

UP TO SPEED LIVE
MAY 6, 2020

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>> 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'RE CONSTANTLY LOOKING AT IT.
WE'RE CONSTANTLY MONITORING AND 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'RE RELENTLESSLY COMMITTED TO THE NETWORK SO AT 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.

>> 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 AI IN TO A CUSTOMER EXPERIENCE.

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

>> LIKE 5G.

>> 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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>> TODAY'S THE DAY I'M GOING TO TAKE CHRISTY UP ON THAT OFFER, TAKE A
COUPLE OF HOURS FOR MYSELF, HANG OUT WITH PEARL GIRL, SEE WHAT SHE'S BEEN UP
TO.

HEY, LOOK AT THAT!
IT'S NOON.
I HOPE WE GOT SOMEONE FOR THE SHOW!
[WHISTLING].

>> YES, INDEED, THEY DID GET SOMEONE FOR THE SHOW.
THAT SOMEONE IS ME.

I'M KATIE REGNER SITTING IN FOR JEREMY TODAY AS HE TAKES A WELL-DESERVED
BREAK FROM OUR SHOW TODAY, BUT I DO HAVE CHRISTY JOINING US TO GIVE US SOME
UPDATES, AND IT'S ALSO NATIONAL NURSES DAY, SO WE'LL BE SPOTLIGHTING SOME
WAYS THAT WE CONTINUE TO SUPPORT THOSE HEALTHCARE WORKERS ON THE FRONT
LINE.

BUT TO START OFF OUR BROADCAST TODAY, I WANTED TO SHARE WITH YOU A
STORY ABOUT ONE OF OUR OWN V-TEAMERS.

MIKE, HE WORKS ON THE LEARNING AND DEVELOPMENT TEAM AND BASED OUT IN
OHIO.

HIS WIFE BRITTANY IS AN ICU NURSE AT A STEP-DOWN UNIT AT A LOCAL HOSPITAL.
THEY HAVE TO GOT TWO YOUNG BOYS AT HOME, AND WE CAUGHT UP WITH THEM
EARLIER THIS WEEK TO SEE WHAT LIFE IS LIKE IN THEIR HOUSE.
TAKE A LOOK.

>> I'M MIKE.

I'M A TRADER FOR THE VERIZON CONSUMER GROUP, IN THE CINCINNATI AREA.
MOST OF THE TIME --

>> LIFE IN OUR HOUSE RIGHT NOW IS INTERESTING.

MIKE HAS NESTLED IN OUR FRONT ROOM HERE AND CREATED AN OFFICE, WHICH
HE TRIES TO WORK IN WITH OUR CHILDREN IN THE BACKGROUND WHEN I'M AT WORK.

WHEN I'M HOME, WE SWITCH ROLES, AND I TAKE OVER, AND SOMETIMES THE KIDS
GET DRESSED, AND SOMETIMES THEY DON'T.
AND MAKING THE BEST OF IT.

>> I KNOW FROM THE TOP ALL THE WAY DOWN, IT'S BEEN VERY SURPRISINGLY
OPEN TO THE FACT THAT THINGS ARE A LITTLE WEIRD AND A LITTLE DIFFERENT.

THE KIDS THAT WANDERS IN OR THE DOG THAT BARKS, IT'S NOT THE END OF THE
WORLD, AND IT'S NICE TO HAVE THAT SUPPORT FROM ALL OF THE LEADERSHIP THAT WE
HAVE.

>> YEARS AND YEARS AGO, MY GRANDMOTHER, WHEN SHE WAS PREGNANT WITH
MY DAD, SHE GOT VERY, VERY SICK, AND WAS PARALYZED, ESSENTIALLY, FOR THE REST
OF HER LIFE.

MY AUNT WAS A NURSE, AND TOOK CARE OF MY GRANDMOTHER.

SO THAT ALWAYS INSPIRED ME TO PURSUE THE HEALTHCARE FIELD, AND NOW, I
WORK AT A HOSPITAL ON AN ICU STEP-DOWN UNIT, AND NOW WITH THE COVID, IT'S
BECOME QUITE CHALLENGING AT TIMES.

THERE'S A BIG PORTION OF HEALING AND GETTING BETTER WITH INTERACTIONS
WITH PEOPLE AND FAMILY MEMBERS.

