

VERIZON
UTS WEBCAST
THURSDAY, APRIL 30, 2020

REMOTE CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
WWW.ACSCAPTIONS.COM

>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER IS COMING ITS WAY.
>> WE'RE ALWAYS PREPARING.
>> MAKING SURE THE NETWORK IS WORKING ALL THE TIME.
>> WE'RE CONSTANTLY LOOKING AT IT AND CONSTANTLY MONITORING AND 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 IS 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.

>> 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 CUSTOMERS 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.

>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER IS GOING TO COME ITS WAY.
>> WE'RE ALWAYS PREPARING.
>> MAKE SURE THAT THE NETWORK IS WORKING ALL THE TIME.
>> WE ARE CONSTANTLY LOOKING AT IT WE'RE CONSTANTLY MONITORING. TAKE THAT RESPONSIBILITY VERY SERIOUSLY.
>> THE MOST REWARDING THING ABOUT THE WORK WE DO IS WHENEVER WE'RE ABLE TO SEE A CUSTOMER COMMUNICATE BACK TO THEIR LOVED ONES.
>> THAT IS 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.

>> 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 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.

>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER IS GOING TO COME ITS WAY.
>> WE'RE ALWAYS PREPARING.
>> MAKE SURE THAT THE NETWORK IS WORKING ALL THE TIME.
>> WE ARE 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 COMMITTED 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 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.

>> WE'RE SERVING THOSE SMALL BUSINESSES THAT ARE OVERWHELMINGLY LED BY FOR EXAMPLE PEOPLE OF COLOR AND/OR WOMEN, THOSE SMALL BUSINESSES THAT ARE OVERWHELMINGLY SERVING OR PROVIDING PRODUCTS AND SERVICES IN THE HARDEST-HIT PLACES ACROSS THE COUNTRY.

>> I DEVELOPED SPA DAY BECAUSE MY DAUGHTER HAD ECZEMA WHEN SHE WAS A BABY.

WITH MY BACKGROUND IN BIOCHEMISTRY, I WAS ABLE TO DEVELOP PRODUCTS THAT HELPED HER.

>> OUR BUSINESS STARTED WHEN OUR PARENTS CAME FROM CENTRAL AMERICA.

A 22-YEAR-OLD FAMILY BUSINESS.

>> I WAS DIAGNOSED WITH LUPUS.

I LEARNED THROUGH MY DISABILITY, THERE IS HOPE.

I HAVE THE ABILITY TO DO WHATEVER I WANT TO DO AS LONG AS I STAY FOCUSED.

>> WE'VE HAD TO REDUCE OUR STAFF, WE'VE HAD TO LIMIT OUR INTERACTION WITH CUSTOMERS.

WE REDUCED OUR MENU, AS WELL.

>> BECAUSE OF COVID-19, I CREATED A REALLY WONDERFUL, 75% ALCOHOL HAND SANITIZER THAT MOISTURIZES YOUR SKIN.

>> I HAVE ALL THIS FABRIC.

I JUST BEGAN TO SEW.

I THINK I MADE OVER 500 MASKS.

I'M SO GRATEFUL THAT VERIZON PARTNERED WITH ME.

>> IT'S AN OPPORTUNITY FOR US TO CONTINUE TO PAY OUR EMPLOYEES.

>> IT ALLOWS ME TO MAKE A PRODUCT THAT'S REALLY IN NEED RIGHT NOW.

>> AT THE END OF THE DAY, WHAT WE'RE REALLY TALKING ABOUT IS NOT ORGANIZATIONS, WE'RE TALKING ABOUT OUR NEIGHBORS.

NOW IS THE TIME TO REALLY FIND IT WITHIN OURSELVES TO BE SUPPORTIVE.

>> JEREMY GODWIN: WHAT A WAY TO START TODAY UP TO SPEED LIVE.

12:02.

APRIL 30TH.

GETTING TO THE LAST PART OF THE MONTH HERE.

AND, YOU KNOW, EARLIER TODAY WE ANNOUNCED WE EXTENDED AN ADDITIONAL 2.5 MILLION DOLLARS TO SMALL BUSINESS SUPPORT THROUGH THE LOCAL INITIATIVE SUPPORT LIST YOU HEARD ABOUT THERE.

BRINGING THAT TOTAL FUNDING UP TO A POTENTIAL OF UP TO \$7.5 MILLION.

THAT'S HOW WE'RE HELPING SMALL BUSINESSES THROUGH PAY IT FORWARD LIVE.

THERE'S ANOTHER ONE OF THOSE TONIGHT JUST AWESOME TO SEE HOW THOSE COME TOGETHER AND HELPING PEOPLE IN OUR COMMUNITIES WHEN THEY NEED IT MOST.

SETTING THE STAGE FOR TODAY, WE'VE GOT CHRISTY AND JOE WITH US.

WE HAD A LOT OF QUESTIONS YESTERDAY WHEN CHRISTY WAS TALKING ABOUT THE RETURN TO OUR NEW BUSINESS AS USUAL.

AS ALWAYS, HIT US WITH YOUR QUESTIONS.

LIVE@VERIZON.COM.

WE'RE SEEING MORE COMING IN.

LET'S NOT WASTE ANY PRECIOUS TIME.

