

VERIZON
UP TO SPEED LIVE
May 2, 2022 12:00 PM ET

>>DIANA ALVEAR: HEY, EVERYBODY!

HAPPY MONDAY.

WELCOME TO UP TO SPEED LIVE.

I'M DIANA ALVEAR.

I'M SO HAPPY TO BE WITH YOU TODAY.

WE'RE GOING TO START OFF WITH SOMETHING BIG.

ALL RIGHT? PULSE! YES.

THE VZPULSE + SURVEY IS BACK, AND UNLIKE LAST TIME, THIS TIME WE'RE GOING TO ASK YOU A FEW MORE QUESTIONS.

WHY?

BECAUSE THIS IS OUR BIGGER ANNUAL HEALTH CHECK, AND YOUR HONEST FEEDBACK IS WHAT CREATES ALL THE CHANGE.

I'M GOING TO TELL YOU JUST A FEW OF THE WAYS THAT YOU HAVE ALREADY MADE US BETTER.

OKAY?

YOU'VE HEARD THE TALENT GPS IS A RESULT OF YOUR INSIGHTS.

YOU'VE HELPED DEFINE WORK FORWARD AND THE FLEXIBILITY THAT YOU NEED BEST TO DO YOUR JOBS.

YOU HELPED BRING ABOUT COMPENSATION CHANGES FOR THE VCG FRONT LINE.

YOU ENABLED US TO IMPROVE SO MANY THINGS, INCLUDING ONBOARDING, WELLNESS OFFERINGS.

YOU LEFT YOUR MARK ON RETAIL WORK ATTIRE, CAREER PATHING, AND DEVELOPMENT AND MENTORING.

YES.

YOU DID THAT THROUGH YOUR VZPULSE SURVEY ANSWERS.

SO THANK YOU.

AND NOW WE WANT YOU TO DO IT AGAIN.

ALL RIGHT?

HELP US MAKE VERIZON THE BEST PLACE TO WORK.

ALL YOU HAVE TO DO, IT'S SO EASY.

CHECK YOUR IN BOX.

REMEMBER THAT THAT E-MAIL IS COMING FROM GALLUP, AND JUST TAKE THE SURVEY TODAY.

AND WE'RE GOING TO SWEETEN THE POT HERE.

OKAY?

THOSE OF YOU WHO TAKE IT ON THE VERY FIRST DAY WILL BE ENTERED INTO A DRAWING FOR THAT VERY POPULAR VERIZON ULTRA T-SHIRT.

I STILL GET E-MAILS FROM YOU GUYS ASKING ABOUT THAT T-SHIRT.

SO GO ON.

FINISH THAT PULSE + SURVEY, AND YOU MAY WIN ONE.

AND NO WORRIES.

AGAIN, THE SURVEY AND THE DRAWING ARE COMPLETELY CONFIDENTIAL.

THEY'RE HANDLED BY GALLUP.

AND THAT ENSURES THE PRIVACY OF YOUR RESPONSES.

ALL RIGHT?

SO GO AHEAD AND GET THAT SURVEY DONE.

ALL RIGHT.

READY FOR SOMETHING TOTALLY NEW AND SUPER EXCITING?

WE ALWAYS TELL YOU OUR RETAIL TEAMMATES ARE THE EXPERTS WHEN IT COMES TO HELPING OUR CUSTOMERS PICK THE BEST PRODUCTS AND SERVICES IN THE STORE.

WELL, TODAY, WE ARE TAKING THAT TO THE NEXT LEVEL.

WE ARE INTRODUCING YOU TO THE VERIZON INSIDER PROGRAM.

WHAT'S THAT ABOUT?

WE'RE GOING TO LET THEM TELL YOU.

>> WHAT'S GOOD, Y'ALL!

MY NAME IS JAKETTED COMING TO

YOU GUYS FROM CORONA COUNTRYSIDE

HERE IN SOUTHERN CALIFORNIA.

NOW, I HAVE A QUICK QUESTION FOR YOU.

DO YOU KNOW WHAT V.I.P. STANDS FOR?

AND I'M NOT TALKING ABOUT A VERY

IMPORTANT PERSON, SOMEONE WHO WALKS DOWN THE RED CARPET.

JUST TO TAKE A PICTURE.

I'M TALKING ABOUT VERIZON

INSIDER PROGRAM, WHERE ME AND

OTHER RETAIL REPS ACROSS THE

COUNTRY GET TOGETHER TO LET YOU

KNOW WHAT'S GOOD IN THE RETAIL WORLD NOW.

>> LIKE OUR FAVORITE PRODUCTS

AND SERVICES WE OFFER IN STORE, AND ONLINE.

