEN COUNTLESS EXAMPLES OF THAT.

CONTINUED PARTICIPATION WITH EDUCATION WITH THE STATE OF CALIFORNIA, WE WERE NAMED YESTERDAY AS ONE OF THEIR PRIVATE PARTNERS.

THEY CONTINUE TO PURSUE EDUCATION.

THAT'S IN ADDITION TO THE 100,000 KIDS IN L.A. THAT ARE USING OUR NETWORK ALREADY FOR EDUCATION.

WE CONTINUE TO FEED 2400 MEALS A DAY FOR FRONT LINE WORKERS, SO... HEALTH CARE WORKERS IN NEW YORK.

EMS WORKERS, REALLY EXCITED ABOUT THAT.

THEY PAY IT FORWARD WORK.

THIS WEEK, YOU'LL GET A TUESDAY, WEDNESDAY, THURSDAY LINE-UP.

I'LL LET YOU TEASE THAT WHEN WE WRAP TODAY, JEREMY.

IT'S ALSO CREATING GRANTS FOR SMALL BUSINESSES.

NEXT WEEK, WE'LL ANNOUNCE 330 SMALL BUSINESSES THAT WILL QUALIFY FOR GRANTS UP TO \$10,000 A PIECE.

I THINK THAT'S SUPER EXCITING.

LET ME PIVOT TO INTERNATIONAL.

WE TALKED A LOT ABOUT INTERNATIONAL AND THE FACT THAT OUR TEAMS, INTERNATIONALLY, HAVE BEEN AT THE COVID CRISIS FOR MONTHS NOW.

WE SERVE CUSTOMERS IN 150 DIFFERENT COUNTRIES.

THAT'S MY TEAM, THAT'S KYLE'S TEAM AND GURU'S TEAM AS WE THINK ABOUT OUR PRESENCE GLOBALLY.

I HOPE YOU HAD A CHANCE TO WATCH THE CONCERT THIS WEEKEND THAT WAS PUT ON BY ONE WORLD TOGETHER AT HOME.

I LOVED IT.

WE HAD A TON OF PEOPLE THAT WATCHED IT ON YAHOO, 6.4 MILLION PEOPLE WATCHED IT ON THE YAHOO PLATFORM.

GO GURU, GO PRIZE AND MEDIA TEAM.

THANK YOU VERY MUCH -- AND ANOTHER 20 MILLION THAT WATCHED IT ON TV.

REALLY GREAT PARTICIPATION.

THAT ORGANIZATION RAISED \$128 MILLION FOR THE WORLD HEALTH ORGANIZATION.

THE ONGOING WORK WE DO WITH THAT EXCEPTIONAL ORGANIZATION.

I'M ALSO REALLY PROUD TO TELL YOU, WE'VE MADE A COMMITMENT TO PROVIDE INCREMENTAL DONATIONS INTERNATIONALLY.

THIS IS SOMETHING, MYSELF AND MY LEADERSHIP TEAM HAVE HAD A FAIR AMOUNT OF CONVERSATIONS WITH OUR TEAMS AROUND THE WORLD.

WE'LL BE MAKING TEN, \$250,000 DONATIONS TO ORGANIZATIONS OUTSIDE OF THE U.S. AND PRIMARILY IN AUSTRALIA AND ITALY, THAT WE KNOW HAVE BEEN HIT SO HARD AND SPAIN, THE U.K., AND GERMANY.

THAT'S A DIRECT RESPONSE TO THE FEEDBACK WE HAVE FROM OUR TEAMS INTERNATIONALLY.

SO... THANK YOU, TEAM, FOR YOUR FEEDBACK.

THANK YOU FOR HELPING US SHOW UP GLOBALLY WITH SOLIDARITY FOR OUR GLOBAL TEAMS AS WELL.

NATIONAL VOLUNTEER WEEK, I HAVE TO TELL YOU, LAST NIGHT I HAD A CHANCE TO PARTICIPATE IN VIRTUAL VOLUNTEERING.

IT WAS SUCH A GREAT DISTRACTION FROM COVID.

IT WAS AN OPPORTUNITY TO LEARN MORE ABOUT AN ORGANIZATION.

I HAPPENED TO CHOOSE WEA, IT WAS A GREAT DISTRACTION FROM COVID TO GIVE BACK.

I WANT TO THANK ROSE FOR ALL THE WORK SHE'S DOING AROUND THAT PROGRAM.