LET'S GET TO CHRISTY FOR A LIGHTNING ROUND OF QUESTIONS AGAIN TODAY.

CHRISTY, HOW ARE YOU?

>> CHRISTY PAMBIANCHI: I'M GREAT, JEREMY.

THANKS SO MUCH FOR HAVING ME HERE AGAIN TODAY ON UP TO SPEED.

I'M LOOKING FORWARD TO CHATTER WITH ALL THE V-TEAMERS OUT THERE.

THAT VIDEO WAS SO INSPIRATIONAL AND KEEPS REMINDING ME OF THE POWER OF HUMANITY AND OUR ABILITY TO BE CREATIVE AND FIND WAYS TO HELP EACH OTHER IN TIMES OF NEED.

WHAT A GREAT OPENING.

WHAT I WAS GOING TO DO IS BRIEFLY RECAP THE THREE PHASES THAT I TALKED ABOUT YESTERDAY AND THEN HIT IT RIGHT OVER TO YOU JEREMY TO HIT US WITH SOME QUESTIONS.

JUST TO REMIND EVERYBODY, YESTERDAY I SHARED THAT JOE RUSSO AND I HAVE BEEN LEADING THE CRISIS RESPONSE FOR VERIZON WITH HANS AND THE VLC AND JOE WITH OUR EMERGENCY OPERATIONS CENTER.

WE'VE REALLY THOUGHT ABOUT THIS IN THREE PHASES.

JANUARY TO MARCH WE WERE REALLY ORGANIZING AND REACTING TO THE CRISIS.

WE ACTIVATED OUR ASIA TEAM, OUR EUROPE TEAM, OUR U.S. TEAM.

WE PUT ALL OF OUR COVID OVERSIGHT POLICIES IN PLACE.

AND THEN WE MOVED INTO WHERE WE ARE TODAY, WHICH IS OUR ADJUSTMENT PHASE.

WE HAVE MANY OF OUR EMPLOYEES WORKING FROM HOME.

WE HAVE MANY OF OUR FRONTLINE EMPLOYEES WHO ARE STILL ONSITE WORKING IN MODIFIED WAYS, WHETHER IT'S TOUCHLESS PROTOCOLS OR THE NEW DISPATCH PROCEDURES.

THAT'S BEEN WORKING WELL AND WE'VE BEEN WORKING WITH SHELTER-IN-PLACE AND GOVERNMENT MANDATES THEY'VE PROVIDED US. WE'RE NOW HEADING TO THE NEXT PHASE.

WE'RE CALLING THIS THE RETURN TO THE NEW BUSINESS AS USUAL.

WE'RE DOING A LOT OF WORK THIS MONTH FOR THAT PHASE TO BE READY TO START IN JUNE.

THAT'S BECAUSE WE HAVE COUNTRIES AROUND THE WORLD AND STATES AND CITIES AND COUNTIES WITHIN THE UNITED STATES CHANGING THEIR GUIDANCE AROUND COVID.

THEY'RE EITHER RELEASING EMERGENCY ORDERS, RELEASING SHELTER IN PLACE PROVISIONS OR ALLOWING BUSINESS TO REOPEN.

WE NEED TO BE READY WITH A PLAN FOR WHAT DOES THAT MEAN FOR VERIZON.

WE'RE TAKING A COUPLE OF STEPS HERE.

WE'RE DEFINING WHICH OFFICES WE'RE GOING TO RE-OPEN.

WE'RE ESTABLISHING WHAT ARE GOING TO BE THOSE ON SITE PROTOCOLS.

WILL PEOPLE HAVE TO PHYSICALLY GO TO OUR OFFICE OR ANOTHER OFFICE.

THAT'S GOING TO COMPLEMENT WHAT WE'VE ALREADY DONE WITH TOUCHLESS RETAIL AND THE ONSITE PROTOCOLS THAT WE'VE SHIFTED.

AND WE'LL CONTINUE TO EVALUATE THOSE AND TAKE THOSE INNOVATIONS AND EXPAND THEM.

AND WE'RE LOOKING AT ALL OF THOSE AND TRYING TO IDENTIFY WHICH ONES HAVE TO RETURN TO THE OFFICE, WHICH ONES SHOULD CONTINUE TO WORK FROM HOME, AND WHICH ONES IS IT GOING TO BE A HYBRID?

THEY'RE GOING TO BE PRIMARILY ONE OR THE OTHER WITH MAYBE SOME TOUCH POINTS IN THE OFFICE.

AND AGAINST THAT BACKDROP, WE'LL TAKE A LOOK AT ALL OF OUR

COVID-RELATED POLICIES, AND MAKE SURE THEY'RE UPDATED TO REFLECT THAT NEW REALITY AND BE READY TO GO BY JUNE 1ST.

THAT'S THE BACKDROP.

WITH, THAT I'LL TURN IT BACK TO YOU JEREMY TO HIT US UP WITH SOME QUESTIONS.

>> JEREMY GODWIN: THANKS, CHRISTY.

WE HAVE JOE ON THE LINE, AS WELL.

CHRISTY, I WANT TO START WITH THIS ONE.

IT'S TOP OF MIND.