THEIR FAMILY MEMBERS CAN'T BE THERE TO COMFORT THEM WHEN THEY'RE NOT
FEELING WELL, AND TECHNOLOGY'S BEEN GREAT.

VIDEO CHAT'S BEEN AWESOME TO TRY TO KEEP THESE PATIENTS CALM SO THAT
YOU'RE NOT THE ONLY EYES THAT THE PATIENT SEES.

I HAVE MADE CALLS TO FAMILY MEMBERS WITH MY PHONE AND LET THEM, YOU
KNOW, SPEAK WITH THEIR LOVED ONES.

I TRY TO VIDEO CHAT WITH MY FAMILY WHILE I'M AT WORK AND TRY TO STAY CONNECTED THAT WAY SO THAT WE DON'T LOSE THAT.

>> I A LOT OF PEOPLE KNOW THAT MY WIFE'S A NURSE, AND THEY'VE TOLD ME TO TELL HER THANK YOU AND THAT SORT OF THING.
AND SHE'S BEEN A SUPER HERO AROUND HERE.

>> I'M VERY THANKFUL THAT MIKE AND I ARE BOTH WORKING AND WE'RE STILL ABLE TO GET BY, AND WE HAVE THE OPPORTUNITY FOR HIM TO STAY AT HOME AND TAKE CARE OF OUR KIDS WHEN I WORK.
THIS WILL GET BETTER, AND, YOU KNOW, EVERYBODY'S FEELING IT IN ONE WAY OR ANOTHER.
SO JUST TRY TO STAY POSITIVE, AND KEEP MOVING, KEEP MOVING ALONG.

>> THANKS SO MUCH TO MIKE AND TO BRITTANY AND THE FAMILY FOR SHARING THEIR STORY, AND BRITTANY, THANK YOU SO, SO MUCH FOR EVERYTHING YOU'RE DOING FOR YOUR LOCAL COMMUNITY.
AND WITH THAT, I WILL TURN IT OVER TO YOU, CHRISTY, FOR SOME UPDATES.
GOOD AFTERNOON.

>> CHRISTY PAMBIANCHI: THANKS SO MUCH, KATIE, GREAT TO HAVE YOU WITH US HERE TODAY HOSTING UP TO SPEED, AND I'M SO GLAD THAT JEREMY TOOK OUR ADVICE AND IS TAKING A DAY OFF.

AND GREAT TO SEE HIM THERE WITH PEARL IN THE HAMMOCK.

AND I JUST WANT TO REMIND EVERYBODY LIKE I TALKED ABOUT ON MONDAY, WE ARE REALLY ENCOURAGING EVERYBODY TO THINK ABOUT WHERE YOU ARE, WHAT PLANS YOU HAVE FOR TIME OFF, AND START TO MAKE NEW PLANS FOR VACATIONS.

I HAD TWO FAMILY PLANS AND TRIPS CANCELED BY THE ORGANIZER, OR BY THE TRAVEL RESTRICTIONS OF THE COUNTRY HERE, AND MY HUSBAND AND MY KIDS AND I ARE THINKING ABOUT WHAT WE WANT TO DO IN THIS NEW NORMAL TO GET OUR TIME AWAY AND GET OUR DOWN TIME.

SO I KNOW IT'S SO IMPORTANT FOR ALL OF US TO TAKE CARE OF OURSELVES PHYSICALLY AND MENTALLY, AND SO THAT'S WHY WE HAVE VACATION AND WE WANT TO MAKE SURE THAT FOLKS ARE MAKING THOSE PLANS.

SO GOOD TO SEE JEREMY DOING THAT.

AND SPEAKING OF TAKING CARE OF OURSELVES, WHAT A GREAT WAY TO BRING THAT TO LIGHT TODAY AS WELL, GIVEN THAT IT IS NATIONAL NURSES APPRECIATION DAY.
AND IT WAS GREAT TO SEE IN THAT VIDEO THE TALLENKO FAMILY.

THANK YOU SO MUCH FOR SHARING YOUR STORY WITH US, AND ALSO BEING OUT THERE ON THE FRONT LINE AS A NURSE, AND FOR OUR EMPLOYEE WHO'S ONE OF OUR TRAINERS, WHICH IS GREAT TO SEE, FIGURING OUT HOW TO ADJUST TO A NEW WAY OF WORKING, OF BALANCING FAMILY AND RESPONSIBILITIES LIKE SO MANY OF OUR V-TEAMERS ARE.