IT'S MAKING SUCH A DIFFERENCE TO THOSE COMMUNITIES IN WHICH WE LIVE, WORK AND PLAY.

FINALLY, AS I WRAP UP THE UPDATES THIS MORNING, I WANT TO PLAY A VIDEO THAT'S ONE OF MY FAVORITES, IT TALKS ABOUT HOW V

TEAMERS ACROSS ORGANIZATIONS GIVE BACK ACROSS THE COMMUNITIES THEY LIVE, WORK AND PRAY.

>> WE HAVE THE POWER TO CREATE SOME AMAZING THINGS LIKE PROTOTYPES, TOOLS AND PROSTHETICS.

NOW... THESE PRINTERS ARE PRINTING FACE SHIELDS TO HELP V TEAMERS STAY SAFE ON THE FRONT LINES.

SANDEEP GUPTA ENLISTED THE HEALTH OF THIS ROBOTICS CLUB TO ASSEMBLE THESE FACE SHIELDS.

>> WE NEEDED A 3D PRINTER.

THE ROBOTICS CLUB DO THIS PART.

WE SANITIZE THESE MASKS FOR THEM SO THEY'RE READY TO BE PROVIDED TO THE WORKERS.

>> WE SUPPLIED SHIELDS TO MANY OF THE PEOPLE IN HARM'S WAY WHO WOULDN'T HAVE ACCESS TO MEDICAL GRADE SHIELDS.

FOLKS LIKE PHARMACISTS, NURSING HOME THERAPISTS, LOCAL POLICE AND FIRE DEPARTMENTS AND EVEN THE PEOPLE THAT STAFF SELF CHECKOUT LINES AT GROCERY STORES.

>> RALLY VOLUNTEERS IN THE COMMUNITY TO USE THEIR HOME 3D PRINTERS TO MAKE HEADBAND PIECES.

>> WE RECENTLY DELIVERED 325 MASKS TO SEVERAL DIFFERENT MEDICAL OFFICES AND HOSPITALS IN THE AREA AND WE'RE ACTUALLY RAMPING UP TO DELIVER UP TO 6 HUNDRED DOLLARS TO 800 IN THE NEXT WEEK.

THE RECEPTION'S BEEN FANTASTIC.

THE NURSES COME OUT AND THEY GET THEIR FACEMASKS AND THANK US PROFUSELY, SO... IT'S A GOOD FEELING TO DO SOMETHING --

>> WORKING LONG HOURS, COMFORT MATTERS.

TONY BRUNO PRINTED THIS SMALL ITEM THAT HOLDS THE ELASTIC OFF THE BACK OF THE EARS FOR A MORE COMFORTABLE FIT.

>> THESE ARE JUST A FEW OF THE V TEAMERS VOLUNTEERING THEIR TIME AND EFFORTS TO THIS CRITICAL NEED.

>> THANK YOU SO MUCH FOR CONTRIBUTING TO THIS AMAZING GRASSROOTS EFFORT.

TO FIND OUT WAYS HOW YOU CAN GET INVOLVED, CHECK OUT THE VERIZON VOLUNTEER SITE AT VERIZON.COM/VOLUNTEER.

>> THAT'S A GREAT REMINDER OF SOME OF THE WORK THAT FOLKS ARE DOING AND PICKING UP AS THEY'RE GOING ALONG.

LOOKING FOR WAYS THEY CAN DO MORE, SO... SPECIAL SHOUTOUT TO EVERYONE THERE.

IT'S JUST FUN TO SEE THE CREATIVITY THAT OUR TEAM HAS TO COME UP WITH SOLUTIONS, LIKE... I THINK YOU SAID BEFORE, THE TEAM DOESN'T KNOW A WAY TO SAY NO.

THAT'S EVIDENT HERE IN THAT TODAY.

SO... ROSE, WANT TO SHIFT GEARS TO YOU, TALK ABOUT VOLUNTEER WEEK -- WE TALK ABOUT ALL THE THINGS YOUR TEAM IS DOING.

I THINK IT'S ON THE FOREFRONT OF EVERYONE'S MINDS RIGHT NOW.

WHAT CAN THEY DO TO GIVE BACK TO SO MANY PEOPLE IN SO MANY DIFFERENT WAYS.

WHAT'S THE LATEST FROM YOU AND YOUR TEAM?

>> THANK YOU, JEREMY.

TAMI, IT'S GREAT TO BE HERE WITH YOU.

