

VERIZON  
UP TO SPEED  
WEDNESDAY, APRIL 22, 2020  
12 PM ET

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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 LOOKING AT IT, CONSTANTLY MONITORING.

TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

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

>> THAT IS 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.

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

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

>> WE'RE ENGINEERS.

>> CLOUD ARCHITECTS.

>> DEVELOPERS.

>> DATA SCIENTISTS.

>> WE KEEP COMPANIES READY FOR WHAT'S NEXT.

>> WE DO THINGS LIKE PROTECT THEIR DATA.

>> WITH SECURITY BUILT RIGHT INTO THEIR BUSINESS.

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

>> EVEN BUILD A.I. INTO THE CUSTOMER EXPERIENCES.

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

>> 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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>> ARE YOU KIDDING ME?  
>> WELCOME V-TEAMERS.  
GREAT TO SEE ALL OF YOU AROUND THE WORLD AND THANKS FOR JOINING OUR WEBCAST TODAY.  
WE'VE GOT A COUPLE OF EXCITING UPDATES.  
I'M JOINED TODAY BY KYLE MALADY.  
I'VE GOT A COUPLE OF VIDEOS ALSO.  
I'M GOING TO START WITH MY OPENING AND JEREMY AND OUR TEAM HAVE A COUPLE OF VIDEOS THAT WE'LL PLAY IN JUST A MINUTE.  
BUT I WANTED TO GIVE AN UPDATE.  
JUST SOME THINGS THAT I KNOW ARE ON A LOT TO OUR EMPLOYEES' MINDS.  
WE SEE EVERY DAY IN THE NEWS VARIOUS COUNTRIES AROUND THE WORLD AND VARIOUS STATES HERE IN THE UNITED STATES REALLY WRESTLING WITH THIS QUESTION, HOW LONG TO LEAVE THEIR EMERGENCY ORDERS AND

THEIR SHELTER IN PLACE ORDERS IN PLACE.

THAT HAS A BIG INFLUENCE ON WHEN AND HOW WE THINK ABOUT OUR OPERATIONS.

I JUST WANT TO SHARE A COUPLE OF POINTS WITH OUR V-TEAMERS, SINCE I KNOW THIS IS TOP OF MIND.

HOW DOES THIS APPLY TO ALL OF YOU?

SO FIRST, WE WANT YOU TO KNOW WE'RE MONITORING THIS ON A DAILY BASIS.

WE HAVE MULTIPLE MEETINGS TODAY WITH OUR COMMAND CENTERS THAT'S MONITORING NEWSFEEDS AND WHAT'S HAPPENING AROUND THE WORLD.

SECOND, EVERY DAY HANS AND THE VLC COME TOGETHER, LOOK AT THAT INFORMATION, AND LOOK AT WHAT MAKES SENSE FOR US, FOR HOW WE'RE OPERATING VERIZON.

AND THEN THIRD, JOE RUSSO AND I REVIEW THIS INFORMATION AND CONTINUOUSLY TWEAK WITH THE TOP 30 OPERATING MANAGERS IN THE COUNTRY.

WE SAID WE BEFORE WE WANT TO TAKE TO THE END OF APRIL TO DECIDE THAT.

WE'LL BE BACK NEXT WEEK WITH HOW WE PLAN ON MOVING FROM HERE AT VERIZON.

WHAT YOU DO KNOW IS WE'VE GOT OUR WORK-FROM-HOME PROTOCOLS THROUGHOUT MOST PARTS OF THE COMPANY.

AND THEN FOR OUR EMPLOYEES WHO ARE STILL WORKING OUTSIDE THE HOME IN RETAIL WE'VE PUT IN TOUCHLESS RETAIL.

AND WE WILL BE CONTINUING TO TAKE MEASURES TO BRING MORE OF OUR RETAIL STORES BACK ONLINE NOW THAT WE HAVE THESE TOUCHLESS RETAIL PROTOCOLS IN PLACE.

AND YOU'LL HEAR FROM KYLE IN A MOMENT HOW WE CONTINUE TO INNOVATE IN WAYS THAT WE'RE SERVICING OUR CUSTOMERS WITH DISPATCH AND INSTALLATIONS AND REPAIRS IN A WAY WITH THE APP THAT'S ALLOWING US TO DO THAT IN NEW AND UNIQUE WAYS.

STAY TUNED.

IT'S TOP OF MIND FOR ALL OF YOU.

THE WEB PAGE ALWAYS HAS OUR UPDATED INFORMATION.

ANOTHER THING I WANT TO HIGHLIGHT TODAY AND I'LL THROW IT BACK TO JEREMY AFTER THAT IS IT'S EARTH DAY.

SO HOPEFULLY EVERYBODY AROUND THE WORLD IS HAVING A CHANCE TO TAKE A TIME-OUT AND THINK ABOUT EARTH DAY.

IT'S ACTUALLY THE 50TH ANNIVERSARY OF EARTH DAY.