YOU KNOW, NURSES REALLY ARE HEROES IN THIS CRISIS, THEY'RE REALLY RIGHT OUT THERE ON THE FRONT LINE WITH EMERGENCY WORKERS, AND VERIZON IS SO SUPPORTIVE OF OUR FIRST RESPONDERS AND OUR FRONT-LINE FOLKS, AND SO WE REALLY WANT TO JUST CONTINUE TO HIGHLIGHT, THANK YOU, BRITTANY, AND OTHERS, AND WE'LL HAVE MORE HIGHLIGHTS ON THAT TODAY.

FOR NURSES, YOU KNOW, FOR ME, IT'S ALSO PERSONAL.

MY MOM WAS A NURSE.

ONE OF MY SISTERS IS A NURSE, AND I THINK, YOU KNOW, THE TIMES I'VE BEEN IN THE HOSPITAL, WHETHER IT WAS HAVING CHILDREN OR FOR OTHER PERSONAL REASONS, THE NURSING STAFF WERE REALLY THE KEY INTERFACE AND ELEMENT OF MY DAY, WITH THE MEDICAL SYSTEM.

SO I KNOW THEY'RE A KEY PARTNER TO THE MEDICAL TEAMS THAT THEY'RE ON, AND SO IMPORTANT IN THIS CRISIS.

SO THANK YOU TO ALL THE NURSES THAT ARE OUT THERE.

AND SO A COUPLE OTHER THINGS I THOUGHT I WOULD SHARE.

AND JUST GENERAL UPDATES.

YOU KNOW LAST WEEK, JOE RUSSO AND I TALKED ABOUT HOW WE'RE PREPARING

FOR CONTINUING TO HELP VERIZON THRIVE AS WE LIVE WITH COVID, AND WE'RE DOING THAT BY MAKING SURE WE KEEP OUR EMPLOYEES' SAFETY AND HEALTH AT THE FRONT OF OUR MIND, AND AT THE SAME TIME STEP UP TO OUR SOCIAL NEEDS TO KEEP SOCIETY CONNECTED.

AND WE HEARD EVEN IN THAT VIDEO HOW PATIENTS WHO CAN NO LONGER HAVE LOVED ONES VISIT ARE RELYING ON VIDEO CHATS AND OTHER TELECOMMUNICATION NEEDS TO STAY CONNECTED WHILE THEY'RE IN, WHETHER IT'S NURSING HOMES OR WHETHER THEY'RE IN HOSPITALS OR OTHER PLACES WHERE THEY'RE GETTING CARE.

SO WE'RE REALLY WORKING HARD TO KEEP DOING THOSE TWO KEY THINGS.

WE'VE GOT A LOT OF WORK UNDERWAY.

WE HEARD FROM A LOT OF EMPLOYEES THAT THEY'RE WONDERING WHEN THEY'RE GOING TO HEAR MORE AND HOW THEY'LL KNOW THIS IS AFFECTING THEM AS WE MOVE TOWARD JUNE 1ST, AND SO WE'RE HARD AT WORK SO THAT BY THE MIDDLE OF MAY, WE CAN TALK TO EMPLOYEE GROUPS AND EMPLOYEES INDIVIDUALLY ON WHERE WE BELIEVE WE COULD SCALE PARTS OF THE BUSINESS TO RETURN TO THE OFFICE, OR WHERE WE THINK WE'LL HAVE EXTENDED WORK FROM HOME, AND WE ALSO WANT TO CONTINUE TO GIVE A SHOUT-OUT TO OUR FIELD STAFF WHO HAVE REMAINED WORKING OUTSIDE THE HOME, AND ALSO TO OUR RETAIL TEAMS THAT ARE IN WHERE APPROPRIATE THAT WE HAVE OPEN TO PROVIDE ESSENTIAL SERVICES TO THE PUBLIC AND TO OUR CUSTOMERS.

SO WE'RE WORKING TO SUPPORT ALL OF OUR EMPLOYEES AND FIGURE OUT HOW WE CONTINUE TO EVOLVE.

WE WILL GIVE LOTS OF ADVANCED NOTICE, AND WE'RE FACTORING IN ALL OF THE CONCERNS THAT PEOPLE HAVE AROUND SOCIETY BEING OPEN, SCHOOL SYSTEMS BEING THERE TO SUPPORT THEM OR NOT, ET CETERA.