SO PROUD TO HEAR YOU ANNOUNCE ALL THOSE WONDERFUL GRANTS WE PUT OUT TO REALLY MAKE A DIFFERENCE AND HAVE AN IMPACT AROUND THE GLOBE.

I HAVE TO TELL YOU, I'M JUST INSPIRED BY THE EXTRAORDINARY ACTS OF KINDNESS THAT HAVE BEEN SHOWN BY V TEAMERS IN RESPONSE TO OUR VIRTUAL VOLUNTEER OPPORTUNITIES.

WHILE WE KNOW THAT THIS IS NATIONAL VOLUNTEER WEEK IN THE U.S., WE DECIDED THAT WE COULD ABSOLUTELY MAKE IT MOBILE.

IT'S A MOBILE MOVEMENT FOR VERIZON.

NO MATTER WHERE YOU ARE IN THE WORLD, THERE ARE OPPORTUNITIES TO GIVE BACK AND HAVE AN IMMEDIATE IMPACT, I'M YOU'RE SEEING RIGHT NOW ON THE SCREEN, A WAY THAT SO MANY V TEAMERS ARE ON THE LINE.

OVER THE PAST TWO WEEKS, SINCE WE LAUNCHED OUR VIRTUAL VOLUNTEER PLATFORM, WE'VE HAD MORE THAN 11,000 + SIGN-UPS ACROSS OUR VOLUNTEER PORTAL, WITH INDIVIDUALS ENGAGED IN A MULTITUDE OF OPPORTUNITIES.

WE'VE ALSO SEEN A 280,000 INCREASE IN NUMBER OF EMPLOYEES SIGNING UP TO VOLUNTEER AND 140% INCREASE IN THE NUMBER OF OPPORTUNITIES THEY SIGNED UP TO DO.

WHAT THAT MEANS, MANY V TEAMERS ARE SIGNING UP TO HELP MULTIPLE CAUSES.

WE HAVE OVER 150 VIRTUAL VOLUNTEER EVENTS.

THERE'S SOMETHING FOR EVERYONE.

LIKE TAMI, I HAVE FOUND MY VOLUNTEERISM AND I'M VERY BUSY, BUT I'M CREATING GREETING CARDS AND NOTES FOR SENIOR CITIZENS WHO DON'T HAVE ANY SUPPORT AND NEED TO HEAR FROM SOMEONE.

SO... I TOLD MY TEAM THAT ONCE I FINISH ALL MY CRAFTS, I'M GOING TO VISUALIZE THAT FOR THE WORLD BECAUSE I'M SO PROUD OF THE OPPORTUNITY TO MAKE A DIFFERENCE.

I JUST WANT EVERYONE TO REMEMBER THAT EVERY OPPORTUNITY ON THAT VOLUNTEERISM PLATFORM GOES TOWARD OUR COMPANY GOAL OF 2.5 MILLION VOLUNTEER HOURS BY 2025.

AND WHEN YOU DO THE MATH ON THAT -- IT REALLY BREAKS IT DOWN TO ABOUT FOUR HOURS OF VOLUNTEERISM PER YEAR, PER EMPLOYEE.

SO... I JUST WANT TO ENCOURAGE YOU TO GO TO [VERIZON.COM/VOLUNTEER](https://www.verizon.com/volunteer) AND IF YOU HAVEN'T SIGNED UP YET... YOU SHOULD DO SO.

I KNOW THAT WE ALL WANT TO MAKE A DIFFERENCE IN OUR COMMUNITIES AND WE WANT TO DO THE INCREDIBLE WORK THAT IS AVAILABLE FOR US.

WE CAN HELP WITH THE MENTAL HEALTH CHALLENGES.

WE CAN CONTRIBUTE DATA AS CITIZEN SCIENTISTS.

WE CAN ACTUALLY DO MATH.

WE CAN CREATE OPPORTUNITIES TO TUTOR.

A LOT OF STUDENTS ARE HOME AND NEED THAT SUPPORT.

I KNOW THERE'S SOMETHING OUT THERE FOR EVERYONE AND JUST AS YOU'VE ALREADY SHOWED UP AS V TEAMERS, I EXPECT TO SEE YOU SHOWING UP EVEN MORE.

WHILE WE'RE SOCIALLY-DISTANT FROM EVERYONE, WE CAN STILL MAKE A DIFFERENCE TOGETHER.