AND I'M SURE NOT HOW THE ORIGINATORS OF EARTH DAY PLANNED ON HAVING EARTH DAY BE CELEBRATED.

THERE ARE PROBABLY A LOT OF EVENTS ORGANIZED THAT ARE BEING REPURPOSED AND PROBABLY BEING CELEBRATED IN A VIRTUAL WAY, WHICH AS YOU CAN SEE IN THESE PHOTOS IS VERY EXCITING.

THIS IS A VERY IMPORTANT PRIORITY FOR VERIZON AND OUR SOCIAL

RESPONSIBILITY COMMITMENT.

WE WANT TO GIVE A SHOUT OUT.

WE HAVE NATIONAL VOLUNTEER WEEK THAT WE'VE MADE A GLOBAL FOCUS FOR VERIZON AND IT'S EARTH DAY.

PLEASE SEE WAYS THAT WE AS V-TEAMERS CAN DONATE OUR TIME AND CAPABILITIES TO HELP AROUND THE WORLD.

AND FINALLY, IT'S ADMINISTRATIVE PROFESSIONAL DAY.

SO I WANT TO GIVE A SHOUT OUT TO LISA BAXTER WHO IS MY PARTNER AND HELPS KEEP THE H.R. TEAM AND MY OFFICE RUNNING AS EFFICIENTLY AS POSSIBLE.

SHE'S BEEN A GREAT PARTNER TO ME SINCE I JOINED VERIZON LAST YEAR. AND I'M SURE YOU HAVE A COLLEAGUE SUPPORTING YOU AS AN ADMINISTRATIVE PROFESSIONAL.

>> JEREMY GODWIN: AWESOME.

CHRISTY, THANK YOU SO MUCH FOR THAT UPDATE.

AS YOU CAN SEE I'M HERE FROM A DIFFERENT ANGLE.

TECHNICAL DIFFICULTIES ON MY OTHER SYSTEM.

AS WE'LL HEAR FROM KYLE, WE ALWAYS HAVE REDUNDANCIES IN OUR NETWORK.

THAT'S WHAT I'M DOING OVER HERE TODAY.

EARTH DAY, WE'RE MAKING A LOT OF CONTRIBUTIONS.

CHRIS, LET'S GO AND SHOW THAT TWEET THAT WE ARE CONTRIBUTING NOW. NOT JUST WITH OUR PEOPLE, BUT WE'RE ALSO GOING TO HELP IN PLANTING 500,000 TREES IN THE REFOREST EFFORTS AND A LOT OF THINGS THAT ARE GOING ON.

ALSO THROUGHOUT THE MONTH, FOR ANYBODY WHO SIGNS UP FOR AN ACTIVITY RELATED TO EARTH DAY OR EARTH MONTH, WE ARE PLANTING TREES FOR THAT.

AND ALSO PARTNERING WITH THE NFL WITH THE DRAFT COMING UP.

WE'RE GOING TO BE PLANTING SOME TREES FOR THAT, AS WELL.

A LOT OF GOOD THINGS HAPPENING THERE.

BEFORE WE GET TO KYLE, THIS MORNING ON LIVE WITH KELLY AND RYAN, ONE OF OUR TECHS OR ONE OF OUR MANAGERS OUT OF THE CITY, SCOTT, WAS HIGHLIGHTED AGAIN.

AGAIN, WE'VE HIGHLIGHTED HIM FOR ALL OF HIS EFFORTS AS A HERO OF THE DAY.

BUT THEY DID THE SAME THING TODAY AND I JUST WANT TO PLAY A PART OF THAT CLIP FOR YOU RIGHT NOW.

>> RIGHT NOW WE HAVE ONE OF OUR HEROES, OUR NEXT HARD-WORKING HERO HAILS FROM NEW YORK CITY.

SO MANY PEOPLE ARE AROUND THE CLOCK TO KEEP US CONNECTED WITH OUR FAMILY, WITH OUR FRIENDS, WITH OUR COLLEAGUES.

AN AREA MANAGER FOR FIELD OPERATIONS WITH VERIZON.

LET US MEET SCOTT.

GOOD MORNING, AND FIRST OFF, THANK YOU.

HOW ARE YOU DOING BUDDY?

>> I'M DOING REALLY GOOD, THANKS.

>> IF THIS KIND OF THING WOULD HAVE HAPPENED, 10, 12, 15 YEARS AGO, WE WOULD HAVE BEEN IN A REAL DIFFERENT SCENARIO WITHOUT THE KIND OF COMMUNICATION EVEN LIKE THIS THAT WE'VE GOT NOW.

SO THAT CONNECTION THAT YOU'RE PROVIDING IS REALLY ALL THAT PEOPLE HAVE RIGHT NOW.

I'M SURE THEY'RE GRATEFUL AND THEY ACKNOWLEDGE HOW IMPORTANT IT IS WHILE THEY CAN'T BE WITH THEIR FRIENDS AND FAMILY.