AS I WATCH THE NEWS THROUGHOUT THE DAY, YOU KEEP SEEING STATES AND COUNTRIES SAYING THEY'RE GOING TO REMOVE THE SHELTER IN PLACE ORDERS.

HOW ARE WE LOOKING AT THAT AND COORDINATING WHAT WE'LL DO AS A COMPANY.

>> CHRISTY PAMBIANCHI: THAT'S A GREAT OBSERVATION ON OUR EMPLOYEES' PARTS.

AND I THINK THAT'S WHAT MAKES MANAGING THROUGH THIS CRISIS SO CHALLENGING.

THE DISEASE IS SPREADING THROUGH DIFFERENT REGIONS OF THE WORLD, OR CONCENTRATING IN DIFFERENT PARTS OF A GIVEN COUNTRY.

SO AS GOVERNMENTS FIGURE OUT HOW THEY'RE DEALING WITH THIS, IN SOME CASES THEY MAY BE IMPLEMENTING UNILATERAL POLICIES, WHERE AN ENTIRE COUNTRY MAY BE CLOSED AND, IN SOME CASES THEY'RE LEAVING THAT TO LOCAL JURISDICTIONS.

SO WHEN JOE OFFERS HIS OVERSIGHT, HE HAS AN ENTIRE OVERSIGHT ORGANIZATION THAT LOOKS AT CONTINUITY AROUND THE WORLD.

WE'RE TRACKING THAT AT A MUNICIPALITY LEVEL.

BUT EVEN WHEN A MUNICIPALITY SAYS WE'RE RELEASING OUR SHELTER IN PLACE PROVISIONS, WE HAVE TO DIG DEEPER.

DOES THAT MEAN PUBLIC PARKS?

OFFICES? LARGE GATHERS?

ARE SCHOOLS AND OTHER SUPPORT SERVICES AND FACILITIES BEING MADE AVAILABLE?

WE'RE DESIGNING A SET OF SOLUTIONS THAT WE WILL THEN IMPLEMENT.

AND IT'S POSSIBLE THAT WE HAVE A COUNTRY THAT'S REOPENING LIKE CHINA, WHICH IT IS RIGHT NOW, AND WE'RE WORKING CLOSELY WITH OUR TEAMS RIGHT NOW TO FOLLOW PROTOCOLS AND PROCEDURES IN PLACE FOR CHINA ALONG WITH THE OTHER ONES THAT WE'VE DESIGNED FOR VERIZON.

AND THEN WE HAVE OTHER PARTS THAT STILL HAVE SHELTER IN PLACE PROVISIONS LIKE INDIA AND THE UNITED STATES AND MANY PARTS OF EUROPE.

SOME WILL REOPEN IN JUNE AND SOME WILL BE IN A CONTINUED ADJUSTED STATE.

>> JEREMY GODWIN: CHRISTY, THANKS FOR THAT.

JOE, THAT BRINGS TO QUESTION THE NEXT QUESTION THAT WE GOT FROM A FEW DIFFERENT PEOPLE.

MARYLAND AND NEW JERSEY.

HAVE WE PUT ANY THOUGHT OF WHAT THE WORK SPACE WILL LOOK LIKE? THE COMMUNITY OFFICE IN THE OPEN WORKPLACE WE HAVE TODAY IN SO MANY LOCATIONS?

>> JOE RUSSO: THAT'S A GREAT QUESTION.

SO JOHN VAZQUEZ WHO RUNS OUR REAL ESTATE PORTFOLIO AND I HAVE A TEAM THAT WE'RE LEADING LOOKING EXACTLY AT THIS.

IT'S NOT ONE ANSWER.

AS CHRISTY SAID, WE ANTICIPATE OPENING OFFICE SPACES IN A WAVE BY WAVE BASED ON THE NEEDS OF OUR BUSINESS AND EMPLOYEES.

AND THERE ARE DIFFERENT OFFICE SPACE CONFIGURATIONS.

AS ONE OF THE QUESTIONS MENTIONED, YOU KNOW, WE HAVE AN OPEN FLOOR PLAN SPACE.

SOME ARE MORE ASSIGNED DESK LOCATIONS.

SO WE'RE LOOKING AT ALL OF OUR OFFICES, ALL OF THE DIFFERENT CONFIGURATIONS THAT WE HAVE AND THEN UNDERSTANDING AND OVERLAYING THE GUIDANCE WE'RE GETTING FROM THE CDC, FROM STATE, LOCAL, AND FEDERAL GOVERNMENTS, AND COUNTRIES, TO UNDERSTAND WHAT THE IS SAFEST WAY TO RE-OPEN THOSE FACILITIES AND GRADUALLY LET PEOPLE WORK FROM THEM.

SO WE DO ANTICIPATE FOLLOWING SOCIAL DISTANCING, WHICH MEANS WE WON'T BE ABLE TO USE ALL OF OUR DESKS.

WE DO ANTICIPATE CHANGING OUR CLEANING PROTOCOLS, LIMITING SOME OF OUR SERVICES LIKE CAFETERIAS AND GYMS AND THINGS LIKE THAT TO MAKE SURE THAT WE'RE FOLLOWING SOCIAL DISTANCING GUIDELINES.

