

**VERIZON  
UP TO SPEED LIVE  
May 9, 2022 12:00 PM ET**

>> ANDY CHOI: HELLO, IT IS 12:00 NOON EASTERN, 9:00 A.M. PACIFIC, 5:00 P.M. OR 1700 HOURS BRITISH SUMMERTIME THE GOOD MORNING, GOOD AFTERNOON, GOOD EVENING TO OUR V TEAMERS ALL OVER THE WORLD. THANKS FOR JOINING US ON THIS MAY 9TH FOR YOUR MONDAY EDITION OF UP TO SPEED LIVE.

YES, WE'RE CALLING OUT TIME ZONES BECAUSE THE WORLD IS WATCHING. ALL OF US ARE THINKING GLOBALLY AS WE CELEBRATE THE INCREDIBLE CONNECTIONS WE'RE MAKING WITH V TEAMERS AROUND THE WORLD. COMING UP IN JUST A FEW MINUTES, A RECAP OF OUR AWESOME UP TO SPEED RESIDENCY WEEK IN THE UK.

IT WAS MY FIRST TIME IN LONDON.

IT WAS, AS THE FOLKS IN LONDON SAY, BRILLIANT.

AND TODAY I'M COMING TO YOU LIVE FROM MY MOM'S HOUSE NEAR CHICAGO, SPEAKING OF A BELATED HAPPY MOTHER'S DAY TO ALL THE WOMEN WHO MAKE OUR DAY SPECIAL.

HOPEFULLY IT WAS A WEEKEND FULL OF LOVE FOR ALL THE MOTHERS AND MOTHER FIGURES IN OUR LIVES.

SPEAKING OF LOVE, A REMINDER THAT WE ARE SHOWING LOVE TO ALL OF OUR CUSTOMERS THROUGH OUR LATEST PROMOTION AND IT'S SOMETHING WE WANT ALL OF YOU TO HELP US SPREAD THE WORD ABOUT.

OUR COMMUNICATIONS COLLEAGUE ANDREW TESTA DETAILED ALL THE WAYS BEING ON VERIZON PAYS OFF FOR NEW AND CURRENT CUSTOMERS FROM GETTING AN IPHONE 13 ON US TO OUR 5G GET MORE PLAN GIVING YOU INCREDIBLE SAVINGS ON ALL THOSE STREAMING SERVICES.

YOU'VE GOT DISNEY+, HULU, ESPN+, NOT TO MENTION VERIZON CLAUDE STORAGE, TRAVELPASS, LET'S NOT FORGET THE INTERNET PLANS STARTING AT \$25 A MONTH.

AND REMEMBER V TEAM, YOU'VE THE GOOD THAT FRIENDS AND FAMILY CODE FOR YOUR LOVED ONES TO SAVE EVEN MORE.

WE WILL LINK TO THOSE PROMOTION DETAILS ON TODAY'S WEB STORY.

SO TAKE A MOMENT TO READ IT OVER, GET EXCITED, AND KEEP SHARING THE LOVE.

BACK TO OUR TIME IN LONDON NOW, OUR UP TO SPEED TEAM FELT THE LOVE FROM SO MANY OF OUR INTERNATIONAL V TEAMERS REPRESENTING EMEA AND APAC.

YOU MAY HAVE SEEN OUR UP TO SPEED HEADLINES, THE WORLD IS WATCHING.

IT'S A PHRASE THAT OUR VBG LEADER SHARED ALL WEEK WITH OUR TEAM MEMBERS TO EMPHASIZE THE GLOBAL IMPACT BEHIND THE WORK THAT WE DO.

IT DOESN'T MATTER WHERE YOU SIT AROUND THE WORLD.

WHAT EACH OF US DO EVERY DAY HAS THE POTENTIAL TO MAKE WAVES AROUND THE WORLD.  
WE'RE EXCITED TO SHARE OUR UK RECAP THROUGH THE PERSPECTIVES OF OUR AMAZING V TEAMS ARE OVERSEAS.  
TAKE A LOOK.

>> HEY, WE ARE MEETING SOME OF THE MOST PASSIONATE V TEAMERS WHO ARE CALLING THE UK HOME.