>> OH, YEAH, EVERY DAY I GET COMMENDATION LETTERS ABOUT HOW HARD WE'RE WORKING OUT THERE AND HOW GRATEFUL PEOPLE ARE WHEN WE COME TO THEIR APARTMENTS AND GET THEM RECONNECTED AND USE ALL THEIR APPS AGAIN.

EVERYBODY IS HOMESCHOOLING NOW FOR THE MOST PART IN NEW YORK. THE CONNECTION IS VITAL.

>> WE REALLY APPRECIATE WHAT YOU AND YOUR TEAM OF 110 TECHNICIANS ARE DOING TO KEEP US CONNECTED.

IT'S GETTING US THROUGH IT, BROTHER, IT'S GETTING US THROUGH.

SO THANK YOU.

TAKE CARE OF YOURSELF.

TAKE CARE OF YOUR TEAM.

AND WE'LL BE THINKING ABOUT YOU.

>> ALL RIGHT; THANK YOU.

AND I JUST WANT TO SAY THANK YOU TO MY FAMILY OUT THERE, JEN, CHLOE, AND RYAN.

I LOVE YOU ALL.

>> HERE IS WHAT'S GREAT ABOUT SCOTT.

WHO KNOWS WHAT HIS PANIC AND STRESS LEVEL IS?

I AM ASSUMING IT IS TREMENDOUS.

BUT WE WOULD NEVER KNOW IT.

DID YOU SEE THE CALM DEMEANOR THAT HE EXHIBITS?

THAT'S A SIGN OF A GREAT LEADER, THIS CALM DEMEANOR THAT HE IS EXHIBITING AT LEAST, YOU KNOW, PUBLICLY.

>> HOW ABOUT THAT.

AND WAY TO GO SCOTT.

AND THANKS TO ALL OF OUR TEAMS OUT THERE WHO ARE MAKING IT HAPPEN ON A DAILY BASIS.

HE MENTIONED HIS WIFE THERE.

HIS WIFE IS A NURSE-PRACTITIONER, HE MENTIONED THE HOMESCHOOLING. THE WHOLE FAMILY THERE.

THAT BRINGS ME TO MY NEXT GUEST, MR. KYLE MALADY, THE LEADER OF THE GLOBAL NETWORK AND TECHNOLOGY TEAM.

KYLE, GOOD AFTERNOON.

HOW ARE THINGS GOING?

>> KYLE MALADY: VERY GOOD.

TODAY IS AN EXCITING DAY FOR US.  
I'LL GET TO THAT LATER.  
THANKS FOR SHOWING THAT CLIP OF SCOTT.  
I DIDN'T GET A CHANCE TO SEE THAT.  
THAT WAS PRETTY COOL.  
HE DID A FANTASTIC JOB THERE REPRESENTING ALL OF US HERE IN VERIZON.  
SO LET'S TALK A LITTLE BIT ABOUT WHERE THE NETWORK STANDS.  
YOU KNOW, AS HANS HAS BEEN TELLING ALL OF YOU GUYS OVER THE LAST  
COUPLE WEEKS, YOU KNOW, THE NETWORK HAS KIND OF REACHED KIND OF  
A STABILITY POINT AND KIND OF THIS NEW NORMAL IF YOU WILL.  
SO THE USAGE PATTERNS WE'RE SEEING ARE PRETTY, YOU KNOW, THEY  
SEEM TO HAVE REACHED A LEVELING-OFF POINT.  
WE STILL HAVE CERTAIN HOT SPOTS AROUND THE NETWORK.  
WHETHER IT BE IN OUR LAND LINE AND FIOS, WHETHER IT BE IN THE  
ENTERPRISE NETWORKS AND WIRELESS.  
THAT THE TEAMS ARE RALLYING AROUND TO TRY AND SHORE UP.  
OBVIOUSLY WE GET A LOT OF REQUESTS EVERY SINGLE DAY FROM  
GOVERNANCE LOOKING TO DO SOMETHING NEW, WHETHER IT BE THEY WANT  
TO FIRE UP A NEW 3-1-1 APPLICATION, OR THEY WANT TO HELP SUPPORT  
SOMETHING IN THE GOVERNMENT OR FOR HOSPITALS.  
WE GET THESE CALLS ON A DAILY BASIS AND WE RESPOND ON A DAILY  
BASIS, JUST AS YOU SAW SCOTT TALK ABOUT THERE.  
SO WE CONTINUE TO WORK ON THAT, BUT WE ALSO CONTINUE TO ENGINEER  
AND THINK ABOUT WHAT'S GOING TO COME FROM HERE.  
OBVIOUSLY, WHEN ALL THIS FIRST START OCCURRING, IT HAPPENED VERY  
QUICKLY.  
WE SAW A USAGE TREND HAPPEN OVER JUST A COUPLE, A MATTER OF A FEW  
DAYS.  
WE DON'T THINK IT'S GOING TO COME BACK LIKE THAT RIGHT AWAY.  
OBVIOUSLY THERE'S GOING TO BE A NEW WAY OF HOW THE WORLD  
OPERATES AND HOW BUSINESSES COME BACK AND PEOPLE COME BACK  
INTO SOCIETY.  
CHRISTY AND HER TEAM AND JOE ARE REALLY WORKING ON HOW THAT'S  
GOING TO BE.  
SO FOR US, WE KNOW IT'S NOT GOING TO BE ONE BIG BANG AND EVERYBODY  
COMES BACK ON A SINGLE DAY.  
IT'S GOING TO GET FEATHERED IN.  
THAT'S GOING TO HAPPEN ACROSS THE UNITED STATES AND THAT'S GOING  
TO HAPPEN ON THE NETWORK.  
I'M ALWAYS LOOKING AT STATS.  
TODAY I WANT TO TALK ABOUT SOME WIRELESS APPS.  
SO THE INTERESTING NEWS THERE IS YOUTUBE IS ACTUALLY, IF YOU LOOK  
AT ALL THE WIRELESS USAGE ON THE NETWORK, YOUTUBE IS THE  
APPLICATION THAT IS USED THE MOST, FOLLOWED CLOSELY BY FACEBOOK.  
AND THEN FOLLOWED BY INSTAGRAM.

