

VERIZON
UP TO SPEED LIVE
MAY 8, 2020, 12:00 PM

REMOTE CART PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
www.CaptionFamily.com

- >> Most people of Verizon as a reliable phone company.
- >> To businesses we are a reliable partner.
- >> We are 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 operation with software based technologies.
- >> Even build AI into the customer experience.
- >> We keep them ready for the next big opportunity.
- >> Like 5G.
- >> It will make things incredible.
- >> Almost all of the Fortune 500 partner with us.
- >> Thousands of other companies of all sizes.
- >> No matter what business you are in, digital transformation never stops.

>> Verizon keeps business ready.

>> Network has to be prepared to absorb what's coming its way.

>> We are always preparing.

>> Make sure the network is working all the time.

>> We are constantly looking at it and constantly watching.

>> The most rewarding thing is whenever we see a customer able to communicate back to their loved ones.

>> That's why we do what we do.

>> We relentlessly commit to the network. At times like this America can stay connected to work, school and to each other.

>> Most people of Verizon telephone company.

>> To businesses we are a reliable partner.

>> We are 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.

>> Will make things just incredible.

>> Almost all of the Fortune 500 partner with us.

>> Thousands of other companies of all sizes.

>> No matter what business you are in, digital transformation never stops.

>> Verizon keeps business ready.

>> The network has to be prepared to absorb whatever comes its way.

>> We are always preparing.

>> Making sure the network is working all the time.

>> We are constantly looking at it and monitoring. Take that responsibility very seriously.

>> 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 relentlessly committed to the network. 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.

>> To businesses we are a reliable partner.

>> We are 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 AI into the customer experiences.

>> We also keep them ready for the next big opportunity.

>> Like 5G, it will make things just incredible.

>> Almost all of the Fortune 500 partner with us.

>> Plus thousands of other companies of all sizes.

>> No matter what business you are in. Digital transformation never stops.

>> Verizon keeps business ready.

>> Good afternoon, here we are noon as we look back at the best pictures we got in this week. You are sharing this to us. A lot of things of health care workers and the teachers and the military as a lot of things are highlighted this week some of our own teammates and family members are out there on the front lines in various different ways that continues our attitude of gratitude of nurses as well and thanks to members of the military and their families as well today. Military spouse appreciation day. So something else we can celebrate as we go into this weekend of Mother's Day here and this day says a lot of folks are celebrating their moms and all of the great things that they do for us.

We put some tips online for folks to how they can connect with mom this weekend. Make sure they set it up to up the speed live style here. Make sure you are in a good stop and you have time to chat with them and you are talking about them and breakout some of those good memories. I want to get right to it in a moment. We will have Hans and Christy and for the latter part of the show we will have Katie

talking about wellness Friday and some of our employee resource groups will join her. So without further adieu, Hans, how are you?

>> I am fine, Jeremy. Being away from the -- and all of the V-teamers what's happening. Been working on -- and we will come back to that. As always I will start by mentioning or mention in these times for the pandemic, of course, the faith -- and we are working on and all of the team is working on the return to open. I want to tell all of you we are in a very organized way and structure and with all of the process to think about and why we spend so much time on it and we will do it right and it will be over time. That's important. At the same time the innovation we have done. The workers. And everything from -- and it will be innovation as we return. So the team has hired safety and health standards and the outreach and we will continue that because our health and safety is the most important in these times. And I just want to re-iterate the process we are having -- the pandemic and COVID-19, we will be reporting in so we can keep track so we know where you are and if we can help you in anyway. That's very important we continue that because that tells us how things are moving in the company. Other than that, on the network and the customer side, it seems that -- and they are working from home, manual and the process and that seems to work. Very appreciative of what we are doing with everything from our concerts and paying it forward and all of that. That's great. Another thing that I have been stressing with my team and the staff all the time, in the time of crisis and an unprecedented crisis and it requires unprecedented actions, we always think about decisive decisions that is long-term for our stakeholders. The shareholders, customers and society. I think when I look back on the last eight weeks because two and a half months we have been in this, we are trying to balance that. We have done well and balancing and doing the -- for our employees. And managing our customers and our share holders. When it comes to the shareholders, this was my week with shareholders as you know and that's why we have the first -- and the shareholders meeting. I have done a lot of shareholders meeting in my life and sometimes with thousands of people in the audience and this was different. This was over the phone, but I think it went fine. Our shoulders could ask the questions if they wanted. So it worked. It was very different, I have to say.