SO THERE'S A MYRIAD OF DIFFERENT ACTIVITIES UNDERWAY TO MAKE SURE THAT BY THE END OF MAY FOR EVERY SINGLE OFFICE THAT WE HAVE WHERE WE'RE GOING TO LET PEOPLE BACK IN WE HAVE VERY GOOD PLANS BEFORE PEOPLE ENTER THE BUILDING, AS THEY'RE ENTERING THE BUILDING, AND ONCE THEY'RE IN THE BUILDING, HOW THEY'LL BE SEATED AND THE WORKFLOW AROUND THE BUILDING SO EVERYBODY IS SAFE AND THAT WE'RE FOLLOWING ALL OF THE GUIDANCE AROUND SOCIAL DISTANCING.

>> JEREMY GODWIN: JOE, A FOLLOW UP ON THAT ONE FROM LUKE DOWN IN NORTH CAROLINA ON THE BUSINESS GROUP TEAM.

ANY QUESTIONS ABOUT PROVIDING A REQUEST IF SOMEONE SAYS THEY WANT TO BE REMOTE OR HYBRID OR HOW THAT WILL WORK INTO THE PLAN?

>> JOE RUSSO: YEAH.

AS CHRISTY SAID, WE'RE STARTING RIGHT NOW TO TRY TO IDENTIFY THOSE EMPLOYEES THAT REALLY NEED TO WORK FROM THE OFFICE, THOSE EMPLOYEES WHO, YOU KNOW, ARE BEST CONTINUING TO WORK FROM HOME, AND THEN THERE'S A GROUP IN THE MIDDLE WHO MIGHT NEED TO COME TO THE OFFICE FOR CERTAIN THINGS.

SO WE'RE IN THE PROCESS WITH THE LEADERS AROUND THE BUSINESS

DOING THAT IDENTIFICATION.

AND WE EXPECT THAT WE'LL GET TO A PLACE WHERE ONCE WE'VE DETERMINED WHAT FUNCTIONS WE EXPECT TO START RETURNING TO THE OFFICE GRADUALLY WE'RE GOING TO HAVE TO HAVE CONVERSATIONS WITH EMPLOYEES ABOUT WHERE THEY ARE AND THEIR OWN PERSONAL, YOU KNOW, UNDERLYING CONDITIONS OR PERSONAL ISSUES THAT WE'LL HAVE TO DEAL WITH THERE, AS WELL.

SO I WANT THE EMPLOYEES TO KNOW WE'RE CERTAINLY NOT BLIND TO THAT. WE UNDERSTAND THAT EVERY INDIVIDUAL HAS CERTAIN CIRCUMSTANCES THAT WE WILL CERTAINLY HAVE TO CARE FOR.

AND WE'RE REVAMPING OUR POLICIES, AS CHRISTY SAID, TO COVER SOME OF THOSE SITUATIONS.

>> JEREMY GODWIN: THANK YOU.

AND CHRISTY, THAT LEADS ME TO MY NEXT QUESTION.

THIS IS TOP OF MIND FOR EMPLOYEES WITH FAMILIES AND KIDS.

IF THEY HAVE CHILDREN WHO ARE IMMUNE COMPROMISED, HOW ARE WE GOING TO WORK AROUND THOSE FOLKS.

JASON WANTS TO KNOW THAT FROM SOUTH LAKE, TEXAS.

>> CHRISTY PAMBIANCHI: THANKS FOR THAT QUESTION.

LOTS OF EMPLOYEES HAVE ASKED ME DIRECTLY THAT.

THANKS FOR BRINGING THAT QUESTION TO THE FORUM TODAY.

I THINK A COUPLE OF THINGS.

FIRST, WE ARE FOLLOWING CLOSELY WHERE OUR STATES AND COUNTRY AROUND THE WORLD ARE GOING TO BE REOPENING THEIR SCHOOL SYSTEMS AND DAY CARE AND OTHER CARE FACILITIES, ELDER CARE AND SHUT. TO THE EXTENT THAT THOSE CONTINUE TO BE SHUT DOWN, THEN WE WILL CONTINUE TO KNOW WHAT SUPPORT WE NEED TO PROVIDE FOR OUR EMPLOYEES.

WHETHER THAT'S FLEXIBILITY TO WORK FROM HOME OR CONTINUATION OF CAREGIVER LEAVE POLICIES.

WE'LL APPROACH THAT WITH THE SAME VALUE AND LENS THAT WE APPROACH PUTTING THIS PROTOCOL IN PLACE.

WE WANT ALL OF OUR EMPLOYEES TO BE ABLE TO CONTRIBUTE AND WE WANT TO CONTINUE TO KEEP OUR CUSTOMERS CONNECTED.

AND WITH THE WAY WE'VE BEEN WORKING TOGETHER, WE'RE GOING TO FIND A WAY FORWARD TO DO THAT.

WE DON'T HAVE GOOD LINE OF SIGHT TO WHEN DISTRICTS ARE GOING TO REOPEN THEIR SCHOOLS.

I THINK A LOT OF KIDS ARE HANGING IN THE BALANCE, TOO, WONDERING IF THEY'RE GOING TO GET TO GO BACK TO SCHOOL.

YOU SEE A LOT OF DIALOGUE THAT'S GOING TO HAPPEN NOT JUST WITH THE REST OF THIS SCHOOL YEAR, BUT WITH THE FALL.