WE'RE WORKING ACTIVELY WITH OUR TEAM IN CHINA RIGHT NOW, WHERE CHINA IS REOPENING SOCIETIES, AND THERE'S OTHER COUNTRIES WHO HAVE HIT A DIFFERENT POINT IN THE COVID RESPONSE THAT ARE BEGINNING TO DO THAT, AND WE'RE WORKING WITH THOSE TEAMS THERE.

AND WE'LL HAVE MORE TO SHARE AND MORE LEARNING FROM THAT.

AND THEN FINALLY, BEFORE I ASK KATIE TO THROW ME SOME QUESTIONS, I ALSO WANTED TO SHARE THAT YESTERDAY, I HOSTED A MEETING WITH 200 HR LEADERS AROUND THE WORLD VIRTUALLY IN A CONFERENCE ALL DAY, AND IT WAS ORIGINALLY PLANNED TO BE A MIDPOINT CHECK IN ON OUR PLANS FOR 2020, THINGS WE NEEDED TO DELIVER FOR THE BUSINESS, AND OUR TRANSFORMATION TO SUPPORT VERIZON 2.0, AND AS THE MEETING WAS DRAWING CLOSER AND IT WAS VERY OBVIOUS WE WEREN'T GOING TO MEET IN PERSON, RATHER THAN CANCEL THE MEETING, WE CONVERTED IT INTO A VIRTUAL FORUM, AND I WANT TO SAY, IT WAS ACTUALLY PRETTY AWESOME.

YOU KNOW, ON A SCALE OF 1 TO 10, BEING IN PERSON MIGHT HAVE BEEN A 10, CANCELLING THE MEETING WOULD HAVE BEEN A ZERO, AND I THINK WE NETTED SOMEWHERE BETWEEN A 7 AND 8.

WE GOT TO SEE AND HEAR FROM SO MANY COLLEAGUES ON THE TEAM, HAD THE VIRTUAL CHAT GOING, HAD SOME SUB TEAMS SHARE THEIR WORK.

LOTS OF FOLLOW-UPS FROM THE MEETING, AND REALLY JUST I WOULD ENCOURAGE ALL OF YOU OUT THERE THAT FINDING NEW WAYS TO CONNECT WITH YOUR TEAMS IN ANY OF THE VARIETY OF JOBS THAT WE HAVE, YOU KNOW, THESE VIRTUAL SESSIONS CAN BE SO POWERFUL TO KEEP PEOPLE CONNECTED, AND ALSO LET THEM HEAR ABOUT ALL THE THINGS OTHER PEOPLE ON THEIR TEAMS ARE DOING.

AND WE EVEN ENDED THE DAY BY LETTING PEOPLE INVITE THEIR FAMILY MEMBERS, THEIR ROOMMATES, THEIR PETS, BRINGING THEM INTO THE ROOM AND SHARING WITH EACH OTHER A LITTLE BIT OF THE HUMAN SIDE OF THEIR PERSONAL STORIES FOR HOW THEY'RE LIVING WITH AND NAVIGATING THIS INTERESTING TIME.

SO THANKS, KATIE, FOR OPENING, AND LET ME KNOW WHERE WE WANT TO GO FROM HERE, QUESTIONS, ET CETERA.

>> KATIE REGNER: ALL RIGHT.
SOUNDS GOOD.

AND TO THAT POINT, CHRISTY, ABOUT SEEING WHAT'S GOING ON AROUND YOU, IF YOU HEAR SOME NOISE IN THE BACKGROUND, THAT IS LIKELY MY TODDLER, WHO IS NOW UPSTAIRS RUNNING BACK AND FORTH DOWN THE HALLWAY.

BUT WE DO HAVE A COUPLE OF QUESTIONS FOR YOU, CHRISTY.

SO THIS ONE CAME FROM AMY IN THE VBG GROUP, AND SHE SAYS, YOU KNOW, I'M CONTRIBUTING A THOUSAND DOLLARS THIS YEAR TO A HEALTHCARE SPENDING ACCOUNT BUT I DON'T THINK THAT I'LL BE ABLE TO USE THE SERVICES I HAD INTENDED TO USE IT FOR, GIVEN THE SITUATION AND THE PANDEMIC.