We spent time on thinking about what -- when we come out of this event because it's clear that I have said all the time. We are stronger from this COVID-19 as a company even though the challenges we will have daily and -- we have the leadership and we as a company will come out stronger. So we spend a lot of time to figure out what are the solutions and our customer relationships right now. All of

that we are trying to spend more and more time that we come out of this. And we spend time how do we return. Just rest assured as we spend time on things moving this company forward at the same time to increase the team that is working with the daily challenges.

So Jeremy, that was a short update on what's happening this week. Back to you.

>> Thank you, Hans, I appreciate that. Christy want to get to you for some of your updates to start us off today as well, how are you?

>> I'm great, Jeremy. Thank you so much and glad to know you took a day off this week and happy to see how you are and hopefully our V-teamers are taking time out on our wellness Fridays to find ways to be refreshing and rejuvenating themselves and taking your vacation. A couple of updates. We are excited. You heard a little spoiler alert from Nikki yesterday which was a great broadcast. We will have our interns joining us this summer and they will join virtually. So we put together an entire curriculum for their tenure with us so that they and their managers have tools to manage their internships on a virtual basis. We also have social activities for the cohorts of interns with the colleagues and the work groups and we also will have a leadership series throughout each week with participants from the VLC and other key leaders in the company so the interns are not only able to form relationships with each other and with their supervisor, but have that access in positive leaders that we like to build into our internship experience. And we know they are chomping at the bit to contribute because one of our interns was already on the Twitter feed yesterday asking if they could participate in our build-a-thon which is building the company future challenge. There are ways to engage our interns over the experience so we get the benefit of all of their creativity and we will give them an experience in the V-team family that they will never forget.

Another thing that's going on, you heard a lot over the last few broadcasts about the fact that we are preparing for the next phase, that new normal. How do we begin to put in place a set of operating frameworks that are going to carry us for the next probably 12 months where we anticipate having a situation in the world where there is COVID-19 and there are unlikely to be a vaccine before April and so we need to find new safe procedures and ways of running our business, building on what we have done now and figuring out ways where we need to return teams to the office and how to do so safely. So couple of things I would like to share. First next week will mark a big milestone. We will be working with our team in Beijing to put

protocols in place and begin the return to office process there. We have a small team of people that work for us and we have worked with them to create the protocols and we will see what we learned and sharing that with the leadership team and with Hans. We have social distancing, we have personal protective equipment. We have spacing in the facility as well as booth and tables where we will have the six feet social distancing. We have PPE that people will be wearing in the workplace. We will see what we learn. That will inform the framework that we have for our office settings. So I know there is a lot of anxiety and questions that have come in over the last ten days as we have been talking about this. And while -- everybody wants all of the answers right now we are still formulating the answers and taking into account all of the things you heard from Hans and earlier you got to hear Tami and Guru and all of the other leads on the VLC. Employee safety and health is a top priority and companies are putting procedures in place to do that in the backdrop of the environment I mentioned with regard to COVID. So far we have been successful in keeping the employees safe and we want to keep doing that. So we do anticipate in the next week or so to give people more clarity and detail how this affects them. What we have said so far and what we want to continue to re-iterate is we will have open dialogue and plenty of notices that you all will have time to prepare. And we realize that people will continue to have issues that they have right now where there is an underlying health concern, care giver concern because school systems and other facilities that care for members of our families or communities that need care are not open right now. And so we are putting all of that together for how we are planning ongoing forward. We will learn a lot next week and cover what we are doing in Beijing and we recognize that we have also different kinds of work. Our reach out teams are back at the stores that we have open with our social distance retail, appointment only. We will scale that and bring more stores on-line. You heard from Ronan this week.