JOE AND I DON'T PRETEND TO HAVE A CRYSTAL BALL.

WHAT WE WANT TO MAKE SURE THE V-TEAMERS HEAR IS WE'RE WORKING THROUGH WITH THE BEST INFORMATION HOW TO KEEP PEOPLE SAFE AND

HOW EMPLOYEES CAN CONTRIBUTE SO WE CAN KEEP THE BUSINESS RUNNING, AND WE'LL HAVE ADVANCED DIALOGUE SO PEOPLE HAVE TIME TO PLAN.

SOME PEOPLE HAVE COME FORWARD WITH SOME INSIGHTS AND YOUR SUPERVISOR OR HR MANAGER, AND THAT'S INCREDIBLY HELPFUL ALSO.

>> JEREMY GODWIN: THANKS FOR THAT.

I WANT TO GET SOME CLARIFICATION.

THE FOLKS WHO ARE UNION REPRESENTED ARE ASSOCIATES OUT THERE NOW GARAGING FROM HOME.

THEY'RE COMING UP WITH THESE NEW SOLUTIONS LIKE FIOS IN A BOX TO GET OUR CUSTOMERS CONNECTED.

TELL US MORE ABOUT THE AGREEMENTS YOU REACHED WITH THE UNIONS AND WHAT THAT MEANS FOR THEM PLEASE.

>> JOE RUSSO: OKAY, YEAH.

AND YESTERDAY YOU HEARD CHRISTY MENTION AS WE MOVE INTO THIS THIRD PHASE OF THE NEW BUSINESS AS USUAL, WE KIND OF MADE AN ANNOUNCEMENT THAT WE'RE GOING TO CONTINUE TO WORK FROM HOME IN THAT PHASE THROUGH MAY.

AS WE BUILD ALL OF THESE NEW PROTOCOLS AND NEW POLICIES AND REALLY UNDERSTAND WHAT THE OFFICE SPACE WILL LOOK LIKE, WHILE WE WERE DOING THAT, OUR CURRENT AGREEMENTS WITH THE UNION WITH WORK FROM HOME AND HOME GARAGING WERE SET TO EXPIRE TODAY. SO WITH GREAT PARTNERSHIP WITH THE UNIONS WE GOT AGREEMENT TO EXTEND THE WORK FROM HOME AND HOME GARAGING THROUGH THE MONTH OF JUNE.

IT DOESN'T MEAN WE'LL NECESSARILY BE IN THAT OPERATING MODEL THROUGH THE MONTH OF JUNE, BUT IT GIVES US THE FLEXIBILITY NOW WITH OUR EMPLOYEES TO MAKE DECISIONS THROUGH MAY AND JUNE ON HOW WE WANT TO OPERATE, WHETHER IT'S A WORK FROM HOME OR A HYBRID OR AN OFFICE-BASED ENVIRONMENT.

>> JEREMY GODWIN: THANK YOU, JOE.

CHRISTY AND JOE, THIS ONE IS GOING TO BE A HYBRID FOR BOTH OF YOU. KELLY JEAN McKAY DOWN IN TEMPLE TERRACE, FLORIDA.

THE BUSINESS GROUP.

WANTS TO KNOW TRAVEL IS PART OF THEIR ROLE, VISITING FACILITIES. WHAT WILL TRAVEL LOOK LIKE AND COMPANY EVENTS LOOK LIKE?

>> CHRISTY PAMBIANCHI: THANKS FOR THAT.

LOTS OF QUESTIONS AROUND TRAVEL AND CUSTOMER SUPPORT.

LET ME TAKE THE TRAVEL ON THE MEETING SIDE.

WE'VE GOT A TEAM WORKING TO UNDERSTAND WHAT ARE THE TRAVEL RESTRICTIONS AROUND THE WORLD AS WELL AS WITHIN COUNTRY.

AND THEN WHAT DO WE WANT OUR TRAVEL POLICY AGAINST THAT BACKDROP TO BE.

RIGHT NOW WE HAVE BASICALLY SHUT DOWN TRAVEL.