IS THERE AN OPPORTUNITY TO EXTEND THE TIME THAT THE FUNDS CAN BE USED IN A HEALTHCARE SPENDING ACCOUNT?

>> CHRISTY PAMBIANCHI: GREAT QUESTION.

THANK YOU FOR ASKING IT.

WE GET THIS QUESTION A LOT FROM OUR EMPLOYEES.

A COUPLE OF THINGS TO NOTE.

THE SAVINGS ACCOUNT PROGRAMS, BOTH THE HEALTH AND THE DEPENDENT CARE SAVINGS ACCOUNT PROGRAMS, ARE GOVERNED BY THE IRS, WHICH WE, THEREFORE, DON'T HAVE THE DEGREES OF FREEDOM TO CHANGE.

BUT I DO WANT TO POINT OUT, FOR CONTRIBUTIONS MADE IN 2020 FOR EMPLOYEES THAT ARE WITH US THROUGH DECEMBER 31ST, YOU CAN ACTUALLY CONTINUE TO APPLY FOR THOSE BENEFITS UP UNTIL MARCH 15TH OF THE FOLLOWING YEAR.

SO THERE WILL BE -- THAT WINDOW DOES GO INTO THAT MARCH TIME FRAME, BUT WE DON'T HAVE THE DEGREES OF FREEDOM TO CHANGE THAT PERIOD.

THANKS FOR THAT QUESTION.

>> KATIE REGNER: THANKS, CHRISTY, FOR THAT ANSWER.

SO NEXT, IN THE SPIRIT OF NATIONAL NURSES DAY, WE WANTED TO ASK, YOU KNOW, WE HAVE PROGRAMS IN PLACE WHERE EMPLOYEES CAN CONNECT WITH A NURSE IF THEY HAVE CONCERNS OR QUESTIONS ABOUT THEIR HEALTH.

CAN YOU TELL US A LITTLE BIT ABOUT THOSE PROGRAMS THAT VERIZON HAS IN PLACE FOR US?

>> CHRISTY PAMBIANCHI: THANKS FOR THAT.

SO WE, THROUGHOUT OUR MEDICAL BENEFIT PLANS HERE IN THE UNITED STATES, PARTNER WITH ANTHEM, AND SO WE HAVE A 24/7 NURSES LINE, AND THIS IS TELEPHONIC ACCESS, AND YOU'VE HEARD A LOT ABOUT TELEMEDICINE NOW WITH THE CRISIS, BUT WE ACTUALLY HAD THESE OFFERINGS IN ADVANCE OF THE CRISIS.

I THINK THE CRISIS HAS GOTTEN PEOPLE MORE COMFORTABLE WITH HAVING VIRTUAL MEDICAL CONSULTATIONS, AND THE 24/7 NURSE LINE IS A REALLY AWESOME SERVICE.

YOU CAN ANSWER HEALTH-RELATED QUESTIONS, ASSIST WITH SYMPTOM TRIAGE, OR JUST GET GENERAL GUIDANCE ON HOW YOU SHOULD THINK ABOUT TAKING CARE OF THINGS THAT YOU MAY BE CONCERNED ABOUT WITH YOUR HEALTH AND WELLNESS, OR THAT OF YOUR FAMILY MEMBERS.

DURING COVID, WE TURNED TO THEM AND SAID HOW CAN YOU HELP US WITH OUR EMPLOYEES THAT HAVE CONTRACTED COVID, OR THEIR FAMILY MEMBERS.

AND SO WE WORKED WITH THEM TO PIVOT AND USE THE NURSES HOT LINE, SO THE NURSING TEAM AT ANTHEM IS PROACTIVELY REACHING OUT TO OUR V-TEAMERS THAT HAVE QUESTIONS ABOUT COVID OR HAVE HAD TESTED POSITIVE, TO ANSWER ANY QUESTIONS, AND MAKE SURE THAT THEY KNOW HOW TO NAVIGATE THE HEALTHCARE SYSTEM AT THIS TIME.

WE'VE EVEN HAD EMPLOYEES CALL ASKING WHERE CAN I GET A TEST IF I WANT TO GET A TEST, OR I'M CONCERNED ABOUT MY ACCESS TO TREATMENT.

AND SO WE'VE SEEN THAT BE A VERY POSITIVE.