BUT I FIND WHAT'S INTERESTING IS AN APPLICATION CALLED TIKTOK HAS BEEN GROWING QUITE A BIT OVER THE LAST FEW WEEKS.  
I FRANKLY DIDN'T KNOW WHAT TIKTOK WAS UNTIL I SAW MY GIRLS DANCING AROUND IN THE LIVING ROOM NOW.  
I DIDN'T KNOW WHAT IT WAS.  
BUT IT'S PICKED UP AND IT'S NUMBER FOUR ON THE LIST.  
WHOEVER IS USING TIKTOK, I GUESS YOU DO DANCEWHATNOT.  
IT'S PRETTY INTERESTING.  
I WANT TO SHOUT OUT TO THE TEAM, ESPECIALLY DOWN SOUTH.  
OVER THE PAST COUPLE WEEKS WE'VE HAD TO DEAL WITH A LOT OF WEATHER.  
APRIL BRINGS QUITE A BIT OF WEATHER.  
ESPECIALLY DOWN SOUTH.  
THERE'S TORNADOES.  
AS A MATTER OF FACT EVEN IN NEW JERSEY THERE WAS A TORNADO DOWN IN TOM'S RIVER.  
THERE'S BEEN SOME BAD WEATHER THE PAST FEW WEEKS.  
I'M PLEASED TO SAY THAT OUR NETWORKS HAVE HELD UP WELL.  
A LOT OF OUR SITES HAVE BEEN ON GENERATOR OR BACK-UP BATTERY.  
OUR TEAMS HAVE BEEN OUT THERE ALL OVER IT SO WE CAN PROVIDE SERVICE THE BEST WE CAN DURING THESE WEATHER EVENTS.  
ALSO A BIG SHOUTOUT TO THE ITGTS TEAMS.  
THEY CONTINUE TO DO A FANTASTIC JOB MAKING SURE PEOPLE CAN WORK FROM HOME.  
JUST COMING UP WITH NEW WAYS TO DO THEIR WORK TO MAKE SURE WE CAN ALL STAY CONNECTED AND WE CAN HAVE CONFERENCES LIKE THIS WITH 30,000 PEOPLE ON IT.  
SO THEY CONTINUE TO OVERCOME INTERESTING DAILY CHALLENGES.  
SO BIG SHOUT OUT TO THEM.  
THEY CONTINUE TO DO WELL.  
BUT THE OTHER THING I'M REALLY HAPPY ABOUT JEREMY IS I GUESS WE CONTINUE TO WALK AND CHEW GUM.  
SO WE'RE DEALING WITH ALL THESE CURVE BALLS THAT COME AT US IN THE NETWORK.  
OUR TEAM STEPPED UP.  
THAT'S JUST WHAT THEY DO WITH THE CALM DEMEANOR THAT YOU SAW SCOTT PORTRAY THERE IN THE LITTLE PIECE.  
BUT, YOU KNOW, WHAT?  
THERE'S A LOT OF PEOPLE CONTINUING TO PLAN AND WORK ON NEW FEATURES, NEW CODE FOR SYSTEMS.  
NETWORK PLANNING.  
WHAT ARE THE NEW THINGS WE'RE DOING AND WORKING WITH OUR VENDORS SO WE CAN CONTINUE THE TECHNOLOGY DRUM BEAT WITH 5G AND OTHER PRODUCTS AND SERVICES.  
AND YOU JUST SAW, YOU KNOW, MAKING THAT BLUEJEANS ANNOUNCEMENT,



THAT BLUEJEANS ACQUISITION.

THERE'S A TON GOING ON IN BAU, WHICH IS SO IMPORTANT SO WE CAN KEEP THE BUSINESS MOVING.

AND ACCORDING TO THE PLANS WE HAD BEFORE ALL THIS COVID SET IN.

