

Verizon
Up To Speed Live
May 11, 2020

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>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?

WHAT DID VERIZON BUILD THEIR NETWORK FOR?

PEOPLE... EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER
RAISED, IT'S FOR PEOPLE.

AND WHEN PEOPLE'S EVERY DAY IS BEING CHALLENGED... THAT'S WHEN
NETWORKS SHOW WHAT THEY'RE MADE OF.

BUSINESSES ARE USING VERIZON'S CAPACITY TO KEEP CONNECTING WITH
US.

IN ENTIRELY NEW WAYS.

WHEN GOVERNMENT IS PROGRESSIVE, VERIZON CUSTOMERS ARE MAKING AN
AVERAGE OF OVER 600 MILLION CALLS AND SENDING NEARLY 8 MILLION
TEXTS A DAY, EVERY DAY.

OUR CONNECTIONS MAKE US ALL STRONGER.

WHEN YOU KNOW PEOPLE ARE DEPENDING ON YOU FOR THOSE CONNECTIONS,
YOU DO WHATEVER IT TAKES.

>>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED BUSINESSES,
DOORS ARE LOCKED, LIGHTS ARE OFF.

IT'S EMPTY.

>> WHAT I MISS MOST IS THE PEOPLE, NOT ONLY IS IT A COFFEE
HOUSE, BUT IT'S OUR MEETING PLACE.

>> IF WE WERE TO CLOSE, WE CLOSE AS A COMMUNITY.

>> I'VE ALWAYS ENVISIONED BEING ABLE TO HAVE MY BUSINESS BE A
TRAINING TOOL FOR YOUNG WOMEN.

>> WE HAVE ARTS AND CRAFTS, MADE BY LOCAL REFUGEES THAT WE HELP.

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

>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.

>> I'M JUST SO GRATEFUL THAT [INDISCERNIBLE] TO PAY IT FORWARD.

>> WE MISS YOU ALL, LOOK FORWARD TO SEEING YOU SOON.

>> WHAT DOES IT MEAN TO BE AMERICA'S MOST RELIABLE NETWORK?

RIGHT NOW, IT MEANS HELPING THOSE WHO SERVE STAY CONNECTED TO THEIR FAMILIES.

THEY'RE ON THE FRONT LINES EVERY DAY GIVING THE MOST THEY CAN.

VERIZON WANTS TO GIVE SOMETHING BACK.

INTRODUCING OUR BEST PRICING EVER.

\$30 PER LINE FOR ALL NURSES, TEACHERS, FIRST RESPONDERS, MILITARY AND THEIR FAMILIES.

NOT FOR A FEW MONTHS, BUT FOR AS LONG AS THEY NEED.

THE PEOPLE WE RELY ON DESERVE THE NETWORK THEY CAN RELY ON.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORKED IN SOURCING LEGAL, WHERE I'M PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDOS AT VERIZON, IT REALLY SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT... ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT.

>> THIS IS REALLY THE TIME WHERE WE REALIZE THAT JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND... ANY LITTLE EFFORT GOES A LONG WAY.

>> OUR FRIENDS IN HILLSBORO, WE WORK WITH THEM TO BRANCH OUT AND START A BRANCH IN BASKING RIDGE. IN.

>>> -- NEW JERSEY.

WE'RE REALLY HAPPY TO CELEBRATE THE FIRST RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.

WE WANT TO GIVE BACK TO EVERYBODY WORKING DURING THIS TIME.

>> WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA AND WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME.

OBVIOUSLY... DUE TO SOCIAL DISTANCING, THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS.

WE WERE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.

>> IT MADE US FEEL GOOD TO GET THE PICTURES AND MESSAGES BACK FROM THE NURSES THAT WERE ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM AND VERIZON.

>> FOR ALL THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE WEEKS.

>> FOR WHAT YOU'VE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I'M A MOTHER OF TWO AND HAVE MY ELDERLY FATHER WHO LINKS WITH ME IN OUR HOME.