AGAIN, AS WE BEGIN TO THINK ABOUT RETURNING TO A BAU FOR THE JUNE

TIMEFRAME, WE WANT TO UPDATE OUR VIEW OF OUR TRAVEL POLICIES.
THAT PEOPLE SHOULD STAY TUNED FOR.
IN THAT CONTEXT, WE WILL ALSO PUT PARAMETERS AND GUIDANCE AROUND
TRAVEL, MEETINGS, AND EVENTS.
TEAMS ARE AT WORK ON THAT.
WE DON'T HAVE THE FINAL ANSWER HERE.
BUT SUFFICE TO SAY, IT WILL COMPLY WITH GUIDELINES BY GOVERNMENTS
AND JURISDICTIONS.
AND I THINK WE WON'T GET BACK TO TRAVEL AND MEETING LEVELS AND
SIZES THAT WE HAD BEFORE MARCH BECAUSE WE STILL KNOW THAT WE'RE
GOING TO BE LIVING WITH CORONAVIRUS WITHOUT A VACCINE AND WITHOUT
A CURE FOR AT LEAST WHAT WE BELIEVE WILL BE THROUGH 2020.
SO THAT WILL PLAY IN THE BACKGROUND OF HOW MUCH TRAVEL AND WHAT
KIND OF MEETING SIZE AND THINGS LIKE THAT WE AUTHORIZE.
AND LET ME LET JOE TALK ABOUT HOW WE'RE GOING TO HAVE OUR
SECURITY PROTOCOLS AND OTHER THINGS APPLY TO THOSE VISITS.
>> JOE RUSSO: IF I UNDERSTAND KELLY JEAN'S QUESTION, SHE IS SOMEONE
WHO MUST VISIT CUSTOMERS AND SELL PRODUCTS TO CUSTOMERS.
THAT'S AN ADDED DIMENSION, AS WELL.
NUMBER ONE, WE NEED TO MAKE SURE THOSE CUSTOMERS ARE READY TO
RECEIVE US.
THAT THEY HAVE PROPER PROTOCOLS IN PLACE TO MAKE SURE THAT OUR
EMPLOYEES ARE SAFE IF THEY WERE TO GO INTO A CUSTOMER FACILITY.
SO WE ARE WORKING ON DEFINING A BIT OF A MINIMUM STANDARD THAT WE
WOULD WANT TO MAKE SURE IS IN PLACE IF WE WERE GOING TO VISIT
CUSTOMERS AND ENTER THEIR FACILITIES.
WE'RE USING THOSE SAME GUIDELINES FOR THOSE VISITORS THAT COME
INTO OUR FACILITIES, AS WELL.
WE WANT TO MAKE SURE THAT THEY'RE FOLLOWING OUR GUIDELINES.
SO THAT'S AN ADDED LEVEL OF COMPLEXITY THAT WE WILL CONTINUE TO
DEFINE AND USE THE MONTH OF MAY TO FINALIZE THOSE AS WE START TO
ENTER JUNE.
THE OTHER THING I WOULD JUST ENCOURAGE ALL OF OUR SALES AND
SERVICE TEAMS THAT ARE OUT THERE WHO NORMALLY WOULD BE
TRAVELING TO SEE CUSTOMERS IS CONTINUE TO VIRTUALLY CONNECT WITH
THEM.
I KNOW IT'S REALLY IMPORTANT FOR OUR CUSTOMERS TO KNOW THAT WE
ARE THERE FOR THEM AND WE ARE OPEN.
I WANTED TO ADD THAT FOR THIS QUESTION, AS WELL.
THAT WE'RE CONTINUING TO DO THAT IN THIS TIME OF WORK FROM HOME.
>> JEREMY GODWIN: JOE, THANK YOU FOR THAT.
NEXT QUESTION.
JOE, I'LL STICK WITH YOU FOR THIS ONE.
WORK FROM HOME CONTINUES.
AND YOU GUYS HAVE BEEN CLEAR ABOUT THAT.

MICHAEL SANS WANTS TO KNOW HOW SHOULD THEY GET ABOUT GETTING ANY OF THAT EXTRA-NEEDED OFFICE EQUIPMENT THEY MAY NEED. A MOUSE, DOCKING HUB, SECOND SCREEN, OR EVEN JUST REGULAR OFFICE SUPPLIES.

>> JOE RUSSO: YEP.

A COUPLE WEEKS AGO WE ACTUALLY OPENED UP OUR STAPLES CATALOG AND SOME OF OUR OTHER CATALOGS FOR EMPLOYEES TO GO THROUGH A PROCESS.

IT'S ON THE RESOURCE PAGE.

YOU CAN READ UP ON IT.

ON HOW TO ARRANGE FOR A SHIP TO HOME FOR OFFICE SUPPLIES AND FOR SOME OTHER EQUIPMENT.

SO IF YOU GO TO THE RESOURCE PAGE, YOU CAN FIND THOSE INSTRUCTIONS.

AND WE PUT SOME CONTROLS AROUND IT TO MAKE SURE PEOPLE ARE GETTING THE RIGHT STUFF.

BUT YOU NOW HAVE THE ABILITY TO SHIP DIRECTLY TO YOUR HOME FOR OFFICE SUPPLIES AND SOME TECHNOLOGY EQUIPMENT, AS WELL.

>> JEREMY GODWIN: GOOD TO KNOW.

YOU CAN FIND THAT LIKE JOE MENTIONED ON THE RESOURCE PAGE.

MORE ON INSIDE VERIZON AND HOW YOU CAN GET ALL THESE RESOURCES IN A MINUTE.

CHRISTY, A QUESTION FROM AN EMPLOYEE WHO SAYS HE TESTED POSITIVE AND RECOVERED, THANKFULLY.

WHAT WILL HAPPEN WITH THOSE EMPLOYEES?

HOW WILL THEY BE TREATED?

WHAT'S THEIR RETURN TO WORK LOOKING LIKE?

>> CHRISTY PAMBIANCHI: GREAT QUESTION.

AND I THINK IN GENERAL WE GET A LOT OF QUESTIONS ABOUT TESTING.

SO FIRST, FOR FOLKS WHO HAVE RECOVERED FROM CORONAVIRUS AND WE ALREADY HAVE A WORK, RETURN TO THE OFFICE PARAMETERS THAT ARE OUT ON OUR COVID WEB PAGE.