EVERY TIME YOU SIGN UP, YOU'RE DOING THAT.

V TEAMERS, THANK YOU FOR WHAT YOU'VE DONE SO FAR AND EVERYTHING YOU'RE GOING TO DO.

THE PORTAL IS [VERIZON.COM/VOLUNTEER](https://www.verizon.com/volunteer).

THANK YOU SO MUCH FOR THIS OPPORTUNITY TO REMIND YOU THAT WE'RE V TEAMERS WHO CAN MOVE THE WORLD TOGETHER -- MOVE IT FORWARD, TOGETHER.

>> THANK YOU, ROSE.

THANK YOU FOR THE REMINDER.

VERIZON.COM/VOLUNTEER AND WHAT OPPORTUNITIES ARE OUT THERE FOR YOU.

SOME FOLKS, THEY'RE LOOKING FOR OPPORTUNITIES IN THEIR NEIGHBORHOODS, BASED ON WHAT THEY'RE SEEING.

THIS IS ONE WHERE AN ASSOCIATE GENERAL COUNCIL ON THE LEGAL TEAM SAW WHAT A GROUP OF FRIENDS WERE DOING NEARBY, NOW THEY'RE PROVIDING MEALS FOR HEROES, LET'S LOOK AT THAT.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORKED IN LEGAL WHERE I'M PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDO AT VERIZON REALLY SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT ALSO, THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

>> THIS IS THE TIME THAT WE REALIZE WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND ANY LITTLE EFFORT GOES A LONG WAY.

>> OUR FRIENDS IN HILLSBORO, WE WORKED WITH THEM TO BREAK OUT AND START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF NURSES AND RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS REALLY IMPORTANT TO SAY THANK YOU.

>> OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES. WE WANT TO GIVE BACK TO EVERYBODY THAT IS WORKING DURING THIS TIME.

THIS FUNDRAISER WAS A TRIPLE WIN.

WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA.

WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME.

OBSOLETE... DUE TO SOCIAL DISTANCING, THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS AND WE'RE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.

>> IT MADE US FEEL GOOD TO GET ALL THE PICTURES AND MESSAGES BACK FROM THE NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR CONCERN ABOUT HOW TO MAKE LUNCH, EVEN A FIVE-MINUTE MEAL -- I FEEL THAT'S A SUCCESS.

>> WHAT A GREAT STORY.

CONGRATULATIONS TO RUBY AND HER FAMILY FOR SHARING THAT WITH US.

HAD THE AVAILABILITY TO TALK TO THEM LAST WEEKEND AND SEE WHAT THEY'RE DOING.

WANTING TO MAKE A DIFFERENCE.

THEY'RE DOING IT AT HOME NOW AND SOCIALLY DISTANCE TO DELIVER THESE THINGS.

SO IMPORTANT TO DO THAT.

TAMI, A QUESTION THAT COMES TO MIND, WE TALK ABOUT FORWARD TOGETHER, OUR CREDO, HOW DO YOU THINK THOSE THINGS MAKE A DIFFERENCE IN THE CURRENT ENVIRONMENT WE'RE IN, THAT MAYBE A COUPLE MONTHS AGO, THEY DIDN'T HAVE THE SAME MEANING TO THEM?

>> TAMI: WE TALK ABOUT THE ANXIETY WE'RE EXPERIENCING WITH THE CRISIS OF COVID.

WE TALK ABOUT THE GRIEF CYCLES PEOPLE ARE EXPERIENCING, WHETHER IT'S LOSS OF LIFE, LOSS OF A MILESTONE MOMENT AND WHAT WE FIND IS, WHEN WE CAN COME TOGETHER AS V TEAMERS IN OUR OWN WAY, WHILE WE CAN'T BE TOGETHER IN A WAY WE'RE USED TO -- THE ABILITY TO COME TOGETHER AND CONTINUE TO DELIVER AGAINST THE ELEMENTS OF OUR CREDO, THAT MAKE US WHO WE ARE, I THINK, IS REALLY POWERFUL.

I THINK ABOUT THE LINE IN OUR CREDO THAT SAYS WE RUN TO A CRISIS.

WE RUN TO THIS CRISIS IN SO MANY DIFFERENT WAYS, BUT... THE THING I THINK I HAVE FOUND THE MOST REMARKABLE IS THAT WE KNOW HOW TO RUN TO A CRISIS, BUT WE'VE SEEN SO MANY EXAMPLES OF EVERY DAY HEROES WHO ARE SHOWING UP AND FINDING NEW AND INNOVATIVE AND CREATIVE WAYS TO DO THE RIGHT THING.