Heard from Kyle and Kevin and Gina, we are hamming dispatch protocols and we have the tech app and ways to modify that and we will continue to work back our caseloads to get up what our pre-COVID performance standards were leveraging the innovations from our employees. Now we are really trying to figure out what do we do with our teams that are office space that are largely working from home because we have employees that say I really need to get to the office. Or my customer needs me to come on site or I work in a job that's actually based in another company's location. How do I do that? And so we are working on the answers for all of those scenarios so we can communicate with those employees and those teams.

Jeremy, that's what we are up to

>> Awesome. A lot going on there. I want to jump over to Q&A reminder. You can hit us up to live Verizon.com. And Hans, I want to talk with you, a benchmark review. You mentioned network earlier with the amount of traffic we see on Mother's Day and the weekend coming up, how is the network working and how are we prepped for the Facetime and video calls and text in times in general.

>> So the report that came out on Wednesday or something, we will do this at least weekly when we come out what's happening in the network. You can see we come to some stabilization in a network. Some small declines of usage or streaming and extra gaming. But it's basically people seem to be in the place that they are so the network is keeping up very well. The calls are going down a little bit as well as how long -- remember, we talked in the beginning that calls were 33% longer than normal. Is that coming down. So that's important. And that is on message to keep up the same level more or less. It seems like it's not really different. One big change is at the peak, you might remember 35% mobile handle in the network. Meaning the mobility of people have gone down with 35%. That is now falling down and we are down almost 18% less mobility than pre-the COVID-19. So that means that people aren't moving much more and I would say maybe the whole states are coming down. Some states that still have very high or I would say low mobility like New York, upstate New York which are at high level. Up to 50-60% mobility in the way it's reading. It's a little scattered but you see the states are talking about opening here and there. People ought to start moving. That's what we can read out from the network. All in all, the team is doing a great job. The network is working fantastic. The fiber and the network.

>> Awesome. One more quick follow-up. You mentioned the shareholder meeting that you had this week. What were some of the things that came up on that employees should know about or know more about?

>> I think the general meeting has, of course, when I talked about how -- and then I talked about the stakeholder and the COVID-19 response. A lot of things that we talk about here and how many people are working from home. How responding to society. What we have done for our customers during this time. It's important to talk to our shareholders about how we are addressing this crisis. So so that's the main part. And then a couple of different type of motions from the shareholders which there are votes on and we voted on the board members and the board members got high and significant support. That means the board is intact including myself. So that is what happened

and a couple of motions from shareholders that they are voting on them. It's more about sharing what a company is going and then the changes.

>> Christy, a couple of questions in for you. This one is from Lance in south lake Texas asking about the PTO and if someone chooses to travel for personal reasons, what do they need to do when they return to their home location? Do they need to self-quarantine? What are the guidelines that you can advise on?

>> Thank you for that question from Texas. First please check the COVID web page. This information is on that web page and it's constantly being updated. If you have a question like that, please just remind everybody we update that multiple times a week. And if people have to travel to regions that they are allowed to travel to, there are provisions oftentimes by the places that they live that are telling them if you go to this kind of a place, if you come back here to Texas you have to quarantine. So you need to follow those guidelines and communicate with your HR business partner and supervisor and we have policies specific to each situation that we can help you with.

>> Thank you for that. And another one for you, Christy. This one is from Matthew and talking about kind of the things that we've learned along the way here in the eight weeks now. Matthew wants to know so I'm reading here, do we know yet that positive impact of V-teamers and the working from home will be consideration when deciding if we return to the office and how that's mixed together?