AND THEN WE'VE BEEN WORKING WITH OUR HR TEAMS OUTSIDE THE UNITED STATES TO MAKE SURE THAT WE'RE ABLE TO HELP OUR -- WHEN THEY NEED ACCESS TO MEDICAL SUPPORT AS WELL, GIVEN THE MOVE TO DISTANT AND, YOU KNOW, SORT OF TELEMEDICINE MECHANISMS.

>> KATIE REGNER: GREAT.

THANKS SO MUCH, CHRISTY.

I KNOW YOU'VE GOT A NEW PROFILE THAT YOU WANT TO SHARE.

SO I'LL TURN IT BACK TO YOU TO TEE THAT UP.

>> CHRISTY PAMBIANCHI: WONDERFUL.

SO WE WANT TO JUST SHARE WITH YOU GUYS TODAY ANOTHER VIDEO THAT WE HAVE, WHICH IS PRETTY AWESOME, SO WE'VE GOT A V-TEAMER, CHRISTINE REDKIN, WHOSE DAUGHTER IS A PA, NOW ON THE FRONT LINES FIGHTING COVID-19, SO FROM ONE MOM TO ANOTHER, I JUST WANT TO THANK CHRISTINE AND HER DAUGHTER FOR GOING ABOVE AND BEYOND WHAT THE WORLD NEEDS AND ALL THE GOOD THAT WE CAN OFFER, AND IT'S A REALLY INSPIRATIONAL SHARING FOR THE REST OF THE V-TEAMERS, AND I THINK ESPECIALLY HEADING INTO THE WEEKEND, WE'VE GOT MOTHER'S DAY ON SUNDAY, AND SO WE WANT TO WISH CHRISTINE A VERY HAPPY MOTHER'S DAY. LET'S HEAR THEIR STORY.

>> HI.

I'M CHRISTINE REDKIN, AND I'M A MARKETING MANAGER WITH VERIZON FOR 17 YEARS.

WHAT'S HAPPENING ALL AROUND ON LONG ISLAND WAS WE JUST SAW THE CASES GO CRAZY, AND WE FELT SO HELPLESS.

I HAVE A DAUGHTER WHO'S A PA, BUT BECAUSE ALL THE OPERATIONAL OPTIONS HAVE BEEN HALTED, SHE'S BEEN ASSIGNED TO COVID EMERGENCY ROOM CARE, AND SO IT REALLY WAS GIVEN FOR ME TO TRY TO HELP PEOPLE LIKE MY DAUGHTER ON THE FRONT LINES.

SO I WAS ON FACEBOOK AND I SAW THIS GROUP, TOGETHER LONG ISLAND, AND ALL THESE WOMEN FROM ACROSS THE COUNTRY WERE SEWING THESE MASKS, AND I THOUGHT, OH, HOW COOL IS THAT.

SO I GOT IN TOUCH WITH THE ADMIN.

I WAS LIKE, WHAT CAN I DO?

HOW CAN I HELP?

AND THEY'RE LIKE, WE REALLY NEED RUNNERS.

EITHER PICK UP FABRIC OR DONATIONS, BRING THEM, OR BRING MASKS TO FIRST RESPONDERS, OR TO ESSENTIAL LOCATIONS, AND I WAS ALL IN.

MY LEADERSHIP TEAM, WHO WAS JUST SO ALL IN, THEY WERE LIKE, WHEN YOU GET CALLS, JUST LET US KNOW YOU'RE LEAVING AND GO DO WHAT YOU NEED TO DO.

I JUST DROPPED OFF TO A HALFWAY HOUSE, AND AS I WAS WALKING AWAY, A GUY CAME OUT OF THE HOUSE, AND HE WAS LIKE WAIT!

WAIT!

WAIT!

THANK YOU SO MUCH!

THANK YOU!

YOU DON'T KNOW HOW MUCH THIS MEANS TO US!

AND IT JUST MADE ME FEEL LIKE, WOW, THIS IS MAKING A DIFFERENCE TO PEOPLE. IT FEELS AMAZING.

AND TO DATE, OVER 40,000 MASKS CREATED, AND DELIVERED.

WHAT'S REALLY NICE IS TO GO OUT INTO YOUR COMMUNITY AND BE A HELP.

>> THANKS SO MUCH, CHRISTINE, FOR THE WORK YOU'RE DOING, AND FOR SHARING YOUR STORY WITH THE REST OF US, AND IT'S JUST ONE OF THE MANY WAYS THAT WE CONTINUE TO SUPPORT OUR FRONT LINE HEALTHCARE WORKERS.