I WANT TO SAY THANK YOU.

>> I WANT TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM, PATIENCE AND UP-LIFTING ATTITUDE.

>> I WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO HELPED BRING JOY AND ENCOURAGEMENT TO THE MOST VULNERABLE IN OUR COMMUNITY.

>> IT'S ALWAYS A PRIVILEGE, HONOR TO BE WITH YOU AND YOUR TEAM. HOW YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL, ALL OF THE EMPLOYEES AND PARTICULARLY, THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD, ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING, NOT JUST THE UNITED STATES, BUT... THE WORLD STAY INFORMED.

>> LOOK AT THAT, SHE'S UPSIDE DOWN.

>> WHAT'D YOU DO TODAY, GRANDMA?

>> WORKING ON THE COMPUTER, WATCHING TV --

>> WE'RE GETTING READY FOR BED AND WANTED TO GIVE YOU GUYS A CALL.

>> SHE'S WIPING HER FACE WITH A TOWEL NOW.

>> NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> LOVE YOU.

>> YOU LISTENING TOO?

>> LOVE YOU ALL, VERY MUCH.

>> VIRTUAL HUGS.

>> AWW...

>> BIG HUGS IN A COUPLE MONTHS.

>> I WILL CRY.

>> I'M A NETWORK TECHNICIAN OF 21 YEARS.

VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.

WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD IF I COULD DO IT?

AND ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT WHICH I ACHIEVED LAST YEAR.

>> AS PART OF OUR RESPONSE TO THE COVID-19 PANDEMIC, WE'RE OFFERING OUR MEDICALLY TRAINED AND CERTIFIED EMPLOYEES A FULLY-PAID LEAVE OF ABSENCE TO GO OUT ON THE FRONT LINES AND ASSIST IN THE COMMUNITIES HARDEST HIT BY THIS PANDEMIC.

WE WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE FOR THEM AND WE BELIEVED IN WHAT THEY WERE DOING.

>> AS SOON AS I SAW THE OPPORTUNITY FOR THE LEAVE, I WAS ON IT.

I KNEW MY SQUAD IS HURTING, WE'RE SHORTHANDED, ESPECIALLY RIGHT NOW.

I COULDN'T GET THE APPLICATION IN FAST ENOUGH.

>> LITTLE NERVOUS ON THE FOREFRONT OF THE VIRUS.

BUT I'M EXCITED AND ENTHUSED.

I LOOK FORWARD TO BEING ABLE TO SERVE MY COMMUNITY AND BE THERE FOR THEM.

HERE I GO.

>> MY FIRST SHIFT AS A FULL-TIME EMT.

>> HE'S GOING TO BE SCHEDULED FOR DUTY ON NIGHTS AND DAY TIME COVERAGE AND WEEKEND COVERAGE.

IF THEY ALLOW ME TO DO THIS, HE SAID "I'LL BE ON THE FRONT LINES WITH EVERYBODY."

>> OUR RESPONSE WILL DIRECT PATIENT CARE.

THE GREAT THING ABOUT THIS LEAVE PROGRAM, IT'S LESS STRESS.

NOW I ONLY HAVE TO FOCUS ON ONE JOB.

>> HIS FIRST SHIFT.

WASN'T TOO BAD AND... I'M TIRED.

TIME TO HEAD HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

SO MANY PEOPLE ARE GETTING LAID OFF, SO MANY PEOPLE ARE GOING ON UNEMPLOYMENT.

AND HERE... MY COMPANY'S PAYING ME TO BE A FULL-TIME EMT FOR MY VOLUNTEER ORGANIZATION.

AND... WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

>> GOOD TO SEE YOU GUYS.

>> HEY, EVERYBODY.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> YOU'RE STREAMING.

>> YAY!

>> THANKS FOR WORKING WITH ME.