AS WE LEARN MORE ABOUT HOW VERIZON IS MAKING ITS MARK IN EUROPE AND BEYOND, LET'S INTRODUCE YOU TO THE TEAMMATES WHO ARE DOING JUST THAT.

GIVE US THE VIBE OF THIS OFFICE.

IT'S PRETTY CHILL AND RELAXED, BUT DOWN TO BUSINESS.

>> WE LIKE TO GRIND BUT THE OFFICE IS A YES OFFICE, EVERYBODY HELPS EACH OTHER OUT.

>> THE VIBE IN THE OFFICE IS FANTASTIC, ANDY.

I JOINED DURING THE PANDEMIC, SO A LOT OF TIME I WAS WORKING FROM HOME.

FOR ABOUT A YEAR OR SO.

SO ACTUALLY BEING ABLE TO COME IN AND COLLABORATE WITH PEOPLE IS FANTASTIC.

>> WE ARE NOW SEEING EACH OTHER MORE OFTEN AND ALL THE [AWAY FROM MIC] I ALWAYS HAVE THE WORD THAT I LOVE IS, YOU KNOW, MEETING WITH SOMEONE AND SAY HI.

WORKING ON THIS AND THAT AND IMPROVISING ON STUFF.

IT'S LOVELY.

>> I LOVE THE CULTURE HERE.

IT'S REALLY NICE.

WHEN I CAME TO VERIZON PEOPLE SHARED THEIR STUFF.

THAT'S THE VIBE YOU CAN GET.

YOU CAN GO AND SPEAK IT SOMEONE AND HELP.

AND PEOPLE CAN GET YOU UP TO SPEED AND IT JUST HAPPENS THAT QUICK.

>> IT HAPPENS THAT QUICKLY.

WE TALKED TO OUR 5G LAB IN LONDON WHERE WE SHOWED EMPLOYEES, CUSTOMERS AND THE MEDIA HOUR WE'RE DRIVING 5G AROUND THE GLOBE.

IT'S WHY MANY MEMBERS LIKE ASSOCIATED BRITISH PORTS CONTINUE TO SING THE PRAISES OF VERIZON 5G.

>> OUR WORK WITH VERIZON HAS ALLOWED US TO MOVE MUCH QUICKER THAN WE ANTICIPATED AND ESSENTIALLY DRASTICALLY SHORTEN THE TIME FOR US TO ACT FOR US AND OUR CUSTOMERS.

>> HOW DO WE MAKE SURE WOMEN HAVE THE SAME OPPORTUNITY TO PERFORM IN THE MARKETS THAT THEY'RE IN, WHETHER IT'S AN ENGINEERING JOB, FINANCE JOB.

>> WE ALSO GOT TO MEET AND CELEBRATE OUR WOMEN IN SALES HONOREES.

THESE ARE SOME OF THE TOP PERFORMERS IN SALES AND MARKETING ACROSS THE REGION.

>> WHAT A FANTASTIC MORNING.

THE PASSION, ENTHUSIASM, IT'S JUST SO INSPIRING, ANDY.

IT WAS ABSOLUTELY WONDERFUL TO HAVE THE OPPORTUNITY.

HONESTLY, I AM SO INSPIRED.

SO INSPIRED, THE PASSION, THE SUPPORT THAT YOU GOT TODAY IS

TREMENDOUSLY KIND OF OVERWHELMING FOR ME, ACTUALLY.

I MUST ADMIT, VERY OVERWHELMING.

>> THESE AWARDS CELEBRATE THE ACHIEVEMENTS OF WOMEN IN SALES ROLES AND HELP RECRUIT NEW DIVERSITY AND TALENT IN THE WORKPLACE.

>> I THINK IT'S A LOT TO DO WITH WORK HARD, BE VISIBLE.

BECAUSE IF YOU'RE WORKING REALLY HARD AND NO ONE KNOWS ABOUT IT, THEN MIGHT NOT BE THE BEST FOR YOUR PROGRESSION.

>> OF COURSE CONNECTING WITH FAMILY BACK HOME WAS A SNAP WITH VERIZON TRAVELPASS.

UNLIMITED CALLING AND TEXTING ALONG WITH 4G LTE.