>> Great question. I will offer an answer and I'm sure Hans may want to couldn't on as he sits with the other leaders in the VLC. We learned a lot. And I think it shows in the outcomes that we've been able to keep our people safe and we have been able to continue to operate the business and provide the network coverage that people are relying on. I think also that people have pride. The employees and our managers about the innovations that we have come up with and for how we can effectively work in remote settings. How we can run team meetings. For example I mentioned earlier this week I ran a meeting with 200HR leaders around the world on a virtual teleconference, video conference all day on Tuesday with breaks and outside speakers and team presentations and panels. There are group breakout capabilities. But doing things like that I think we have with the people that we pivoted from and the retail stores that are closed that are all retrained and are now doing telesales are blowing away those numbers that are making up for the footprint that's closed. Those are cool. Then we have great innovations with the techs in the field. So very

short answer is we have learned a ton and that's weighing heavily on our decision for how do we consider a return to the office. I think people are and I heard a government official say this. The weather is turning nice in some regions of the world. We have been quarantined. We are in our homes with restricted shelter in place measures for six or seven, eight weeks in some cases. Students are out of school and people are getting cabin fever and the weather is getting nice. Let's get back to it but the risks that poses are very serious and we take those concerns very seriously. That's where we are trying to put a measured plan together so we can learn and then scale. So we are coming up with a framework and we will be able to communicate that in the next week or so and that's something we will scale. One country like a China is one part of the model in another part of the world that's on a highly escalating curve of the virus and another part of the model. A lot of things we believe we will continue coming out of this.

>> Like you said, there is no solution for everything yet. It's still a work in progress. Hans, would you like to add something?

>> Christy has covered everything. And I think as we as individuals are learning quite well in how we work and so on, for me I think the policy is very important on how this really works and talk about the work from home, that is very important because the environment with family members and technology might be a problem. That's been great concern that we can continue to be productive. I will take. Actually keep working. And get the support from the manager. Which is the most important in all parts that the leaders are actually communicating and having relationship in this environment where we don't need to know every day. That's a big learning and things like the whole company is stepping up in this moment. I didn't doubt that we have resilience and great core values but this is something different. So I think other than that, then we all learned how to work from home and how to deal with this daily. If I look back eight weeks and -- innovation is down especially on the front line and still protecting the safe and health of our employees. I'm proud of what we are down so far. That doesn't mean we are down. We have local news that's coming up that we need to push ourselves to continue to do right. Well, I have to say we will summarize this and clearly in the eight weeks we have done a lot of progress. This crisis will continue for a long time.

>> Thank you for that. Christy as well. Before we wrap this up and move on to wellness Friday, I want to share this quick video that is a bit of a tradition for up to speed as we celebrate Mother's Day.

Some of our kids from some of our V-teamers is kids say the darnedest things. Here is our version of our kids wishing our mothers happy Mother's Day.

>> What's your favorite thing about mom?

>> My favorite thing is everything about my mom -- I miss are the thing is spend -- my favorite thing is spending time with my mom.

>> Eating doughnuts.

>> Do you like mommy?

>> Yeah.

>> I like mom because she always spends time with me.

>> Any time I'm doing a sports she will cheer me on.

>> I love mommy because she tucks me in every night.

>> I love mommy because she is the sweetest person ever.

>> I love mommy because she paints my nails.

>> What's your favorite thing about mom?

>> She works for Verizon.

>> How our mother helps us every day.

>> She is our biggest supporter and best friend and always there for us in everything we do.

>> She is hilarious. She always has a joke.

>> Always there for us.

>> She is kind to me and to my family.

>> What is your favorite thing about mommy?

>> Daddy!

>> With toys ins toys.

>> Just toys?

>> And love.

>> You like mommy?

>> Yeah?

>> What's your favorite thing about momma?

>> Ma.

>> What I wish for my mom is to that she can continue having great health and have a stress-free day.

>> Happy Mother's Day.

>> We love you, mommy.

>> We love you mom.

>> We love you mom.

>> Happy Mother's Day.

>> Love you mom.

>> Happy Mother's Day.

>> Happy Mother's Day.

>> Happy Mother's Day.

>> Thank you.

>> Best mom ever.

>> Verizon moms, happy Mother's Day.

>> The last one has a future on up to speed there with the wink there at the end. Thanks to all of the kids sharing those great messages and happy Mother's Day to all of the moms out there as everyone is celebrating this weekend and Christy happy Mother's Day to you. To wrap this up, Hans, final thoughts on this week?