>> THAT DOOR BEHIND YOU --

>> OKAY... ALL RIGHT.

>> IT LOOKS LIKE EVERYONE'S REALLY HAPPY.

>> THIS IS ON, WHAT OUR NEXT STEPS WILL BE.

>> THAT'S AWESOME.

THANK YOU SO MUCH FOR REMINDING YOU MUST ABOUT THAT.

>> LET'S FOCUS ON THE POSITIVE, SEE YOU TOMORROW, SAME TIME,
SAME PLACE.

>> WE COULD NEVER DO WHAT THEY DO, BUT WHAT WE CAN DO IS BE A
PARTNER THAT NEVER QUILTS.

VERIZON IS BUILT FOR RELIABILITY.

GIVING THEIR CALLS PRIORITY 24/7.

WE DO WHAT WE DO BEST SO THEY CAN TOO.

>> WE'VE NEVER BEEN MORE PROUD OF OUR CUSTOMER SERVICE REPS
DOING CRITICAL WORK ALL OVER THE COUNTRY.

AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART, YOU'RE
TOGETHER.

YOU'VE KEPT OUR NETWORK RELIABLE THROUGH IT ALL.

THANK YOU, BECAUSE OF YOU, WE'RE HERE AND WE STAND READY.

>>> GOOD AFTERNOON, WE'VE GOT MONDAY MAY 11TH HERE.

WE'RE NOON ON THE EAST COAST.

GOOD MORNING, GOOD EVENING, GOODNIGHT.

TODAY, WE'LL BE HEARING FROM HANS AND CHRISTY WITH UPDATES OF
WHAT HAPPENED OVER THE WEEKEND AND THINGS WE CAN EXPECT THIS
WEEK.

A LOT OF NEWS HAPPENING AROUND THE WORLD -- WE'RE HAPPY TO BRING
UPDATES YOU NEED TO KNOW FOR EVERYTHING HAPPENING INSIDE AND
AROUND VERIZON.

WANT TO START WITH HANS THIS AFTERNOON.

GOOD AFTERNOON, HOW ARE YOU?

>> HANS: HEY, GOOD AFTERNOON, JEREMY AND HI TO ALL THE V
TEAMERS.

WE'RE BACK, MONDAY MORNING, WORKING HARD, ALL OF US.

SOME WORKING THIS WEEKEND AS WELL.

ESPECIALLY FIRST LINE EMPLOYEES THAT ARE SO IMPORTANT TO US.

A COUPLE THINGS FROM ME, FIRST OF ALL... HEALTH AND SAFETY BECOMES EVEN MORE IMPORTANT.

WE JUST NEED TO REINFORCE OUR HEALTH AND SAFETY STANDARDS AND OUR, ALL OUR PROCEDURES THAT WE CONTINUE TO FOLLOW THOSE, ESPECIALLY FOR THE FIRST LINE WORKERS IN STORED AND IN THE FIELDS.

I KNOW THAT SOME OF THE STORY EMPLOYEES, AS WELL AS THE ENGINEERS OUT IN THE FIELD, THEY DO IT RECORDED.

SENDING MY MESSAGE OUT TO THESE GUYS, YOU'RE DOING REALLY GREAT WORK.

A LOT OF OUR HEALTH AND SAFETY IS BASED ON YOUR REALITIES AND WE'RE SO THANKFUL FOR THE WORK YOU'RE DOING

AT THE SAME TIME, WE'RE OF COURSE, AS WE SAID ON FRIDAY, CONTINUE TO SPEND TIME ON ALL OF THAT.

THE MOST IMPORTANT THING FOR US IS THE FIRST LINE.

OUT THERE DOING A GREAT JOB EVERY DAY.

I THINK WE'RE DOING THAT EVERY DAY HERE, SO... OUR THOUGHTS ARE WITH YOU GUYS.