>> I'M JUST SITTING ON A STREET IN LONDON USING TRAVELPASS TO CALL YOU.

HERE COMES SOME DOUBLE- DECKER BUSES.

CHECK THIS OUT.

LITTLE BIT OF LONDON FOR YOU.

>> AND ON OUR GET MORE PLAN, YOU GET ONE FREE TRAVELPASS DAY PER MONTH WHICH YOU CAN - - ACCUMULATE 12 DAYS A YEAR.

>> WHAT'S SO SPECIAL TO YOU?

>> LONDON IS THE BEST IN THE WORLD.

NO OFFENSE TO EVERYBODY ELSE.

>> SORRY, CHICAGO.

>> IT'S EVERYTHING.

IT'S VERY DIVERSE, YOU CAN FIND WHATEVER YOU WANT IN LONDON.

IT'S A VIBE, SOME ENERGY.

>> I'M FEELING IT FROM YOU.

>> LONDON IS FANTASTIC.

SUCH A GREAT DIVERSE CITY IN TERMS OF EVERYWHERE YOU WORK YOU SEE EVERY DIFFERENT NATIONALITY, GENDER, SEXUALITY.

AND IT'S SUCH A GREAT CITY TO BE ABLE TO ACTUALLY EXPERIENCE DIFFERENT CULTURES.

>> HOW WOULD YOU DESCRIBE THE LONDON STYLE?

>> OH.

>> IT'S AN AREA THAT YOU'RE IN.

>> NORTH LONDON IS A BIT, BIT MORE SUBURBAN.

SOUTH LONDON IS A BIT MORE HIP.

EAST LONDON IS A BIT MORE URBAN.

THE BIKER LIFE, YOU CHILL.

AND WEST SIDE IS DIFFERENT AS WELL.

SO YOU'VE GOT DIFFERENT SIDES.

>> I SEE BOTH OF YOU HAVE VERY NICE STYLES, THOUGH.  
VERY STYLISH.

>> EAST LONDON.

>> NORTH LONDON.

>> WHICH IS YOUR TEAM, YOUR OTHER FOOTBALL TEAM?

>> ARSENAL.

>> ARSENAL.

>> NOT MAN U.

>> NO, LIKE IT KEEP IT LOCAL.

GREW UP IN LONDON, LIKE TO KEEP IT WITH A LONDON TEAM.

>> A NEW SUPPORT AROUND VERIZON AND THIS TEAM WILL MAKE THE GOALS  
SWEETER.

LET'S GET CLOSER TO THE PITCH.

>> WE'RE DEPLOYING A 5G NETWORK THAT'S INTENDED TO ENHANCE THE  
FAN EXPERIENCE MUCH LIKE THE UNITED STATES.

SO WHETHER YOU'RE BUYING TICKETS OR FOOD, THAT IS ALL POWERED BY  
THE VERIZON WIFI NETWORK.

>> WE KNOW HOW EXCITED FANS CAN GET DURING THOSE MANCHESTER  
UNITED MATCHES.

WHAT DOES IT MEAN TO MAKE SURE AND ENSURE THAT THE CONNECTION IS  
SOLID FOR ALL THOSE FANS SITTING IN THOSE SEATS THERE?

>> ONCE THIS WIFI NETWORK IS IN PLACE AND THE FANS BEGIN TO USE IT  
AND TAKE ADVANTAGE OF ALL THE CAPABILITY IT AFFORDS, THEY'RE GOING  
TO EXPECT WORLD- CLASS SERVICE.

THEY'RE GOING TO EXPECT THAT THEY'RE ALWAYS CONNECTED, HIGH  
BANDWIDTH, LOW LATENCY, ALL THE THINGS THAT WE TALK ABOUT WHEN WE  
DESIGN THESE NETWORKS.

WHETHER WE'RE TALKING ABOUT A WIFI NETWORK OR A [AWAY FROM MIC]  
NETWORK, IT'S A FOUNDATION AND IT'S A FOUNDATION FOR INNOVATION.