WE TALKED ABOUT HOW DO WE MAKE SURE WE'RE REACHING OUT TO OTHERS THAT MAY FEEL LONELY, MAY FEEL ISOLATED AND SAYING "I CARE, I'M HERE FOR YOU, WE'RE GOING THROUGH THIS TOGETHER."

THINKING ABOUT THE COLLECTIVE ACTIONS OF THE VERIZON TEAM, I'M SUPER PROUD.

WHEN I THINK ABOUT THE INDIVIDUAL ACTIONS, I'M IN AWE.

ROSE TALKED ABOUT SOME OF THE WORK SHE'S DOING WITH VIRTUAL VOLUNTEERING.

SHE'S DETAILED ABOUT HOW SHE CREATED GREAT CARDS FOR SENIORS.

WHAT AN AWESOME THING TO DO.

EVERYBODY'S FINDING THEIR OWN NICHE AND YET, AT THE END OF THE DAY, WE ALWAYS COME BACK TO, WE'RE A TEAM, WE'RE BETTER TOGETHER AND AS WE MOVE THIS BUSINESS, WE DO IF FORWARD TOGETHER, BOTH IN CRISIS, AS WELL AS HOW WE PLAY OUT OUR STRATEGY DURING THESE TIMES AND DURING THE CRISIS MOMENT.

>> JEREMY: ONE OF THE THINGS, BUSINESS AS USUAL, WITH THE BLUEJEANS NEWS LAST WEEK.

A LOT OF FOLKS EXCITED ABOUT THAT.

WHAT DOES IT MEAN FOR EMPLOYEES AND HOW CAN WE CONNECT ON IT?

>> TAMI: I LOVE THE FACT THAT THE FIRST QUESTION I GET IS "WHEN CAN I USE IT?" HANS TODAY, WITH OUR MEETINGS, HE TALKED ABOUT DOING VLC MEETINGS EVERY MORNING.

WE USE BLUEJEANS TODAY.

WE CAN BECOME EXPERIENCED IN WHAT IT PROVIDES AND HOW YOU USE IT.

I'D ALSO, AT THE SAME TIME, CAUTION AND SAY I HAD A GREAT CONVERSATION WITH GREG SLY AND SHANKAR YESTERDAY.

THEY SAID "WHOA, WHOA, WAIT, WE HAVE A FEW DAYS TO CLOSE THIS DEAL."

THAT'S PRIORITY NUMBER ONE.

PRIORITY NUMBER TWO IS MAKING SURE WE CONTINUE TO GROW THE CUSTOMERS USING IT.

DISTRIBUTION IS PRIORITY NUMBER TWO AND PRIORITY NUMBER THREE IS MAKING SURE THAT BEFORE WE LAUNCH THIS MORE BROADLY FOR THE BROADER VERIZON TEAM, WE INTEGRATE IT INTO THE OTHER ORG TOOLS WE USE.

THINGS LIKE SCHEDULING.

LET'S MAKE IT EASY TO DROP THAT LINK IN SO PEOPLE WILL LOVE IT WHEN YOU USE IT.

I USED IT A LOT OVER THE LAST SEVERAL WEEKS.

THE LAST COUPLE MONTHS -- I REALLY LOVE IT AND I'LL TELL YOU WHAT I LOVE THE MOST ABOUT IT.

TWO THINGS.

NUMBER ONE, IT WAS BUILT FOR ENTERPRISE.

SO... WHEN YOU THINK ABOUT THE VIDEO QUALITY, THE CAPABILITY AND YOU THINK ABOUT THE COLLABORATION TOOL -- IT WAS BUILT FOR ENTERPRISE.

THE OTHER THING THAT'S SO IMPORTANT RIGHT NOW, WE SPENT A LOT OF TIME REALLY UNDERSTANDING THE SECURITY PLATFORM OF BLUEJEANS.

WE KNOW, NOW, MORE THAN EVER, SECURITY IS SO IMPORTANT TO OUR CUSTOMERS.

AND WE'RE TALKING ABOUT THAT IN TERMS OF SECURITY SOLUTIONS, BUT... THEY ALSO EXPECT THAT FROM OUR NETWORK AND FROM THE PLATFORM WE PUT ON AND BLUEJEANS HAS DONE AN EXCEPTIONAL JOB IN MANAGING SECURITY.