YOU CAN SEE THAT.

THERE'S THREE SPECIFIC CRITERIA.

I WON'T RATTLE THEM OFF HERE, BUT THEY ARE SPECIFICS ABOUT NUMBER OF DAYS AFTER THE COVID SYMPTOMS WHERE THERE WAS A POSITIVE TEST, NO FEVER, NO SYMPTOMS.

AND WE LOOK FOR THAT TO BE FOR AN EXTENDED PERIOD OF TIME.

THERE'S SPECIFIC INFORMATION ABOUT THAT ON THE CORONAVIRUS WEB PAGE THAT WE'RE USING ALREADY.

BECAUSE WE HAVE EMPLOYEES THAT HAVE RECOVERED AND THEY'RE IN SOME OF OUR ONSITE ROLES THAT ARE STILL GOING ON AND WE'VE APPLIED THOSE.

WE HAVE POLICY ON THAT.

IT'S ON THE WEB PAGE.

IT HAS THOSE THREE CRITERIA.

SECOND, WITH REGARD TO TESTING, A LOT OF EMPLOYEES – .

>> JEREMY GODWIN: WE WILL COME BACK TO CHRISTY IN A MOMENT THERE.

WE'LL FINISH UP THAT QUESTION WITH CHRISTY WHEN SHE REJOINS US.

JOE, WHEN WE'RE LOOKING AT EVERYTHING, WHAT'S YOUR MESSAGE TO FOLKS WHEN THEY'RE SAYING WHAT ABOUT THIS?

WHAT ABOUT THAT?

HOW DO THEY KNOW WHAT INFORMATION THEY'RE GOING TO GET NEXT FROM THE COMPANY?

>> JOE RUSSO: THAT'S A GREAT QUESTION.

I KNOW EVERYBODY IS LOOKING FOR THE ANSWERS SPECIFICALLY FOR THEM.

HERE IS MY MESSAGE.

WE WON'T SURPRISE FOLKS.

WE WILL GIVE YOU CERTAINLY ADEQUATE TIME TO UNDERSTAND IF WE'RE LOOKING TO MAKE A CHANGE IN YOUR WORK FROM HOME ENVIRONMENT OR THE WAY YOU WORK OVER THE NEXT SEVERAL WEEKS.

BUT FOR MANY EMPLOYEES, WE ANTICIPATE THAT THERE WON'T BE A BIG CHANGE END OF MAY NECESSARILY.

WE'LL, IN MANY CASES, CONTINUE TO WORK FROM HOME.

BUT THE BEST THING TO DO IS FOR THE OVERALL GUIDANCE AND QUESTIONS, USE THE RESOURCE PAGE.

WE UPDATE IT ALL THE TIME WITH NEW POLICIES AND NEW ANSWERS, NEW WAYS OF COMMUNICATING TO EMPLOYEES ARE PUT ON THE RESOURCE PAGE.

BUT WHEN WE GET DOWN TO INDIVIDUALS, THAT COMMUNICATION WILL HAPPEN BETWEEN SUPERVISORS AND MANAGERS AND THE EMPLOYEES. SO AS WE MOVE THROUGH THE MONTH AND MAKE SOME DECISIONS THERE, LOOK FOR COMMUNICATION BETWEEN YOU AND YOUR SUPERVISOR AND MANAGER AS WE MAKE DECISIONS ABOUT INDIVIDUALS.

>> JEREMY GODWIN: JOE, THANK YOU SO MUCH TODAY.

CHRISTY, ANY WRAPUP ON THAT LAST QUESTION YOU HAD AND THEN A WRAPUP FOR THE DAY PLEASE?

>> CHRISTY PAMBIANCHI: YEAH.

SORRY I CUT OUT THERE.

BUT I WANTED TO COMMENT, LOTS OF PEOPLE ASKING ABOUT TESTING.

WHAT WE WOULD SAY RIGHT NOW IS THERE IS NOT TESTING AVAILABLE AT SCALE OR WITH THE DEGREE OF ACCURACY THAT IT COULD BE USED IN ANY WAY TO DO MASSIVE TESTING TO LET PEOPLE COME INTO OUR PREMISESES OR NOT.

PEOPLE SHOULD NOT ANTICIPATE THAT'S SOMETHING WE'RE LOOKING TO USE FOR THE JUNE TIMEFRAME.

WE'LL MONITOR CLOSELY.

WE'RE BENCHMARKING WITH ALL THE OTHER INDUSTRIAL COUNTRIES.

LOOKING AT PROTOCOLS FROM THE CDC AS WELL AS ANY OTHER GUIDELINES THAT THE GOVERNMENT WILL PROVIDE US WITH SO YOU CAN REST ASSURED WE HAVE THE MOST AVAILABLE PROTOCOLS FOR SAFETY COMING INTO THE WORKPLACE.

MY OTHER CLOSING THOUGHTS FOR EVERYONE IS KEEP THE QUESTIONS COMING, BUT ALSO KEEP THE PATIENCE AND KEEP UNDERSTANDING THAT WE ARE LIVING THROUGH A CRISIS AND WE'RE DEVELOPING A NEW NORMAL AS WE EVOLVE.