NOW, YOU MAY REMEMBER A FEW WEEKS AGO WE TALKED TO YOU ABOUT SOME V-TEAMERS WHO WERE USING 3D PRINTING TO PRODUCE MASKS AND FACE SHIELDS FOR FRONT LINE HEALTHCARE WORKERS.

WELL, IN PARTNERSHIP WITH VERIZON AND THE LOCAL LIVINGSTON ROBOTICS CLUB HAVE PRODUCED OVER 2300 MASKS FOR HEALTHCARE WORKERS.

AND THEY'RE BEING USED LIKE IN ARIZONA, TEAMS IN NEW JERSEY, AND YVETTE, A NURSE IN TEXAS.

AND IT DOESN'T STOP THERE.

WE EVEN HAVE A PROGRAM WHERE WE'RE GIVING FOOD TO FRONT LINE WORKERS, AND THAT PROGRAM IS ANOTHER WAY WE'RE SUPPORTING THEM, AND SMALL BUSINESSES AT THE SAME TIME.

PARTNERING WITH LOCAL RESTAURANTS AND FOOD TRUCKS IN NEW YORK CITY

AND DETROIT, WE'VE BEEN SHOWING OUR GRATITUDE TO THOSE WHO ARE GIVING SO MUCH FROM THOSE WORKING AT HOSPITALS FOR EMS PERSONNEL.

WE'VE DISTRIBUTED OVER 81,000 MEALS AND SUPPORTED 35 SMALL BUSINESSES IN THE PROCESS.

AND THAT DOESN'T COUNT THE COUNTLESS V-TEAMERS WHO ARE DOING THINGS IN THEIR LOCAL COMMUNITIES.

AND WE KNOW THAT THOSE WHO SERVE ARE ALWAYS THERE FOR US, AND WE ARE THERE FOR THEM.

YOU MAY REMEMBER THAT WE RECENTLY ANNOUNCED THAT NURSES AND TEACHERS WHO ARE KEEPING THEIR KIDS -- THEIR STUDENTS ENGAGED JOINED MILITARY AND FIRST RESPONDERS IN GETTING SOME GREAT OFFERS ON OUR VERIZON WIRELESS UNLIMITED PLANS AND OUR FIOS INTERNET PLANS.

AND WE ALSO WANTED TO SAY A QUICK THANK YOU, HELLO AND RECOGNITION TO TWO MEMBERS OF OUR EXTENDED TEAM, CHRIS, IF YOU WANT TO THROW THAT POWERPOINT UP.

THERE IT IS.

SO CHRIS, WHO IS OUR STUDIO ENGINEER, WHO'S ACTUALLY RUNNING THIS BROADCAST FROM HIS GARAGE RIGHT NOW, THAT'S HIS WIFE CHRISTINA ON HIS LEFT.

THAT'S A NURSE PRACTITIONER AT ST. CLAIR'S HOSPITAL IN NEW JERSEY, AND HOWIE WATERMAN, HIS DAUGHTER SAMMY IS A NURSE AT ST. JOSEPH'S REGIONAL MEDICAL CENTER IN NEW JERSEY.

SO THANK YOU BOTH AND YOUR FAMILIES SO MUCH FOR BEING THERE FOR YOUR COMMUNITIES.

AND WITH THAT, CHRISTY, I WILL TURN IT BACK TO YOU FOR FINAL THOUGHTS ON THE DAY.

>> WOW, KATIE, THAT SLIDE SHOW AND THE VIDEO WAS SO INSPIRING, AND JUST SUCH A GREAT REMINDER HERE ON NURSES APPRECIATION DAY ABOUT EVERYTHING ITS TAKING FOR OUR MEDICAL COMMUNITY TO HELP IN THIS TIME OF CRISIS.

SO GREAT TO SEE THE MANY WAYS THAT THE V-TEAMERS ARE CONNECTED TO THIS, OR DIRECTLY SUPPORTING IT.

AND I ALSO WANT TO SHARE, IF YOU WERE INSPIRED, TO TRY TO FIGURE OUT HOW MIGHT YOU BE ABLE TO DO SOMETHING, GO TO OUR VIRTUAL VOLUNTEERISM WEB PAGE SEGMENT AND LOOK UP WAYS IN WHICH YOU CAN HELP RELATED TO THE CORONAVIRUS.