NOW FINALLY, WHAT I'M REALLY EXCITED ABOUT TODAY IS THE FIRST DAY WE ARE STARTING TO ROLL OUT SOMETHING CALLED FIOS IN A BOX.

AND THIS JUST GOES TO THE INNOVATION AND THE CAN-DO ATTITUDE FROM THE V-TEAM.

AS YOU KNOW, AS A RESULT OF THE VIRUS, WE ARE NOT GOING INTO HOMES TO SET UP SERVICE ANYMORE FOR FIOS.

BUT, THAT DIDN'T STOP THE CREATIVE FOLKS IN KEVIN SERVICE'S TEAM AND PLANNING AND OTHER TEAMS.

THESE FOLKS FIGURED OUT A WAY THAT WE CAN STILL GET CRITICAL SERVICES TO PEOPLE SO THEY CAN BE CONNECTED.

WHO KNEW?

PEOPLE ARE STILL MOVING.

HOMES ARE GETTING CLOSED AND PEOPLE ARE STILL MOVING AND OTHER THINGS ARE HAPPENING.

SO I THINK YOU'LL SEE IN THIS NEXT PIECE HERE THE CREATIVITY REALLY, AND INNOVATION, REALLY SHOWS THROUGH FOR THE V-TEAM.

LET'S ROLL THAT, JEREMY.

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>> BECAUSE OF COVID-19, WE'RE CHANGING THE WAY WE SERVE OUR CUSTOMERS.

FIOS IN A BOX IS A SOLUTION VERIZON HAS COME UP WITH TO INSTALL A CUSTOMER'S FIOS SERVICE WITHOUT ACTUALLY ENTERING INTO THE HOME. I HAVE MY COMPONENTS HERE.

WE'RE GOING TO TAKE THE O.N.T. AND PLACE THIS INTO THE BOX AND PUT THE SET-TOP BOX IN NEXT.

POWER UNIT WILL BE NEXT TO THE O.N.T.

THE NEXT THING WE'RE GOING TO DO IS GET THE ROUTER IN.

THE POWER FOR THE SET-TOP BOX.

CO-AX CABLE.

POWER STRIP.

NOW YOU HAVE ALL THE ELEMENTS INSIDE THE BOX.

THE BOX IS NOW READY TO BE DELIVERED.

THIS CUSTOMER TODAY WE'RE PROVIDING A TRIPLE PLAY.

SO TELEPHONE, INTERNET, AND TELEVISION.

SO WE'RE LAYING OUT CRUSHABLE FIBER THAT'S GOING TO GO INTO THE HOUSE FOR THE CUSTOMER TO CONNECT INTO THE FIOS IN A BOX.

THIS IS THE CRUSHABLE FIBER.

WE CAN BE SHUTTING A WINDOW WITHOUT WORRYING ABOUT SIGNAL DEGRADATION.

WE CAN LEAVE THIS WHERE THE CUSTOMER WITH GRAB IT, BRING IT IN A WINDOW, WHICH IS WHAT WE DID HERE.

WE LEAVE THE FIOS IN A BOX ON THE DOORSTEP FOR THE CUSTOMER.  
THE CUSTOMER CAN BRING IT IN TO THE APPROPRIATE LOCATION.  
I WAS ABLE TO WALK THEM THROUGH THE WHOLE PROCESS THROUGH OUR  
TECH SEE APP SO I CAN SEE EVERYTHING THEY WERE DOING, AND THEY CAN  
SHOW ME WHAT THEY WERE DOING.  
YOU SEE THAT LITTLE NOTCH ON THE TOP OF IT?  
IT'S BY YOUR INDEX FINGER.  
>> WE PUT A BID ON A HOUSE, NOT KNOWING WE WOULD BE SELLING IN A  
MIDDLE OF A PANDEMIC.  
BOTH OF US ARE WORKING FROM HOME.  
THE HOUSE HAD NO INTERNET.  
IT WAS A FULL INSTALL.  
THEY STOOD OUTSIDE AND ANY QUESTIONS WE HAD, WE WERE ABLE TO ASK.  
OVERALL, IT WAS PRETTY SEAMLESS.  
>> I FEEL GREAT THAT I CAN STILL HELP PEOPLE GET CONNECTED.  
FIOS IN A BOX IS A WAY TO KEEP OUR CUSTOMERS SAFE AND KEEP OUR  
EMPLOYEES SAFE.  
>> NOW THAT'S INNOVATION, JEREMY.  
>> JEREMY GODWIN: THAT AND WALKING AND CHEWING GUM AT THE SAME  
TIME, KYLE.  
TWO BIG THINGS I'VE GOT TO WORK ON THERE.  
YEAH.  
IT'S GREAT TO SEE THAT.  
AND I KNOW THE TEAMS ARE WORKING THROUGH WHAT THAT MEANS AND  
THE CUSTOMERS THAT THEY CAN SERVE, OBVIOUSLY NOT RUSHING OUT TO  
DO ALL THE BACK ORDERS THERE, BUT WE'LL TALK MORE ABOUT THAT IN  
THE COMING DAYS.  
SO KYLE, THANKS FOR THAT UPDATE.  
YOU KNOW, WE'VE ALSO TALKED THAT WE'RE IN OTHER PARTS OF BUSINESS  
NOW.  
WE ARE DOING NEW THINGS.  
SO RIGHT NOW WE'RE ABLE TO ANNOUNCE THAT THERE'S A NEW MOTOROLA  
EDGE + DEVICE, ANOTHER NEW DEVICE THAT'S COMING EXCLUSIVELY TO  
VERIZON.  
I'M GOING TO TURN IT OVER TO MY FRIEND GEORGE TO GIVE US THE LOW  
DOWN AND ALL THE DEETS ON IT.  
>> I'M GEORGE FROM VERIZON.  
AND I'M SHELTERING IN PLACE IN MY HOME OFFICE.  
I'M SHOWING OFF THE BRAND NEW MOTOROLA EDGE PLUS.  
I WANT TO TAKE A MOMENT TO MARK THIS GREAT MOMENT IN TIME.  
IT WAS ABOUT A YEAR AGO THAT WE LAUNCHED THE FIRST 5G NETWORK.  
TOGETHER MOTOROLA AND WE MADE HISTORY.  
NOW MOTOROLA IS BACK.  
FIRE UP THE PHONE AND THE FIRST THING YOU'LL SEE IS THIS AMAZING 6.7  
INCH EDGE TO EDGE DISPLAY.