YOU'RE DOING A GREAT JOB AND A LOT OF FEEDBACK FROM CUSTOMERS AND... CONSUMERS USING OUR NETWORK AND DEPENDS HOW WELL ITS WORKING.

BOTH NETWORKS AND CUSTOMERS, WITH KNOWLEDGE, THIS WEEKEND, IF YOU MISSED THAT, IT'S TIME TO CATCH UP.

BECAUSE... IT'S A LITTLE BIT LATE, BUT... IT'S BETTER TO DO IT NOW THAN NEVER.

460 MILLION CALLS DURING MOTHER'S DAY.

THAT'S 13% UP FROM LAST YEAR'S MOTHER'S DAY.

THAT'S A PEAK WE HAVE RIGHT NOW.

800 MILLION CALLS DURING THE WEEK DAY.

DURING THE WEEKENDS, THIS IS ALL-TIME HIGH.

460 MILLION CALLS AND UP 13%.

THAT MEANS THAT MANY REACHED OUT OVER THE PHONE.

WE ALSO SAW A LOT OF -- 6 BILLION MESSAGES GOING OUT YESTERDAY.
SO... CLEARLY, THE NETWORK IS FULLY LOADED AND PERFORMING WELL.
EVERYTHING WORKED FINE IN NETWORK.

I'M REALLY APPRECIATIVE OF THE WORK WE'RE DOING HAVING ALL THESE
PEAKS IN NETWORK DURING THESE UNPRECEDENTED TIMES.

WE'LL COME BACK LATER WITH Q&A AND SOME SUMMARY.

>> LIKE HANS SAID, IF YOU HAVE ANY QUESTIONS, YOU CAN E-MAIL
THOSE TO US LIVE@VERIZON.COM.

WE HAVE SOME QUESTIONS GOING IN FOR HANS AND CHRISTY.

CHRISTY, HOPE YOU HAD A GOOD MOTHER'S DAY.

HOW ARE THINGS IN YOUR ROLE TODAY?

>> CHRISTY: I HAD A GREAT MOTHER'S DAY.

APPRECIATE YOU ASKING.

IT'S ALWAYS SPECIAL TO BE WITH MY KIDS AND HUSBAND WHO TOOK GOOD
CARE OF ME.

BACK WITH ALL THE V TEAMERS TODAY.

COUPLE THINGS I THOUGHT I'D OPEN WITH... THE PULSE SURVEY, WE
THINK IT'S SO IMPORTANT AND ONE OF THE THINGS THAT YOU ALL TOLD
US, YOU WANTED TO MAKE SURE WE WERE DOING A GOOD JOB KEEPING UP
WITH PROFESSIONAL DEVELOPMENT, WHILE WE'RE IN THIS NEW NORMAL.

I WANTED YOU JUST TO SHARE WITH FOLKS, WE'VE GOT, ON THE
LEARNING PORTAL, PROFESSIONAL DEVELOPMENT PATHWAYS THAT GET INTO
LEARNING LEADERSHIP AND PERSONAL SKILLS, THAT CAN HELP ALL OF
OUR V TEAMERS DEVELOP IN THE WAYS THEY'D LIKE.

WE HAVE GET CERTIFIED, JOB TRAINING AND FUNCTIONAL SKILLS.

TODAY, WE'VE GOT OUR MY EDGE SERIES THAT WE STARTED EARLIER IN
THE YEAR.

ANOTHER EPISODE DROPS TODAY.

WE CAN GET OUT THERE AND WATCH.

IF YOU HAVEN'T WATCHED THE PRIOR EPISODE, MAYBE A LITTLE
BINGE-WATCHING WHILE FOLKS ARE CATCHING UP ON SOME CONTENT.