IT COULD BE IN MAKING MASKS TO SUPPORT THE FRONT-LINE NURSES LIKE YOU SAW ON THE VIDEO, OR OTHER MEANS.

SO REALLY, GREAT TO SEE THIS, AND HEAR ABOUT THE FOOD PROGRAM AS WELL. A COUPLE OF CLOSING THOUGHTS.

WE ARE OBVIOUSLY CONTINUING TO DO EVERYTHING WE DO EVERY DAY TO KEEP OUR CUSTOMERS CONNECTED, KEEP OUR PEOPLE SAFE, AND AS WE LIKE TO TALK ABOUT ON THE VERIZON LEADERSHIP TEAM HERE, THAT WE'RE TRYING TO RESPOND TO THE CRISIS, AND I THINK WE'RE REALLY A LEADER IN THE WAY WE'RE APPROACHING THIS, AND WE'RE SHARING WHAT WE'RE DOING WITH A LOT OF OTHER COMPANIES, AND ALSO LEARNING FROM THEM.

SECOND, WE'RE TRYING TO MAKE SURE WE STAY ON TRACK, WE DO OUR BUSINESS, THAT WE ARE KEEPING THE NETWORK UP.

WE'VE HEARD FROM OUR NETWORK LEADERS.

WE'VE GOT GREAT SUPPORT, AND OPERATIONS PROGRESS, AND REALLY KEEPING OUR BUSINESS AS USUAL OPERATIONAL, AND WE'RE WORKING ON THE FUTURE AND TRYING TO KEEP ALL THREE OF THOSE IN FRONT OF US.

AND AS A COMMUNITY OF EMPLOYEES AND V-TEAMERS, FOR SOME TIME, AND SO I THINK ALL OF THE COLLABORATION AND THE GREAT IDEAS AND THE INNOVATIONS ALL OF YOU ARE COMING UP WITH OR HELPING US FIGURE OUT HOW TO DO THIS TOGETHER, AND DO THIS IN A WAY THAT'S EXCEPTIONAL, THAT'S CONSISTENT WITH OUR CREDO AND THAT ALLOWS US TO BE THE BEST THAT WE COULD BE FOR EACH OTHER AND FOR OUR CUSTOMERS.

SO WITH THAT I WANT TO SAY THANK YOU, AND LOTS MORE TO DO, BUT WE KNOW THAT TOGETHER WE'LL DO IT.

>> KATIE REGNER: THANKS SO MUCH FOR JOINING US FOR THE LIVE SHOW TODAY.

FOR EVERYONE ELSE, A COUPLE OF QUICK REMINDERS BEFORE WE CLOSE TODAY'S BROADCAST.

CHRIS, DO YOU WANT TO GO AHEAD AND TAKE THAT FIRST SLIDE.

SELECT EMPLOYEES RECEIVED A SURVEY FROM THE GLOBAL TECHNOLOGY TEAM EARLIER THIS WEEK ASKING ABOUT THEIR IT EXPERIENCE.

IF YOU DID RECEIVE THAT, BE SURE TO GET THAT DONE BY MAY 11TH.

AND, TOMORROW NIGHT, GET YOUR TOES IN THE WATER, GET YOUR CHICKEN FRIED READY.

ANOTHER GREAT NIGHT OF PAY IT FORWARD LIVE.

THE ZACK BROWN BAND HELPING US SUPPORT LOCAL BUSINESSES, LOCAL SMALL BUSINESSES.

YOU CAN CATCH THAT TOMORROW NIGHT AT 8:00 P.M. ON THE VERIZON TWITTER, FACEBOOK AND YOUTUBE CHANNEL.

501, AND YAHOO.

AND FINALLY TOMORROW, WE'RE LOOKING FORWARD TO WELCOMING NIKKI PALMER.

SHE'LL BE SHARING SOME INFORMATION ABOUT A COMPANY-WIDE HAM-A-THON HER COMPANY IS LOOKING TO LAUNCH AND SHARING WITH YOU HOW ALL V-TEAMERS CAN GET INVOLVED.

WELL, THAT WILL WRAP IT UP FOR US FOR TODAY.

JEREMY WILL BE BACK WITH YOU TOMORROW.

AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.