AS YOU LOOK AT IMPROVING PLAYER STATS ON THE FIELD OR YOU LOOK AT  
COMMUNICATIONS BETWEEN COACHES AND PLAYERS OR YOU LOOK AT THE  
REAL TIME FAN EXPERIENCE AND THE TYPE OF HIGH- DEFINITION VIDEO THAT  
YOU CAN PROVIDE FOR FANS, THE NETWORK IS REALLY A FOUNDATION THAT  
WE WILL LAYER ON TOP OF ALL KINDS OF INNOVATION.

>> WE COULDN'T VISIT THE UK WITHOUT VISITING OUR FRIENDS HERE IN OUR  
READING OFFICE, ABOUT 40 MILES OR 65 KILOMETERS AWAY FROM OUR  
LONDON OFFICE.

NEARLY A THOUSAND VERIZON COLLEAGUES ARE ASSIGNED HERE AND THEY  
REPRESENT VERIZON BUSINESS, FINANCE, NETWORK, LEGAL, HR,  
MARKETING, AND STRATEGY.

LET'S LEARN A LITTLE MORE ABOUT THIS TEAM IN READING.

>> WELL WELCOME.

THIS IS INTERNATIONAL PAYROLL IN THE READING, UK OFFICE.

WE PROCESS THE PAYROLL FOR THE INTERNATIONAL NON- U.S.

WE STRIVE GET 100% ACCURACY.

IT'S IMPORTANT TO US AND WE TAKE A LOT OF PRIDE.

SOMETIMES LONG HOURS BUT WE DO WHAT WE NEED TO DO TO GET THE PAYROLL PROCESSED.

>> I SUPPORT ALL THESE EMPLOYEES AND THEY HAVE THEIR MOBILES, LAPTOPS.

THEY START COMING BACK IN TO THE OFFICE THIS WEEK.

WE'VE DONE REFRESH OF THOUSANDS OF LAPTOPS.

>> JUST ACTUALLY COME BACK FROM A TEAM- BUILDING LUNCH WE HAVEN'T HAD FOR TWO AND A HALF YEARS.

IT'S BEEN REALLY GREAT.

IT'S BEEN GOOD TO BOUNCE OFF OF PEOPLE.

IT'S A GOOD VIBE.

IT LOOKS BRILLIANT.

PLUS A NEW ENERGY SO EXCITED ABOUT IT.

>> THIS IS VERY DIFFERENT TO ANY COMPANY I'VE EVER WORKED WITH BEFORE.

THIS PLACE IS A LOT MORE ENCOURAGING TO COME HERE WHEN WE KNOW WE HAVE AN ON- SITE CAFE AND A YOGA FACILITY OUTSIDE.

>> THERE'S A LOT OF COMPLEXITY THAT COMES WITH THE INTERNATIONAL COUNTRIES.

AND I THINK IT WOULD BE GREAT FOR MORE V TEAMERS TO BE ABLE TO UNDERSTAND INTERNATIONAL.

>> WE'RE ALL ONE TEAM AT THE END OF THE DAY.

>> WE'VE LEARNED A LOT ABOUT LONDON, ABOUT THE BUSINESS WE DO, THE CUSTOMERS WE SERVE, THE PEOPLE WHO MAKE IT ALL HAPPEN.

BUT I CAN'T LEAVE LONDON WITHOUT ASKING OUR FRIENDS ALL ABOUT THE FOOD.

SPECIFICALLY THE SNACKS.

LIKE WHAT IS A PORK SCRATCHING?

>> I LOVE A GOOD SNACK.

AND I HAVE HERE A - - I HAVE WHAT I'M TOLD HERE IS A LONDON UK SNACK PRAWN CRACKERS.

WHAT DO YOU THINK ABOUT THESE?

>> LET'S TRY THEM, PERHAPS.

>> PRAWN CRACKER, CHEERS.

>> CHEERS.

>> ALL RIGHT.

HERE WE GO.

[CRUNCHING].

>> VERY CRISPY.

>> YEAH.

>> I LIKE IT.

JURY'S STILL OUT.

>> THAT - - OKAY.

>> WHAT IS THIS JAPA CAKE?

>> YEAH, THAT'S A SPONGE BISCUIT WITH A MARMALADE ON IT. KIND OF A HYBRID AND A BISCUIT CAKE.