AS I SAID, WE REPORTED LAST WEEK, WE DON'T JUST DO SYRACUSE UNIVERSITY ONCE -- WE DO IT EVERY SINGLE DAY.

THAT'S WHY I'M PROUD OF THE WORK WE DO AND WHY THAT'LL BE SUCH AN IMPORTANT ASSET FOR US AS WE THINK ABOUT IT, NOT ONLY HOW QUICKLY WE CAN PROVIDE IT TO CUSTOMERS, BUT WHEN WE CAN USE IT AS V TEAMERS, THANK YOU FOR YOUR INTEREST.

>> THAT CAME FROM AMBER IN CHANDLER, ARIZONA.

THANKS FOR THAT.

ROSE, VOLUNTEER WEEK, WE HEARD A LOT ABOUT THE PLATFORM.

WHAT'S YOUR ADVICE FOR SOMEONE JUST GETTING STARTED ON THE PLATFORM?

HOW SHOULD THEY GET INVOLVED?

>> ROSE: THE GOOD THING ABOUT THE PLATFORM, IT'S SO EASY AND INTUITIVE.

THE FIRST THING YOU NEED TO DO IS LOG ON, VERIZON.COM/VOLUNTEER AND WHAT YOU'RE GOING TO FIND IS THAT YOUR PROFILE WILL POP UP.

AND THE OPPORTUNITY IS FOR YOU TO EXPLORE OPPORTUNITIES IN TWO WAYS.

YOU CAN TAKE A LOOK AT EVERYTHING THAT'S OUT THERE TO SUPPORT COVID.

THERE'S ALL THE VIRTUAL OPPORTUNITIES, IT IS BASED UPON YOUR GEOGRAPHY, SO... NO MATTER WHERE YOU ARE IN THE WORLD, IT'LL SERVE UP THE OPPORTUNITY FOR YOU AND YOU CAN BEGIN TO EXPLORE AND FIND MULTIPLE ONES, I'D ENCOURAGE YOU -- THAT ACTUALLY MATCH WHAT YOU'RE INTERESTED IN AND THE SYSTEM WILL AUTOMATICALLY LOG YOUR HOURS FOR YOU, SO... IT'S REALLY EASY AND YOU ALSO CAN TAKE A LOOK AT THE VOLUNTEER OPPORTUNITIES THAT WE HAVE THAT ARE ASSOCIATED WITH OUR RESPONSIVE PLATFORM.

THERE ARE VOLUNTEER ACTIVITIES AROUND DIGITAL INCLUSION, HUMAN PROSPERITY -- ALL OF THEM ARE DESIGNED FOR US TO LIFT THE COMMUNITY.

JEREMY, JUST LOG IN, TAKE A LOOK, SEE WHAT'S OUT THERE AND... IF YOU HAVE SOME IDEAS, ON OPPORTUNITIES THAT YOU WANT US TO EXPLORE, TO CONSIDER, THOSE PARTNERS YOU'RE WORKING WITH, SHOOT ME AN E-MAIL.

I'VE GOTTEN SOME OF THOSE, MY TEAM WILL TAKE A LOOK, WE'LL VALIDATE, EXPLORE, CONTINUE TO CREATE THOSE OPPORTUNITIES FOR YOU.

I DON'T THINK THERE'S ANYTHING OUT THERE YOU CAN'T FIND BASED UPON YOUR INTEREST AND YOUR SKILLSET.

AND LET ME JUST ALSO SHOUT OUT TO ALL OF THE EMPLOYEES WHO ARE FINDING THOSE OPPORTUNITIES AND GOING OUT THERE AND DOING THE WORK.

AND ALSO WANT TO REMIND YOU, IF YOU'RE RUNNING A FRONT LINE ORGANIZATION LIKE KELLY KIRKMAN'S DOING WITH THE FRONT LINE ORGANIZATION -- SHE'S ALREADY LOGGED ABOUT 1600 HOURS, WITH HER TEAM.

SHE'S FOUND WAYS THAT SHE AND HER TEAM CAN GET INVOLVED AND...
CAN PARTICIPATE TOWARDS THE GOAL.

SO... THERE'S SOMETHING FOR YOU, INDIVIDUALLY, SOMETHING FOR YOU
AS A TEAM AND WE'RE COUNTING ON YOU, V TEAMERS TO HELP MAKE A
DIFFERENCE.