THE WATERFALL SCREEN LETS YOU SEE EVERYTHING IN FRONT OF YOU, MAKE IT PERFECT FOR VIDEO CHATTING FRIENDS AND FAMILY, WATCHING YOUR FAVORITE MOVIES OR WORKING FROM HOME.

IF YOU'RE READING A LONG ARTICLE, SIMPLY DOUBLE TAP THE SIDE OF THE SCREEN AND IT SHRINKS TO FIT THE TEXT.

YOU CAN EVEN USE THE EDGE OF THE PHONE TO SLIDE DOWN NOTIFICATIONS AND OPEN YOUR MOST-USED APPS.

FLIP THE PHONE OVER AND YOU'LL FIND THREE CAMERAS, A TELEPHOTO, A WIDE ANGLE, AND A MACRO VISION LENS.

THEY POWER THE 108 MEGAPIXEL SENSOR SO YOU CAN BLOW YOUR PHOTOS UP AND HANG THEM ON YOUR WALL.

YOU CAN SEE EVERY DETAIL.

MOTOROLA ALSO REALIZED THAT A GREAT MOBILE EXPERIENCE ISN'T COMPLETE WITHOUT GREAT AUDIO QUALITY.

WE BUILT TWO LARGE STEREO SPEAKERS INTO THE EDGE PLUS TO PRODUCE THE HIGHEST OUTPUT OF ANY MOTOROLA SMARTPHONE.

UNDER THE HOOD, THE EDGE PLUS IS BUILT AROUND QUALCOMM 865 NETWORK.

MOTOROLA ALSO INCLUDED A BATTERY WITH REVERSE WIRELESS CHARGING THAT YOU CAN CHARGE UP USING THE EDGE OF YOUR SCREEN.

HOW COOL IS THAT?

THE MOTOROLA WILL BE AVAILABLE EXCLUSIVELY FROM VERIZON ON MAY 14TH FOR \$99 9.99 FOR RETAIL.

CHECK OUT [VERIZONWIRELESS.COM](http://VERIZONWIRELESS.COM) FOR MORE DETAILS.

>> JEREMY GODWIN: HOW ABOUT THAT.

I NEED GEORGE TO COME OVER AND GIVE MY BASEMENT A MAKEOVER TO THE TIKI LOUNGE.

ANOTHER 5G DEVICE COMING IN.

KYLE, WE'RE TALKING ABOUT SEEING MORE DEVICES.

WE'RE A YEAR BEYOND LAUNCHING THE FIRST 5G NETWORK IN THE WORLD.

HOW ARE THE TEAMS MAKING THAT WORK OUT IN THE FIELD TODAY?

>> KYLE MALADY: THERE'S A COUPLE DIFFERENT THINGS.

IN TERMS OF BUILDING THE NETWORK, OUR ENGINEERS, OUR TECHS, AND THE FOLKS WORKING WITH MUNICIPALITIES, WE'RE STILL BUILDING AS FAST AS WE POSSIBLY CAN.

CERTAINLY WE FIND SOME TOWNS, THEY MAY HAVE FURLOUGHED SOME OF THE WORK WHO WORKED THERE MAYBE IN THE PERMITTING OFFICE, SO WE RUN INTO SOME CHALLENGES.

BUT WE WORK WITH THOSE FOLKS AND HELP THEM TO MAKE SURE WE CAN STILL GET PERMITS.