>> THEY'RE SOFT.  
>> YEAH.  
>> CHEERS, RIGHT?  
[LAUGHTER]  
>> OH.  
>> MM- HMM.  
>> LITTLE SWEET SURPRISE IN THE MID.  
>> EXACTLY, YEAH, LITTLE MARMALADE.  
>> I'VE GOT TO BE CAREFUL.  
I FEEL LIKE I COULD DOWN A SLEEVE IN LIKE A SECOND.  
>> EXACTLY, YEAH.  
>> I HAVE HERE THE DIGESTIVES, THE NATION'S FAVORITE MILK CHOCOLATE.  
WHAT DO YOU THINK?  
>> I LOVE THEM.  
THAT WITH A CUP OF TEA IS SPOT ON.  
>> THIS IS A CLASSIC.  
>> WHAT IS IT?  
IS IT - -  
>> IT'S JUST A BISCUIT WITH CHOCOLATE COATED ON THE ONE SIDE.  
YOU JUST PICK IT, CHILL - -  
>> CAN I JUST SAY, DIGESTIVES?  
DIGESTIVES, CHEERS.  
WE'LL FIND THE TEA LATER.  
>> QUITE A SIMPLE SNACK.  
>> YEAH.  
IT'S DIGESTING QUITE NICELY RIGHT NOW.  
>> I DON'T KNOW IF YOU'VE HEARD OF THIS, BUT THIS BRITISH SNACK I'M  
GETTING, DORITOS.  
>> YEAH, WE HAVE THAT - - IT'S SO ENGLISH.  
>> THIS BAG IN THE STATES WOULD SAY COOL RANCH.  
BUT IT SAYS COOL ORIGINAL.  
I DON'T UNDERSTAND WHAT THE COOL - -  
>> WE DON'T KNOW WHAT RANCH IS HERE.  
>> GRAB AN ORIGINAL CHIP, I WILL ALSO, AND WE WILL SAY CHEERS TO COOL  
ORIGINAL.  
>> YES.  
>> AND GO ARSENAL.  
>> UH- HUH, JUST AS ORIGINAL AS I REMEMBER IT.  
I MEAN, TO BE FAIR, IT DOES SAY ON THE BACK, INTENSE - -  
>> WITH INTENSE FLAVORS.  
>> YEAH.  
>> ANDY CHOI: CERTAINLY AN HONEST COUNTRY, CERTAINLY A WONDERFUL  
TEAM AND, YES, WE WERE SNACKING QUITE WELL AND, YES, THE DORITOS  
COOL ORIGINAL, IT WILL NEVER BE COOL RANCH ANYMORE, IT WILL BE COOL  
ORIGINAL IN HONOR OF OUR UK SQUAD.

THANK YOU TO ALL OF OUR TEAMMATES FOR SHOWING US THE LOVE,  
INTRODUCING US TO THE SNACKS.

I STILL HAVE MY - - I DID OPEN THE PORK SCRATCHING AND IF YOU WANT TO  
KNOW, THIS IS CALLED THE ULTIMATE PUB SNACK.

OUR TRADITIONAL PORK SCRATCHINGS ARE HAND COOKED TO TASTE AS  
GOOD AS THEY LOOK WITH A TRADITIONAL CRUNCH AND FLAVOR THAT  
CREATES THE SPECIAL PUB FEELING WHICH HAS STOOD THE TEST OF TIME.  
BY THE WAY, THIS ACTUALLY HAS A WARNING LABEL, ONLY SUITABLE FOR  
THOSE WITH STRONG, HEALTHY TEETH.

ALTHOUGH EVERY CARE HAS BEEN MADE TO REMOVE BONES, SOME MAY  
REMAIN.

I ACTUALLY DO LOVE THESE.

THEY'RE LIKE PORK RINDS AND THEY'VE GOT A GREAT CRUNCH.

WE'LL SAVE THOSE FOR PUB TIME.

IT'S NOT QUITE PUB TIME HERE IN THE U.S.

IT MAY BE IN THE UK.

IT'S MORE LIKE TEATIME.

SO WE'LL BE DIVING INTO SOME ENGLISH BREAKFAST TEA HERE IN A LITTLE  
BIT.

THANK YOU AGAIN.