>> AWESOME, ROSE, THANKS FOR JOINING US TODAY.

CUSTOMER SERVICE HOURS, IT'S ALWAYS GOOD TO HEAR ABOUT WHAT
WE'RE DOING.

TAMI, WE'RE NEARING THE END, PROVIDE US A COUPLE WORDS AS WE'RE
WRAPPING THIS UP.

>> TAMI: THANK YOU, JEREMY.

ROSE, THANK YOU FOR THE REMINDER, WE CAN DO THIS AS A TEAM.

GREAT TEAM ACTIVITY -- PARTICULARLY DURING OUR SOCIAL
SEPARATION.

JEREMY, LET ME JUST COME BACK TO SOMETHING I TAKE A LOT OF PRIDE
IN AS A VERIZON EMPLOYEE.

THAT IS, OUR COMMITMENT TO FOUR STAKEHOLDERS.

WE'VE ALWAYS TALKED ABOUT THE IMPORTANCE OF HOW WE SERVE OUR
CUSTOMERS AND YET... NOW MORE THAN EVER, WE HAVE INCREDIBLE
EXAMPLES OF HOW WE'RE DOING THAT.

IT'S NOT ALWAYS EASY, BUT OUR V TEAMERS DON'T UNDERSTAND THE
WORD NO -- THEY JUST SAY "WE'LL FIGURE IT OUT ON BEHALF OF
CUSTOMERS."

WE TALK ABOUT EMPLOYEES AND HOW WE REALLY HAVE SOLIDARITY AND
HOW WE WORK TOGETHER TO GET THROUGH THIS CRISIS AND WE WILL GET
THROUGH THIS CRISIS.

WE TALK ABOUT SHOWING UP ON BEHALF OF SHAREHOLDERS AND HOW
IMPORTANT THAT IS.

IT'S PART OF THE REASON I LOVE THAT DURING A CRISIS, WE CONTINUE
TO LEAN IN AND SAY "CONTINUING TO PLAY OUR STRATEGY BY ACQUIRING
AN ASSET LIKE BLUEJEANS, NOW MORE IMPORTANT THAN EVER,
BECAUSE... IT SAYS THIS IS A BUSINESS WE'LL MOVE
FORWARD -- WE'LL MOVE PAST THE CRISIS AND CONTINUE TO LEAN IN
AND WHEN.

AND FINALLY, HOW WE SHOWED UP ON BEHALF OF THE SOCIETIES IN
WHICH WE LIVE, WORK, AND PLAY.

SO MANY GREAT IDEAS, THIS WEEK, IN PARTICULAR, AS WE THINK ABOUT THE VOLUNTEER WEEK.

I WENT OUT AND TRIED IT YESTERDAY -- SO EASY.

IT FOLLOWS YOU DOWN THE PATH OF THINGS YOU CAN BE EXCITED ABOUT.

ROSE... THANK YOU FOR CREATING THE PLAY AND MAKING IT SO EASY FOR ALL OF US TO VOLUNTEER.

IT'S A DISTRACTION FROM COVID.

IT'S GOOD TO REMOVE OURSELVES FROM THE COVID ENVIRONMENT WHICH WE'RE WORKING AND GIVE BACK.

IT'S A GREAT DISTRACTION FOR SOCIETY.

FINALLY, I WANT TO CLOSE WITH A SPECIAL THANK YOU TO THE INTERNATIONAL TEAM.

AS MYSELF AND MY TEAM HAVE HAD A CHANCE TO REALLY ENGAGE IN DIALOGUED CONVERSATION OVER THE LAST COUPLE MONTHS WITH THIS TEAM -- THEY GAVE US SOME REALLY DIRECT FEEDBACK.

I'M PROUD TO BE PART OF VERIZON, I WANT TO KNOW WE'RE HAVING AN IMPACT ON HOW WE GIVE BACK OUTSIDE OF THE U.S. MY THANKS TO THIS TEAM -- MY THANKS FOR HELPING US FIND A WAY TO GIVE BACK IN THESE TEN DIFFERENT LOCATIONS WHERE WE WILL MAKE A DIFFERENCE FOR THE RED CROSS AND FOR FEEDING PEOPLE IN THOSE COMMUNITIES THAT HAVE BEEN MOST-DIRECTLY IMPACTED.