>> Jeremy, thank you. Fantastic video. I was laughing here. First of all the innovation continues and I'm happy we can bring in hundreds of the interns this summer virtually. It puts a great bit of responsibility on the leaders that we take care of them, but it's really important message for the youth and generation that they can continue to work during these circumstances. That's sort of a thing that I want to see from us that we continue to work business as unusual. If finding new ways of delivering things and we have discussed this in the leadership team about this virtual internship and the thing how will we do this differently in order for them to feel welcome and have a very good sort of experience here. Other than that, of course, happy Mother's Day to each and every one. Let's communicate with your mothers. In my case, I have to wait a couple of weeks because Sweden is not celebrating Mother's Day this weekend because it's a different way. My mother is still going to get the call because you have to call your family in these times. I want to wait to the Mother's Day, it's two weeks away. Once again, V-teamers, thanks for this week. We are now finishing the eight week of up to speed. Good job and continue to stay safe out there. And I will see you next week. Jeremy -- and by the way, I am still in the same place, I have so many media and shareholder meetings this week and next week so with all of this it's nicer to see the Verizon logo behind me and I hope that you enjoyed that behind the scenes. Thank you very much. Jeremy, back to you.

>> Thank you, Hans. Home improvement there in the Vestberg home. I don't know if I will do the same thing here. Thank you for that, and Christy. And I want to close out with a couple points and congrats as we go. Chris, take that first slide. This came in from a mom on our offer free video game bonuses and more entertainment. You can see, I just redeemed the rollbacks code and added it to my son's account. Much needed for both of us. Ya'll just give me one full day of peace and tranquility. And the next slide, how about a picture of a baby. So cute. V-teamer Jessica shared this cute pic of her daughter. She was born in January. She says if it wasn't for our amazing benefits we wouldn't have been able to proceed for her had or older brother. Congratulations to the family there. And finally I have the ability to do this. There is a pic of me and my mom. We had some crazy T-shirts. Mom, happy Mother's Day. I will be calling you and hopefully you are watching and thank you for everything that you have done your entire life. I love you. To you thank you so much. Now we will transition to wellness Friday. One of my good friends and another mom. Katie is joining us now. How are you this afternoon?

>> Hey, Jeremy. I'm doing very well and excited to have with us this afternoon two of the leaders of our Verizon employee resource group who support our V-teamers who have physical and mental health challenges in this era of COVID-19. Joining us this afternoon is Kristin Hinman. And served in a lot of different parts of the business including wire line, wireless and leads our dial ERG -- and Matt Johnstone. Working on the service desk team in Omaha, Nebraska, office and by day he is the global co-lead of Verizon media's neurodiversity employee resource group which was one of the first employee resource groups of its kind anywhere.

Kristin and Matt, thank you for being here. Kristin, what would you want employees to know?

>> Katie, thank you for that great intro. Happy to be with you guys today. Sure, dial as you said -- dial stands for disability issues awareness leaders and our mission is to create a universally accessible workplace and world and the way we do that is we do that by empowering and advocating for employees with disabilities. I think it's important for our V-teamers to know that we welcome not only employees with disabilities, but other people too. People who may be care takers for people with disabilities and people who are really just our allies in the disability world.

>> Thank you, Kristin. Matt, can you give us an introduction of the neurodiversity employee resource group.

>> Yes, thank you very much, Katie and thank you Kristin for taking stuff up. Neurodiversity support that you see from the T-shirt empowering all minds and the top line for neurodiversity people discuss things like autism spectrum disorder. OCD, ADHD. There is a whole different range of ways brains work. We are trying to support all of the different ways that brains work in our workplace and in our world.

>> Thank you so much, Matt. So let's start with you. Can you tell us about why you decided to step up and lead the neurodiversity ERG?