WE WORK WITH CUSTOMERS ON A

DAY-TO-DAY BASIS, AND ARE THE

EXPERTS ON PROVIDING THE RIGHT

SOLUTION EVERY TIME, WHILE

MAINTAINING EXCELLENT CUSTOMER

SERVICE THAT VERIZON IS KNOWN FOR.

>> AND WE LOVE LAUNCHING NEW

PROMOTIONS, WHETHER IT'S

MOTHER'S DAY, DADS AND GRADS, OR

THE BIGGEST UPGRADE EVER.

>> WE'RE VERY EXCITED THAT WE'RE

GOING TO BE ABLE TO SHARE SOME

GREAT CONTENT AND TALK ABOUT DIFFERENT TOPICS.

ONE OF THEM IS WHY WE THINK

VERIZON IS A GREAT PLACE TO WORK AT.

THINK ABOUT ALL THE GREAT

BENEFITS WE HAVE AVAILABLE TO

US, STARTING FROM TUITION
ASSISTANCE, WELLNESS BENEFITS,
FLEXIBILITY WITH TIME OFF AND MUCH MORE.

>> AND WE WEAR THE V-TEAM
CULTURE AND CREDO EVERY DAY,
SHOWING THE WORLD WE MOVE
FORWARD TOGETHER IN EVERYTHING WE DO.

>> SO LOOK FOR US TRUE V.I.P.S
ON UP TO SPEED, SOCIAL MEDIA AND SO MUCH MORE.
AFTER ALL, WE GOT SO MUCH TO
SAY, AND WE'RE THE ULTIMATE INSIDERS.
WE CHECK Y'ALL LATER.

>>DIANA ALVEAR: YAY!

ALL RIGHT, BIG CONGRATS, THANK YOU SO MUCH TO JAKETTED, VIVI, PAUL, LOVENIA AND
RAKIM FOR KICKING US OFF AND REPPING ALL OF OUR REGIONS SO WELL.
NOW, I'M GOING TO TELL YOU WHAT IS EXTRA COOL.
THOSE RETAIL ROCK STARS YOU JUST SAW SHOT THEIR OWN VIDEOS.
YES.

AS V.I.P.S, THEY LEARNED TO SET UP THAT TRIPOD AND MIC, PUT ON THEIR
MICROPHONE AND CREATE THEIR OWN CONTENT.
WE CAN'T WAIT TO MEET THE REST OF OUR INAUGURAL CREW AND INTRODUCE YOU AND
WATCH THEM CRUSH MORE APPEARANCES.

I AM SO PROUD OF ALL OF YOU.

ALL RIGHT.

SPEAKING OF PROUD.

DO YOU HAVE A TEACHER THAT YOU LOVE AND WANT TO HONOR?

THIS IS YOUR CHANCE.

THIS WEEK IS TEACHER APPRECIATION WEEK AND WE ARE PARTNERING WITH TIME TO
CREATE TIME'S TEN INNOVATIVE TEACHERS LIST TO DRIVE AWARENESS FOR VERIZON AS

A LEADER IN DIGITAL INCLUSION.

ALL YOU HAVE TO DO TO NOMINATE A TEACHER IS CLICK THE LINK IN THE STORY.

YOU HAVE UNTIL MAY 4TH, AND THEN THE FINAL LIST WILL BE ANNOUNCED AT THE END OF THE MONTH.

FINALLY, IT IS THE START OF MILITARY APPRECIATION MONTH, AND WE SAY IT EVERY YEAR.

WE LOVE OUR SERVICE MEMBERS AND VETERANS.

YOU MAKE US STRONGER, AND WE THANK YOU FOR YOUR SERVICE, AND WE PLAN TO SHOW OUR THANKS ALL MONTH LONG.

WE WOULD ESPECIALLY LIKE TO SHOUT OUT OUR VALOR ERG FOR EVERYTHING THEY DO, AND WE'D LIKE TO SHOW YOU WHY THEY ARE SO SPECIAL TO VERIZON.

>> IT'S A BEAUTIFUL THING.

IT'S WHO YOU ARE.

IT'S WHAT YOU BRING TO THE WORK

ENVIRONMENT. YOU MAKE US BETTER EVERY DAY.

>> I SERVED 20 YEARS IN THE UNITED STATES AIR FORCE.

>> I AM A U.S. ARMY RETIREE.

>> I'M CURRENTLY SERVING AS A

SQUADRON SERGEANT MAJOR IN THE MARINE CORPS RESERVES.

>> MY HUSBAND SERVED FOR 24 YEARS IN THE U.S. NAVY.

>> BOTH OF MY PARENTS ARE AIR

FORCE VETERANS, SO THAT MAKES ME

A PROUD MILITARY BRAT.

>> I JOINED VALOR BECAUSE I

WANTED TO GIVE BACK AND SUPPORT

THOSE WHO HAVE SERVED AND SACRIFICED FOR OUR COUNTRY.