AND IT'S GOING TO BE THE KIND OF THING WE GET THROUGH BY WORKING TOGETHER AND TRUSTING EACH OTHER AND COMING UP WITH AND CONTINUING TO FIND SOLUTIONS THAT WILL KEEP PEOPLE SAFE AND HEALTHY AND WE KEEP OUR CUSTOMERS CONNECTED AT A TIME WHEN SOCIETY IS COUNTING ON US MORE THAN EVER.

SO THANKS TO THE V-TEAMERS AND JEREMY FOR ALL THE QUESTIONS TODAY.

>> JEREMY GODWIN: CHRISTY, JOE, THANK YOU SO MUCH.

CHRISTY AND HANS WILL BE BACK WITH US AGAIN TOMORROW AS THEY ARE GOING TO REVIEW THE RESULTS OF THE PULSE SURVEY THAT WE HAD AT THE BEGINNING OF THE WEEK.

SO LOOKING FORWARD TO HEARING ABOUT THAT.

BUT THANK YOU BOTH.

AND YOU BOTH MENTIONED A LOT OF RESOURCES OUT THERE FOR FOLKS. I WANT TO REMIND FOLKS YOU CAN GO TO VZWEB AND GO TO INSIDEVERIZON.COM.

IF YOU'RE ON THE GO FROM ANY DEVICE, WE HAVE AN APP.

INSIDE VERIZON ON THE GOOGLE PLAY STORE OR THE APPLE APP STORE.

I LOVE IT BECAUSE I CAN GET THE NOTIFICATIONS WHEN THINGS HIT RIGHT ON MY DEVICES SO IT TELLS ME WHEN TO GO LOOK AT THAT.

AS WE'RE WRAPPING UP TODAY, I DO WANT TO SEND SOME THANKS OUT.

IF WE GO TO THE NEXT SLIDE HERE.

THIS IS A SHOT FROM THE FOLKS OVER AT ROBERT WOOD JOHNSON HEALTH.

YESTERDAY WE MADE AN ANNOUNCEMENT TO DONATE TENS OF THOUSANDS OF SMARTPHONE CHARGERS TO HOSPITALS ACROSS THE NATION TO LET PATIENTS USE TO CHARGE THEIR DEVICES, TO LET FAMILIES USE.

THIS IS A SHOT OF SOME OF OUR CHARGERS HITTING THE SHIPMENT DOCKS THERE TO GO TO THOSE FOLKS.

WE ALL KNOW THAT LOSING THE ABILITY TO COMMUNICATE WITH FRIENDS AND FAMILY RIGHT NOW WOULD BE THE WORST THING EVER.

GLAD WE CAN HELP THOSE FOLKS OUT ALONG WITH IHEARTMEDIA.

I WANT TO SEND A THANK YOU NOTE OUT TO ALL THE HEALTHCARE WORKERS CONNECTING FAMILIES IN DIFFERENT WAYS.

THEY'LL JOIN US TOMORROW.

TALK ABOUT PARENTING AND HOW THEIR FAMILIES ARE ADJUSTING.

DON'T WANT TO MISS THAT.

A LOT OF GOOD CONVERSATION TO BE HAD THERE.

I'M LOOKING FORWARD TO IT.

AND TONIGHT, THURSDAY, IT'S PAY IT FORWARD LIVE.

WE'LL BE STREAMING LIVE FROM JANELLE MONET'S LIVING ROOM.

THAT'S ON TWITTER AND STREAMING SEVERAL DIFFERENT WAYS. YOU CAN ALWAYS GET THAT ON VERIZON'S TWITTER IN SUPPORT OF AMERICA'S SMALL BUSINESSES.

I WANT TO LEAVE YOU WITH ANOTHER REMINDER OF THE FOLKS WE ARE HELPING THROUGH THIS PAY IT FORWARD LIVE.

WE'LL SEE YOU TOMORROW AT NOON.

HAVE A GOOD DAY EVERYBODY.

>> COMING TO THE OFFICE TODAY THERE ARE CLOSED SIGNS ON MOST OF THE BUSINESSES.

STORES ARE LOCKED.

LIGHTS ARE OFF.

AND IT'S EMPTY.

>> WHAT I MISS MOST IS THE PEOPLE.

NOT ONLY IS IT A COFFEE HOUSE, BUT IT REALLY IS OUR MEETING PLACE.

>> IF WE WERE TO CLOSE, WE DON'T CLOSE AS A RESTAURANT.

WE CLOSE AS A COMMUNITY.

¶¶

>> MY BUSINESS MEANS TO THE WORLD TO ME.

>> I'VE ALWAYS BEEN ABLE TO LET MY BUSINESS BE A TRAINING HUB FOR YOUNG WOMEN.

>> WE HAVE ARTS AND CRAFTS MADE BY LOCAL REFUGEES THAT WE HELP RESETTLE TO PHOENIX.

>> IT'S AN OPPORTUNITY FOR US TO CONTINUE TO PAY OUR EMPLOYEES.

>> IT'S REALLY BEEN A GODSEND.

>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.

>> AND I'M JUST SO GRATEFUL THAT VERIZON PARTNERED WITH US TO PAY IT FORWARD.

>> MISS YOU ALL AND LOOK FORWARD TO SEEING YOU SOON.