>> So I was diagnosed with ADHD at the age of 31. I had spent two decades having ADHD and not knowing about it and I was working at the time for AOL, and as AOL and Yahoo! were in the process of merging together I heard about our neurodiversity resource group. I found Margo, our founder, I find her e-mail and bombarded her with e-mails for two weeks and ended up being a chapter leader in Boston and then

the chapter leader in Omaha and asked to serve as the global lead. I said yes because it is really, really easy for me to talk about having ADHD, about being neuro divergent and I have some safety to do that. I know that many employees don't. They don't feel comfortable being open about their challenges, their mental health challenges or neurodivergence. And I want to see a company that feel that come for where they do get the support they need to succeed and to be productive and offer their valuable minds to our company's work and to their own lives.

>> Thank you, Matt. I think next maybe we wanted to show a quick video. Do you want to tell us about Danielle and key this up?

>> Danielle is one of our chapter leaders for the neurodiversity ERG out-of-playa Vista, California. One of my favorite people in the world. I'm super excited to hear her tell her story for all of you.

>> My name is Danielle. I am on the sales learning and development team at Verizon media. My role I train new hires, I train members on the sales team. It's fun and challenging and I get to work with different people and personalities.

So I have had an eating disorder since I was 16. I was hospitalized several times throughout high school and college. It really felt like it was what defined me and how people knew me. For a very long time I was scared to let go of that. I have been doing well since working at Verizon media being a therapist, dietitian and I became aware of the neurodiversity resource group through my old manager. I was hesitant to join and expose myself in a way because being vulnerable is scary. I also really felt like that was not something that would reflect positively on me in a work environment. I really do think things kind of clicked a little bit more when I joined neurodiversity because it was more like there is a whole spectrum of people that deal with different mental health challenges and manifests in different ways. This isn't something that I experience in a vacuum. It really helped me accept it instead of try to push it away.

COVID-19 has kind of thrown me for a loop. I think at the beginning of it particulate of me felt guilty even admitting to myself I was struggling with thoughts around food and anxiety around my body because it felt trivial compared to what else is going on. I have really had to stay honest with myself about what is healthy for me right now and making sure that I'm owning what's going on with me and I'm sharing it. I think another big challenge is just I don't have access to my treatment providers in person. I do virtual sessions

with them now which is great. The neurodiversity has had our normal monthly member meetings. I think those have been especially helpful right now. Attendance has been really high. I think people are looking for that place right now to connect and to share. You don't deserve to go through life with a burden on you, not something that you can share and find connection with in the neurodiversity community. When you are ready, the neurodiversity ERG will be here for you.

>> I love hearing our members tell their stories. I love hearing our members cover it so honestly and transparently. It is what gets me out of bed in the morning and the fact that Danielle with her story and me with pine and so many more stories I can tell you are stories of inclusion and stories of people being open with who they are at work and to be able to bring their best selves to work. That's why I'm here.

>> Thank you, Matt. And speaking of bringing your full self to work and sharing your own experiences. Krista, can you share a bit why you decided to step up and lead the dial ERG?

>> Yeah, thank you, Katie. That was an awesome and powerful video from Danielle and thank you for sharing your story, Matt. Like both Matt and Danielle, I have been on a bit of a journey finding leadership at dial. I have always had chronic health issues. There is something known in the disability community as having an invisible illness. So I'm a member of that population. Like a lot of people with chronic health issues, it was a long journey for me to come to a diagnosis and as a result of that, I think I had a lot of internalized shame and fear of being open about some of those health issues. It kind of all came to a head a few years ago. I actually had a series of strokes. I had never before been open at work about my health issues. Being hospitalized and having to be away from work for a long period of time and go through speech therapy, go through occupational therapy, sort of left me with no choice but to really be open with my co-workers about what I was going through, ask them to be gentle with me as I transition back into work. As a part of that process I realized that I wasn't alone. Just a little statistic for you. One in four people in the world has a disability and up to 45% of the American population in particular lives with a chronic illness. Like I said, I really came to realize I was not alone. As I started talking to people I was introduced to former leaders of dial. Fred F. I was introduced to Stephanie Williams who is still a leader of dial. And just started to find that community. So my interest in coming to dial was the opportunity similar to Matt and Danielle to share with people

that you really can be your true authentic self at Verizon. Verizon is a great place to be. That's why I came to dial.