>> PROVIDE RESOURCES TO OTHER

SERVICE MEMBERS AND VETERANS.

>> THE GIVING BACK, CONTRIBUTIONS OF IDEAS.

>> I WANTED TO JOIN VALOR SO

THAT I COULD LEARN EVEN MORE
ABOUT THE MEN AND WOMEN WHO HAVE SERVED OUR GREAT COUNTRY.

>> I JOINED VALOR FOR THE
CAMARADERIE, AND TO GIVE BACK TO
THE FAMILIES OF THE MILITARY AND VETERANS AT VERIZON.

>> THE THING I LOVE MOST ABOUT
VALOR IS HOW WE ALL CONTRIBUTE
TOGETHER TO OUR VOLUNTEER EFFORTS.

>> TALKING TO PEOPLE WHO
UNDERSTAND THE LANGUAGE OF BEING IN THE MILITARY.

>> INDIVIDUALS WHO UNDERSTAND
CORE PRINCIPLES SUCH AS
LEADERSHIP, DUTY, RESPECT, INTEGRITY.

>> I'VE MET WONDERFUL PEOPLE
THAT HAVE NO MILITARY
AFFILIATION AT ALL, BUT JUST
CARE SO DEEPLY ABOUT GIVING BACK TO THE COMMUNITY.

>> AND THAT NETWORK WITHIN A
NETWORK HAS ALLOWED ME TO DO SO
MANY THINGS WITHIN VERIZON.

>> 2022 AND BEYOND, I HOPE THAT
VALOR CONTINUES TO GROW, THAT WE
CONTINUE TO HELP PUSH THE
NARRATIVE THAT YOU DON'T HAVE TO
BE A VETERAN TO SUPPORT VALOR.

>> I AM EXCITED TO SEE PEOPLE IN
PERSON FOR THE FIRST TIME IN TWO
YEARS.

>> NEW VOLUNTEER OPPORTUNITIES,
NEW EVENTS.

>> LOOKING FOR A PARTNER WITH
OUR OTHER EMPLOYEE RESOURCE
GROUPS AS WELL.

>> IF I WAS TALKING TO SOMEONE
THINKING OF JOINING VALOR, I
WOULD SAY, WHAT ARE YOU WAITING
FOR, COME JOIN THE TEAM.

>> IT CREATES THAT SENSE OF
BELONGING TO THE POINT WHERE YOU
WANT TO WORK FOR THE COMPANY,
YOU WANT TO CONTINUE TO GROW
WITH THE COMPANY.

>> IT'S AN OVERALL GREAT
COMMUNITY TO BE ABLE TO TAKE
CARE OF EACH OTHER.

>> AND I HIGHLY ENCOURAGE THOSE
OF YOU WHO ARE NOT ALREADY
MEMBERS TO CONSIDER JOINING OUR
GREAT EMPLOYEE RESOURCE GROUP.

>> WE ARE VALOR.

>> WE ARE VALOR.

>> VALOR.

>> VALOR.

>> WE ARE STRONG.

>> STRONG.

>> STRONG.

>> AND EVEN STRONGER WITH OUR
ALLIES.

>> WITH OUR ALLIES.

>> WITH OUR ALLIES.

>> WITH OUR ALLIES.

>>DIANA ALVEAR: AND WE ARE THANKFUL FOR EVERY SINGLE ONE OF YOU OUT THERE.

AND, BY THE WAY, LACK OUT FOR TAMI'S NOTE HIGHLIGHTING THE COURAGE, RESILIENCE, DETERMINATION, RESPECT AND COMPASSION OF VERIZON'S MILITARY EMPLOYEES AND VETERANS, AND IT DETAILS HOW WE CAN SHOW OUR SUPPORT FOR THIS INTEGRAL PART OF OUR COMMUNITY THIS MONTH.

ON THAT NOTE, THANK YOU SO MUCH FOR YOUR SERVICE AND SACRIFICE.

THANKS TO ALL OF YOU, OUR V-TEAMERS OUT THERE.

YOU MAKE US SO PROUD EVERY DAY.

AND SPEAKING OF PROUD, A HUGE CONGRATS TO ROBIN DOTSON, A V-TEAMER IN CRANFORD, PENNSYLVANIA.

I DON'T KNOW IF YOU SAW THIS WEEKEND, BUT HER SON, JAHAN DOTSON WAS SELECTED BY THE WASHINGTON COMMANDERS IN THE FIRST ROUND WITH THE 16TH OVERALL PICK IN THIS WEEKEND'S NFL DRAFT.

HOW ABOUT THAT!

I'M DIANA ALVEAR.

IT IS AN HONOR TO BE YOUR VOICE, AND I THANK YOU FOR THE ENTHUSIASM AND SUPPORT.

PLEASE STAY SAFE, STAY CONNECTED, HAVE SOME FUN THIS WEEK, AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.