AT THE END OF THE DAY, WE'RE A GREAT BIG V TEAMER, WE SPAN THE GLOBE, SERVE CUSTOMERS.

I'M PROUD OF THE WORK WE AND DO GRATEFUL FOR THE WAY V TEAMERS SHOW UP EVERY DAY.

>> JEREMY: A REMINDER, OUR EFFORTS TO SUPPORT THE V2V FUND.

IF YOU SHOW OFF YOUR VERIZON PRIDE, YOU CAN GO TO OUR WEBSITE.

TAMI MENTIONED THIS EARLIER, WE'RE GOING TO HAVE BACK-TO-BACK, PAY IT FORWARD NIGHTS -- TONIGHT, WE'VE GOT, 8:00 P.M., EASTERN, GAMING WORLD CHAMP, TAKING ON LILY SING, THAT SHOULD BE INTERESTING.

A LOT OF PLACES WHERE THEY'RE WATCHING THAT.

TWITCH, YAHOO, VERIZON'S FACEBOOK PAGE, THE EVENT WILL BE AVAILABLE IN PLATFORMS TOMORROW NIGHT.

WE'VE GOT BILLY IRISH PERFORMING A SPECIAL WEDNESDAY EDITION OF PAY IT FORWARD LIVE.

THEY'RE SUPPORTING SMALL BUSINESSES.

8:00 P.M. TOMORROW NIGHT, 5:00 P.M., PACIFIC ON VERIZON'S TWITTER.

THURSDAY IS THE NFL DRAFT, WE'LL HAVE SOME SPECIAL ACTIVITIES GOING AROUND THAT AS WELL, THAT WE'LL TELL YOU MORE ABOUT LATER IN THE WEEK.

AS WE WRAP IT UP TODAY, ROSE MENTIONED AND TAMI MENTIONED AS WELL, SOME OF THESE GROUPS WHO WE ARE HELPING -- ALL WEEK THIS WEEK DURING VOLUNTEER WEEK.

WE'LL BRING YOU A THANK YOU FOR THEM.

TODAY... IT'S FROM MICROMENTORING, ONE OF THE NON-PROFIT GROUPS YOU CAN SIGN UP FOR -- THEY CONNECT WITH SMALL BUSINESS OWNERS TO OFFER THEM GUIDANCE AND STRATEGIES SO NEEDED AT THIS POINT.

HUNDREDS OF YOU HAVE DONE THAT AND THEY WANT TO SAY THANK YOU.

LEAVE YOU WITH THAT TODAY.

SEE YOU TOMORROW AGAIN AT NOON.

>> VOLUNTEERS OR AN INTEGRAL PART OF OUR COMMUNITY.

THEY ARE THE ONES THAT ARE DRIVING ALL OF THE IMPACT THAT HAPPENS AT MICROMENTORS.

SMALL BUSINESS OWNERS AND ENTREPRENEURS ARE COMING TO US FROM OVER 200 COUNTRIES.

SEEKING TO SOLVE BUSINESS CHALLENGES.

SO... AS MICROMENTORS, WE WERE BUILT TO DEMOCRATIZE ACCESS TO SOCIAL CAPITAL.

COMING FROM VOLUNTEER MENTORS.

WHEN THEY SPEAK ABOUT THE IMPACT OF VOLUNTEERS ON THE COMMUNITY, AT A BROAD LEVEL, THESE VOLUNTEERS, LIKE YOURSELF, ARE HELPING BUSINESSES GROW, SURVIVE, AND THRIVE.

VERIZON VOLUNTEERS HAVE, HAVE SHOWN UP IN AN INCREDIBLE WAY.

I WANT TO TAKE THIS OPPORTUNITY TO THANK THE ENTIRE VERIZON COMMUNITY FOR REALLY SHOWING UP ON MICROMENTOR.

THIS HAS BEEN AN INCREDIBLY HARD EXPERIENCE FOR THE MICROMENTOR TEAM.

EMPLOYEES ARE SIGNING UP TO BE MENTORS, THEY'RE ANSWERING QUESTIONS IN A Q&A FORM.

THEY'RE CREATING RELATIONSHIPS ONE-ON-ONE AND... PROVIDING US WITH INFORMATION AND RESOURCES THAT WE CAN SUPPLY AND SHARE TO OUR, WITH OUR LARGER COMMUNITY.

SO... THANK YOU, VERIZON.

WE REALLY APPRECIATE THIS OUTPOURING OF SUPPORT.