>> Thank you, Krista. We heard a little bit about this in Danielle's story but I can imagine the current COVID-19 situation additional challenges for the community. Kristin, can you tell us about kind of your experience there?

>> Yeah. Absolutely. So for me personally, the COVID-19 situation has offered some pluses and minuses. So I will talk a little bit first about kind of the physical side of things. On sort of the bad side first, I lost access to some of the treatments that have kept me healthy. So that can be a little bit frightening and a lot of talk in the disability community about what all of this looks like and what it means when you don't have access to regular treatment that you rely on to kind of keep you functioning and keep you healthy. But the flip side and the positive side and something that makes me so proud every day to be a V-teamer because we play a part in this, is how much of an increase there has been in access to telehealth and telemedicine. I have a set of providers I have never been able to use telehealth with that all of a sudden I'm able to have telehealth sessions with them and that's been amazing.

On the non-physical side, I want to point out and this is a discussion that we've had in the neurodiversity meetings and the dial meetings is just to try to be cognizant of the fact that caring for your mental health, caring for your mental wellness, there are maybe people for whom this is a cumbersome burdensome experience because they are caring for kids and are trying to work. There are also other people that maybe this is a great thing for them. Maybe they are having access to families that they haven't gotten to see as much and now they are getting to spend time with kids. I think it's good for us all to be aware that we are not all having the same experience as maybe even the person living in the same house as us. So we are all experiencing this differently. Try to have patience with one another. Give each other grace. That would just be my advice.

Speaking of, we have a video coming up that would be great for us to share that I think she has a wonderful story that encapsulates a lot of what we are talking about and in particular one of the things that the dial ERG does which is a focus on accessibility. She will speak to that really well.

>> My name is Sylvia. And I am located in Salt Lake City. I work at the Salt Lake City golf center. I am visually impaired and totally

blind and I use a Braille display and I also use the jaws speech software. What I'm doing is hearing the customer in one ear and jaws in the other. A lot of memorization, keys to hit and short-cuts to read certain links or buttons on the pages. I came to Verizon in August of 2019. I felt like I was finally getting somewhere and then all of a sudden the coronavirus stuff hit. I seriously thought that my job was going to be terminated. It was a really difficult time for me. I literally didn't think that working at home was going to be an option. I thought, there is no way that working from home is going to work out. Verizon, they basically they called me up and say we are coming over and will set you up to work from home and get you up and going. Just have been amazingly accommodating with all of this. I like what they said when I gave them my concerns about working from home and how I didn't feel I could be efficient. They said, well, we would never put you in a position where you are not feeling supported. And that meant a lot.

I'm currently home and got all set up and I have been taking calls. It's definitely been my goal to literally crush this job. I will definitely be excited to return back to the workplace because I am that social butterfly. This works for now. And I'm just so grateful to Verizon for sticking with me and believing in me and knowing that I can do it and more than any other company I worked for is just absolutely amazing and a pleasure to be a part of their company.

>> So just -- I love everything about that video. It makes me so proud to be a V-teamer. One of the key pillars of both the neurodiversity ERG and dial is the focus on accessibility for both employees and for our customers. I think that this video does a great job of highlighting that.

>> Thank you, Kristin. You mentioned the work that dial and neurodiversity have been doing together across Verizon and Verizon media. May, you have termed hearts and minds month. Matt, maybe start with you. Tell us about some of the events that are planned for the month of May.

>> Absolutely. When we were looking at our calendar for this year we sort of sit there with there are so many different things we want to cover in terms of the missions of our ERGs both separately and together, but we realize that May is mental health awareness month and stroke awareness month so we wanted to bring those concepts together that in this May we want V-teamers and builders alike to be thinking about their own mental health and physical health and heart health because all of these things are interconnected. There is no

way to separate out anybody's one kind of health from another. They all work together to make us healthy or to give us challenges and issues. So we had one event already and wildly excited about what's coming up. Yesterday we had a panel on parents and care givers and the experiences they are having. That is not up on the VZ web or the street yet. I just finished up loading it as we were getting on. I will be working on that in the next hour or so trying to get those available for everyone. And next week on May 7 -- or sorry, on May 13 we have a panel on neurodiversity in the time of COVID-19. There will be a doctor doing a presentation on what neurodiversity is. So I'm talking about it but if you like to learn more about it on May a 13, that will be there in both in Verizon and Verizon media and Kris will talk about the latter half of the month.