WE'VE GOT AN EPISODE REALLY HELPING PEOPLE LEARN HOW TO EMBRACE
NEW OPPORTUNITIES TO LEARN AND GROW, WHICH I THINK, WITH

EVERYTHING EVERYBODY'S DOING TO PIVOT, WITH THE WAY THE WORLD HAS CHANGED OVER THE LAST EIGHT WEEKS, IS POINT IN TIME RELEVANT

WE ALSO STARTED A LEADERSHIP EDGE PODCAST SERIES, WHERE WE'RE TALKING TO LEADERS INSIDE VERIZON AND LEADERS OUTSIDE OF VERIZON, JUST HEARING THEIR STORIES AND HOW ARE THEY PUTTING INTO PRACTICE, EVERYTHING THAT WE'VE BEEN TALKING ABOUT IN MY EDGE ABOUT AGILITY, TEAM WORK, COLLABORATION, EMPOWERMENT AND... WHERE THERE ARE SO MANY GREAT V TEAMERS DOING IT.

CHECK OUT THOSE PODCASTS, THEY'RE COMING LIVE TO V TEAMERS

FINALLY, WE HAVE A LOT OF PEOPLE ASKING WHAT'S THE PLAN FOR BACK-UP CARE?

WE PUT FORTH WE'D EXTEND OUR PROGRAM TO MAY 18TH.

WE'LL EXTEND THAT THROUGH JUNE.

SO... FOLKS CAN CONTINUE WITH GREAT HORIZONS.

STAY TUNED THIS WEEK, THERE'LL BE MORE INFORMATION ON THE COVID WEBPAGE FOR HOW TO CONTINUE TO APPLY FOR IT AND PARTICIPATE IN OUR BACK-UP CARE PROGRAM.

WE KNOW THAT WAS TOP OF MIND FOR OUR V TEAMERS.

>> THANKS SO MUCH FOR THOSE UPDATES AND TO REITERATE THAT THE BACK-UP CARE THROUGH THE END OF JUNE.

WE GET A LOT OF QUESTIONS ABOUT THAT, THANK YOU FOR THAT.

BEFORE WE MOVE ON TO Q&A, I WANT TO SHARE THIS NEXT VIDEO.

ADAM IS CEO OF A COMPANY THAT PRODUCES ELECTRONIC AND FIBER-OPTIC CABLES AND CONNECTOR SYSTEMS.

DISCUSSING HOW OUR NETWORKING FOLKS KEPT HIS TEAM CONNECTED, HAVE A LOOK.

>> MY 50TH EARNINGS CALL WAS GOING TO BE THE FIRST ONE THAT I HAVEN'T DONE IN THE LITTLE CONFERENCE ROOM NEXT TO MY OFFICE AND HERE, WE ARE... SITTING AT OUR HOUSES, WE'RE PRACTICING THE SOCIAL DISTANCING, STAYING AT HOME.

ONE OF THE THINGS I WAS MOST WORRIED ABOUT, WE'RE CALLING FROM CELL PHONES, BUT I REALLY WORRIED THAT, YOU KNOW... WHAT HAPPENS IF YOU JUST -- THE SIGNAL DROPS?

THE WONDERFUL LADY WHO WAS OUR OPERATOR, HER NAME WAS MARVIN, SHE DID AN OUTSTANDING JOB.

WE ASKED TO HAVE A REHEARSAL AND SO... WHAT WE DID IS, MARVIN ACTUALLY, WE CUT OURSELVES OFF, WHILE WE WERE TALKING AND WE ARRANGED WITH HER IN ADVANCE THAT SHE WOULD DIAL BACK OUR NUMBER.

WE TRIED TO SEE HOW QUICKLY, IF WE GOT CUT OFF, COULD WE BE REINSTATED TO THE CALL AND WAS THAT REALLY ALMOST INVISIBLE TO THE PEOPLE LISTENING IN?

13 SECONDS.

IF WE WERE EVER CUT OFF... IT'D BE JUST A QUICK 13 SECONDS WHERE MY COLLEAGUES COULD FILL THAT TIME AND NOBODY WOULD KNOW I FELL OFF THE CALL.

IT WENT GREAT.