WE'RE STILL BEING REALLY SAFE AND WE'RE STILL BUILDING THE NETWORKS AS MUCH AS WE CAN.

SOME PLACES ARE A LITTLE SLOWER THAN OTHERS.

BUT WE CONTINUE TO REALLY MOVE AND CONTINUE TO BUILD AND FIND WAY TO CONTINUE TO DO THAT.

SO WE HAVE THAT PIECE GOING.

ON THE OTHER HAND, WE CONTINUE TO WORK ON THE TECHNOLOGY.

PEOPLE CAN STILL CALL FROM HOME AND WE CAN STILL TEST DEVICES AND TEST FEATURES BECAUSE OF THE NETWORK.

WE CONTINUE TO DO THAT AND WE CONTINUE TO PUSH THE ENVELOPE ON THE TECHNOLOGY OF 5G.

AND AS NEW DEVICES COME OUT, YOU'LL START SEEING NEW CAPABILITIES FOR BOTH THE DEVICES AND THE NETWORK.

SO WE JUST KEEP ROLLING MAN.

THAT'S WHAT WE'RE GOING TO KEEP DOING.

>> JEREMY GODWIN: GOOD, GOOD, GOOD TO KNOW THAT.

CHRISTY, BEFORE WE GO TO YOU FOR FINAL THOUGHTS, A LOT OF FOLKS ARE KIND OF IN THAT MIND SET OF HEY, WHAT HAPPENS NEXT, WHERE ARE WE GOING FROM THIS?

WHAT ARE SOME OF THOSE THINGS THAT YOU SEE THAT STAND OUT AS BEST PRACTICES NOW THAT YOU THINK WILL CONTINUE INTO THE FUTURE?

>> CHRISTY PAMBIANCHI: I WOULD SAY WE CONTINUE TO SEE FABULOUS EXAMPLES OF OUR V-TEAMERS CREATING INNOVATIVE WAY TO DO OUR JOBS AND TO STAY CONNECTED WITH OUR CUSTOMERS AND KEEP THE NETWORKS UP AND RUNNING.

I THINK WE'VE LEARNED A LOT ABOUT VIRTUAL MEETINGS AND HOW TO STAY CONNECTED WITH PEOPLE THAT AREN'T PRESENT IN THE SAME BUILDING. THAT WAS ONE OF THE GOALS WE HAD AROUND VERIZON 2.0, WHICH WAS REALLY EMBRACING ALL OF THE LOCATIONS AND THE TALENT THAT WE HAD AROUND THE WORLD.

AND THERE WAS SOME CONSTERNATION ABOUT DID EVERYBODY HAVE TO TRANSFER TO THE SAME LOCATION TO ADVANCE THEIR CAREERS.

SO I THINK FOR ONE, THIS HAS SHOWN US THAT WE CAN STAY CONNECTED AND DO A LOT OF WORK WITH DISTRIBUTED AND VIRTUAL TEAMS.

I THINK THAT WILL BE SOMETHING THAT WE CARRY WITH US AS WE THINK ABOUT TALENT POOLS AND DEVELOPMENT AND CAREER OPPORTUNITIES.

I THINK OUR V-TEAMERS ARE EXCITED ABOUT THAT.

I THINK ANOTHER IS HOW WE'VE BEEN ABLE TO RE-IMAGINE SUPPORTING OUR CUSTOMERS AND DOING SOLUTION SUPPORT, TELESALLES, CUSTOMER FOLLOW-UP REMOTELY OR EVEN IN ADVANCE OF A VISIT TO THE STORE.

AND WE ARE HOPING TO GATHER ALL THE CUSTOMER FEEDBACK FROM THAT AND CONTINUE TO ROLL THAT INTO OUR STRATEGY OF MAKING SURE OUR CUSTOMERS HAVE THE BEST EXPERIENCE EVER WHEN THEY NOT ONLY ARE ON THE BEST NETWORK IN THE WORLD, BUT ALSO GET THE BEST EMPLOYEE CUSTOMER EXPERIENCE WITH THAT.

AND WE SEE A LOT OF EXCITING LEARNINGS THERE.

AND FINALLY, THE OTHER THING I'LL SAY IS THE OTHER THINGS I THINK WE'RE SEEING IS, YOU KNOW, MORE EXPANSE AROUND HELPING PEOPLE FIGURE OUT HOW TO BALANCE ALL THE THINGS IN THEIR PERSONAL LIFE AND THEIR WORK LIFE.

AND I THINK AS A SOCIETY OVER THE LAST DECADE WE'VE REALLY STRUGGLED WITH THAT.

AND THIS HAS PUT US INTO A NEW LEVEL OF HAVING TO CONFRONT THAT HEAD ON AND DEVELOP ALL KINDS OF NEW TOOLS FOR DEALING WITH THAT. AND I THINK THAT'S KIND OF EXCITING.