>> In the latter half of the month we have coming up our global accessibility day which highlights a little bit about everything we are doing with accessibility pillar and then finally we've got an event focused on stroke. Matt talked a little bit about May being mental health awareness month and stroke awareness month. Our final event ties those two things together. I mentioned I myself am a stroke survivor and I love statistics and I will throw a few out here for you. 800,000 Americans have a stroke every year in the United States. This equates to about every 40 seconds somebody in the United States is having a stroke. 130,000 Americans die each year from stroke. Of those people that survive the stroke, 35% of people end up with depression and 25% end up with both depression and anxiety and PTSD. There is a tie-in between mental health and stroke that we thought aligned nicely. So our event will be focused on a couple of things. What does it look like to be a stroke survivor who also has a neuro divergent like depression, anxiety, some of the other things that come along with surviving a stroke like potentially sensory processing disorder, aphasia and the best part will be our work to help our employees be able to quickly identify the symptoms of the stroke.

>> Thank you, Kristin. Matt, I will turn it back to you. What else can employees know and do to make a difference?

>> The biggest thing that everybody should know and people keep re-iterating this and saying it over and over again. We cannot say it enough. This is hard. Even if it's going great and Kristin alluded to this. For many people this season is a blessing. They have the opportunity to virtually connect with people that they don't usually see. I've got friends who are homebound who they suddenly have the opportunity to have more social than they have had in years. Even if things are going great, that doesn't mean this isn't hard and

it's hard on our brains. It's scary and we are angry and there is so much emotion wrapped up in all of that. So the thing for us to know is this is hard and the thing for us to do is try to have a little patience. Krista said this earlier. Try to have patience with people around you and try to have patience with yourself. This is hard. And giving yourself a little bit of grace and patience to say, this is hard right now and -- it is okay that it is hard and I can do things to take care of myself and the people around me. That's the biggest single step that anyone can take.

>> Kristen, how about you? What can employees do to make a difference?

>> I think self-care is really, really important, especially for people who may not be used to the concept of working from home. Or may not be usual for them. And what self-care looks like for each of us is very different. And for me, self-care looks like giving myself permission to get up, walk away from my computer, walk away from electronics, step outside, take five minutes to breathe in the air. That's just me. It may look different for other people. Maybe self-care for them is taking five minutes to thank a teammate to put together a list of just quick thanks. That's their own version of self-care. I would just say to make a difference right now, you know, give yourself permission to care for yourself whatever that looks like.

>> Thank you, Kristin. As we look to start wrapping up, are there final thoughts you want to share with the V-team and those watching at home?

>> Yeah, for me final thoughts would be we would love to have people join us and our ERG. People may not have thought about when it comes to disability or neuro divergence. Disability and neuro divergence crosses race, gender, sexual orientation, crosses culture. We are as diverse as in ERG as you can find. We welcome everybody. We are a community that's here to support everyone and we would love to have you.

>> And I think specifically with that reminding folks that at the moment we are two different ERGs and two different business units. That is not likely the case forever. If you are curious about learning more about neurodiversity and in Verizon, sign up for dial. If you are in Verizon media and curious about learning about dial and the resources they have join neurodiversity. As we come more closely into alignment, there will be opportunities for crossover like this month and going forward.

>> All right. Matt, Kristin, thank you so much for joining us today and such an insightful conversation. If you want to learn more about the events that Matt and Kristin mentioned you can hearts and minds on VZ web and check out EO/hearts and minds and these are the many employee resource groups we have available for employees. For more information search ERGs and Verizon media search EO/ERGs. That will wrap up it for us. Have a good weekend, everybody. Until next time you are up to speed.