I'D BE SURPRISED IF PEOPLE COULD ACTUALLY TELL THAT GREG AND I WERE NOT SITTING TOGETHER AT OUR NORMAL CONFERENCE ROOM TABLE.

YOU'VE ALWAYS BEEN A CRITICAL PART OF THE COMMUNICATIONS -- WE'VE BEEN A PARTNER OF YOURS FOR MANY YEARS AS WELL.

MY KIDS SITTING NEXT DOOR HERE -- THEY WOULDN'T BE ABLE TO GO TO SCHOOL IF THE NETWORK DIDN'T WORK.

HOSPITAL WOULDN'T BE ABLE TO GIVE THE OPPORTUNITY FOR PATIENTS IN THE ICUS TO MEET THEIR LOVED ONES.

WE'RE PROUD TO BE PART OF VERIZON, PROUD TO BE A CUSTOMER AND SUPPLIER AND ALL THOSE THINGS WE DO TOGETHER.

THERE'S A LEVEL OF SOCIETAL VALUE THAT HAS NEVER EXISTED IN OUR LIFETIME.

>> ADAM, THANK YOU FOR THAT AND HITTING THE NAIL ON SO MANY OF THE HEAD'S WE TALK ABOUT FROM SOCIETY TO OUR CUSTOMERS, TO KIDS WHO ARE LEARNING AT HOME AND MAKING IT ALL CONNECTED.

GLAD TO KNOW OUR TEAM CAME THROUGH FOR THEM IN THEIR TIME OF NEED.

SHOUT OUT TO THAT CONFERENCING TEAM ON MIKE BICKEL'S ORGANIZATION THERE.

CONGRATS TO THEM

WANT TO SWITCH OVER TO SOME Q&A NOW.

CHRISTY, I'M GOING TO START WITH YOU.

SOME EMPLOYEES HAVE BEEN REACHING OUT TO ME ABOUT GOOGLE AND THEIR ANNOUNCEMENT, WORK FROM HOME FOR THE REST OF THE YEAR.

I KNOW YOU TALKED ABOUT OUR PLAN AHEAD AND WHAT THAT MEANS.

WHAT'S THE LATEST THAT YOU CAN SHARE RIGHT NOW?

>> PHASE III, WHICH IS HOW WE MOVE FROM OUR ADJUSTED STATE TO OUR NEW NORMAL, WE'RE WORKING HARD ON, AS VLC, WITH HANS AND THE TEAM MEETING EVERY DAY TO GO OVER HOW THIS HAS EVOLVED.

WE'RE HEARING FROM EXPERTS IN THE COMPANY, HOW LANDSCAPE IS EVOLVING IN TERMS OF EMPLOYEE SAFETY AND HOW TESTING AND OTHER THINGS COMING TO LIFE AS COMMUNITIES AROUND THE WORLD WORK TO TRY TO FIND WAYS TO COMBAT THE COVID DISEASE AND SO... I THINK WE'VE GOT A GOOD PLAN COMING TOGETHER FOR VERIZON, THAT WE WILL DEPLOY.

LATE THIS WEEK AND INTO EARLY NEXT WEEK

SO... WE'LL HAVE MORE DETAILS TO SHARE.

OBVIOUSLY, WE'VE GOT OUR TOUCHLESS RETAIL THAT HAS WORKED WELL FOR US.

WE HAVE ALL THE MODIFICATIONS WE MADE WITH THE FIELD TECHNICIANS AND WAYS WE'VE BEEN ABLE TO KEEP OUR EMPLOYEES SAFE IN THOSE FRONT LINE ROLES, WHILE THEY'RE ALSO HELPING INTERACT DIRECTLY WITH OUR CUSTOMERS AND WE'VE GOT ALL THE WAYS THAT PEOPLE HAVE MODIFIED THEIR DAILY WORK.

WHERE WE HAVE OUR CALL CENTER TEAMS WORKING FROM HOME AND MANY OF OUR STAFF SUPPORTING OUR CUSTOMERS AND EACH OTHER IN NEW WAYS OF WORKING.