AND WE'LL HAVE ALL OF THAT TO KEEP GOING WITH BECAUSE WE THINK THAT WILL BE A WAY TO ALSO DIFFERENTIATE THE EMPLOYEE EXPERIENCE AND OUR CUSTOMER EXPERIENCE HERE WITH VERIZON.

AND I LOVED THE EXAMPLES THAT KYLE WAS ABLE TO CITE IN THE WAYS THAT HIS FOLKS HAVE INNOVATED, AS WELL.

>> JEREMY GODWIN: THAT'S GREAT.

IN I OTHER FINAL THOUGHTS AS WE'RE WRAPPING UP TODAY'S EPISODE, CHRISTY?

>> CHRISTY PAMBIANCHI: I THINK IT'S A BIG WEEK FOR VERIZON.

I KNOW WE'VE GOT EARNINGS AT THE END OF THE WEEK AND WE'LL HEAR FROM HANS AND FROM MATT.

AND I KNOW YOU'LL TELL US ALL THE THINGS THAT WE HAVE GOING ON TOMORROW.

IT'S EARTH DAY AND ADMINISTRATIVE SUPPORT DAY AND VOLUNTEER WEEK AROUND THE WORLD FOR VERIZON.

A LOT OF REASONS TO REACH OUT TO COLLEAGUES, FRIENDS, CO-WORKERS AND SAY THANKS OR REFLECT ON SOMETHING THAT MAKES YOU HAPPY.

>> JEREMY GODWIN: GREAT REMINDER TO TELL PEOPLE TO REACH OUT AND REMIND PEOPLE ABOUT THAT.

AT 1 P.M. TODAY EASTERN ON THE VERIZON NEWS INSTAGRAM CHANNEL, YOU CAN HEAR FROM THE EDITOR AND CHIEF FOR YAHOO FINANCE TALKING ABOUT TRUST INFLUENCE IN THE ERA OF COVID-19.

AND FOLLOW VERIZON BUSINESS ON LINKEDIN.

IT'S A GREAT OPPORTUNITY TO HEAR FROM TAMI ERWIN AS WELL AS THE LEADER OF THE BLUEJEANS TEAM.

THAT STARTS AT 2 P.M. TODAY ON LINKEDIN.

AND THE BIG SHOW, PAY IT FORWARD WAS MOVED TO TONIGHT TO WORK AROUND THE NFL DRAFT TOMORROW NIGHT.

BILLIE EILISH AND FINNEAS ARE PERFORMING.

A LOT OF GOOD THINGS THERE TO WATCH.

AND KYLE, ABOUT TIKTOK, I'M GOING TO TAKE THE HIT ON THE TIKTOK.

MY WIFE AND I AREN'T WATCHING TV AT NIGHT.

WE'RE WATCHING TIKTOK TO GET SOME LAUGHS.

IT'S NOT ALL DANCING AND SINGING.

A LOT OF OTHER GOOD STUFF, AS WELL.

I WANT TO END WITH A NICE MESSAGE FROM ONE OF THE GROUPS WE'RE HELPING THROUGH ALL OF OUR VOLUNTEER EFFORTS.

NOT ONLY THROUGH VOLUNTEER WEEK, BUT AROUND THE CALENDAR YEAR.

FIVE STAR IS A LONG-STANDING PARTNER OF VERIZON.

THEY CONNECT EMPLOYEES TO CITIZEN SCIENCE PROJECTS.

THEY WANT TO SAY THANK YOU FOR ALL THE WORK WE'VE DONE.  
HAVE A LOOK AT THAT.

>> PEOPLE OF ALL AGES, SKILLS, INTERESTS, BACKGROUNDS, AND  
LOCATIONS, REALLY ANYONE WHO IS CURIOUS OR CONCERNED ABOUT THE  
WORLD AROUND THEM CAN MAKE AN IMPACT THROUGH CITIZEN SCIENCE  
AND SCI STARTER.

RECENTLY, THREE COVID-19 PROJECT SCIENTISTS JOINED US ONLINE AND  
ENGAGED VERIZON VOLUNTEERS IN THEIR ONLINE PROJECTS TO HELP FIGHT  
AGAINST THE VIRUS.

WE GET TO WATCH IN REALTIME AS SCIENTISTS AND REGULAR PEOPLE, ALL  
YOU AWESOME VOLUNTEERS CONNECT AND COLLABORATE IN WAYS THAT  
JUST WOULD NOT BE POSSIBLE WITHOUT DIGITAL CONNECTION.

OUR WORK WITH VOLUNTEERS HAS GIVEN US COMFORT AND PURPOSE IN  
THESE UNCERTAIN TIMES.

VERIZON VOLUNTEERS, WE THANK YOU.

FROM THE BOTTOM OF OUR HEARTS, WE THANK YOU.

WE SEE THAT YOU HAVE PARTICIPATED IN PROJECTS.

YOUR DATA HAS MATTERED TO SCIENTISTS.

YOUR PASSION, INSIGHTS, COMPASSION, AND CURIOSITY IS HELPING US  
MOVE THE WORLD FORWARD TOGETHER.