AND TO REITERATE THE POINT, OUR TEAM - - YOU HEARD FROM SO MANY OF  
OUR TEAMMATES OVER AND OVER THAT WE ARE ONE TEAM AND WE ARE  
MOVING THE WORLD FORWARD TOGETHER AND TO A PERSON, ALL OF OUR  
TEAMMATES IN LONDON, IN READING, IN THE UK, SHARED THOSE THOUGHTS  
ABOUT, YOU KNOW, MAKING SURE THAT WHEREVER WE SIT IN THE WORLD  
THAT WE CONTINUE TO STAY CONNECTED.

SO HOPEFULLY THIS INSPIRES ALL OF YOU TO LEARN MORE ABOUT WHAT WE  
DO AROUND THE WORLD AS A COMPANY AND FEEL THAT PRIDE NO MATTER  
WHAT WE'RE DOING, WHERE WE'RE DOING IT, VERIZON, OF COURSE, KEEP  
MOVING THE WORLD FORWARD TOGETHER.

SO WITH THAT, A BIG THANKS TO OUR UK SQUAD AND OUR RESIDENCY  
CONTINUES.

NOW, THE LAST TIME I WAS IN OUR NEXT SPOT TO VISIT, I BECAUSE  
ACTUALLY - - SOME YOU MAY REMEMBER, IT'S BEEN A WHILE, I WAS  
WEARING THIS BOLO TIE.

WE'RE GOING TO GET STRAIGHT WESTERN HERE, SOUTHWESTERN.

BUT WE'RE GOING TO OUR IRVING OFFICE IN TEXAS.

SO OUR DALLAS V TEAMERS, WE'LL BE ON YOUR WAY SOON AND LEARNING  
MORE ABOUT HOW THINGS ARE GOING IN THE OFFICE.

WE'RE GOING TO LEARN ABOUT WHAT YOU GUYS ARE UP TO, THE HISTORY  
OF THAT AREA AND ALL OF OUR V TEAMERS AND I DON'T KNOW, I DON'T  
KNOW IF I'LL BE WEARING THIS, BUT I FOUND IT SO I GUESS I'LL PACK IT JUST  
IN CASE.

BUT LOOKING FORWARD TO THAT.

SO, YES, LOOKING FORWARD TO OUR TEXAS RESIDENCIES, SO LOOK FOR  
THAT IN A FUTURE UP TO SPEED.

ONE MORE THING BEFORE WE GO IF YOU HAVEN'T YET, PLEASE TAKE A MOMENT TO TAKE THE LATEST PULSE PLUS SURVEY. THIS IS YOUR CHANCE TO MAKE SURE YOUR VOICE IS HEARD. SO MANY OF OUR COLLEAGUES BELIEVE VERIZON IS THE BEST PLACE TO WORK AND PART OF BECOMING EVEN BETTER MEANS OUR LEADERS ARE COMMITTED TO HEARING FROM YOU. SO TAKE THAT SURVEY, ENCOURAGE YOUR TEAMMATES DO SO AS WELL. THE PULSE PLUS SURVEY IS OPEN UNTIL NEXT MONDAY, MAY 16TH. SO ON THIS MONDAY, AS WE WRAP UP AND SAY GOOD- BYE, NO MATTER WHAT TIME IT IS AROUND THE WORLD FOR YOU, WE JUST THANK YOU FOR TAKING TIME WITH US ON UP TO SPEED AND MUCH MORE TO COME, OF COURSE. ONE MORE BIG, BIG THANK YOU TO OUR INTERNATIONAL EMEA AND APAC V TEAMERS, TAMI AND OUR VGB SQUAD AND TEAM AND MAKING SURE THAT WE CONNECT WITH SO MANY WONDERFUL PEOPLE OVER THERE IN THE UK. AND A SPECIAL SHOUT- OUT TO THOSE OF YOU WATCHING IN THE UK. THANK YOU SO MUCH FOR ALL THE LOVE. THAT'S ABOUT IT, BUT WE'VE GOT A LOT MORE COMING UP THIS WEEK. SO ONCE AGAIN FROM MY MOTHER'S HOUSES HERE IN CHICAGO, THANKS AGAIN FOR WATCHING. UNTIL NEXT TIME, YOU'RE UP TO SPEED.