WE HAVE A PLAN THAT WE BELIEVE IS COMING TOGETHER FOR THE BEGINNING OF JUNE THAT WILL ALLOW US TO CONTINUE AS MANY OF THOSE PRACTICES AS POSSIBLE.

BUT... ALSO, BEGIN TO GET SOME EMPLOYEES ACTIVE TO THE OFFICES THEY FEEL THEY NEED.

WE DO HAVE GROUPS SAYING "I REALLY NEED TO GET BACK TO USE SOME OF THE TOOLS I HAD AT MY OFFICE AND DON'T HAVE TODAY."

WE'RE PILING ON THE PROTOCOLS IN CHINA THIS WEEK, IN BEIJING WITH OUR TEAM THERE.

WE'RE WORKING WITH OUR TEAMS IN HONG KONG AND TAIWAN AS WELL.

AS WE LEARN FROM THAT, FINISH THESE CONVERSATIONS THAT WE'RE HAVING WITH THE VLCS, HANS AND OTHER MEMBERS OF THE LEADERSHIP AND MYSELF WILL BE ABLE TO SHARE THAT WITH THE V TEAMERS BY MID-MAY, AS WE HOPED.

>> CHRISTY, THANK YOU FOR THAT UPDATE.

KEEP THOSE QUESTIONS COMING IN.

SEND THEM TO LIVE@VERIZON.COM.

HANS, A QUESTION FOR YOU.

OUR CFO MATT ELLIS IS PART OF THE FINANCIAL CONFERENCE EARLIER TODAY.

YOU'RE TAKING PART IN THE JP MORGAN ONE TOMORROW.

WHAT ARE THOSE ABOUT?

AND WHAT SHOULD V TEAMERS KNOW YOU'RE TALKING ABOUT AND WHY THEY'RE SO IMPORTANT?

>> TRADITIONALLY, THERE'S A COUPLE OF LARGE IMPACT CONFERENCING DURING THE YEAR THAT... DIFFERENT BANKS ARE HOLDING.

THE JP MORGAN IS ONE VERY IMPORTANT.

GOLDMAN SACHS, ET CETERA.

WE USUALLY SHOP WITH SENIOR EXECUTIVES THERE AND... OF COURSE, TALKING ABOUT THE -- WHAT WE'RE DOING AND WHAT'S HAPPENING.

THIS MORNING, MATT, WAS TALKING ON ONE OF THOSE CONFERENCES AND... BASICALLY INTERVIEWS ON RESULTS.

HOW WE RESPOND TO COVID-19.

WHAT WE CAN SEE.

TOMORROW, I'M SPEAKING AT THE JP MORGAN CONFERENCE IN THE MORNING WITH THE OPENING SPEAKER.

I ALWAYS TALK ABOUT THE BALANCE BETWEEN THE CORE STAKEHOLDERS, MORALS, QUESTIONS, VERY MUCH ONE OF THE GENERAL -- THAT'S OF COURSE, THE SHAREHOLDERS.

IT'S A LOT OF FINANCIAL QUESTIONS.

MORE GOING FORWARD.

WE'LL STAY THE COURSE ON OUR STRATEGY.

I THINK THAT'S WHAT WE CAN EXPECT.

THEN IT'S DEEPER QUESTIONS AROUND OUR SPECTRUM OF -- DYNAMIC SPECTRUM SHARING.

ALL THESE FANTASTIC THINGS WE'RE DOING IN THE NETWORK, I'M SURE THEY WILL COME UP AS WELL.

THAT'S WHAT WE CAN EXPECT FROM THIS.

I'M ALSO HOSTING A LOT OF ROUNDTABLES WITH OUR SHAREHOLDERS.

NOW WE DO EVERYTHING VIRTUALLY, OF COURSE.

THOUSANDS OF PEOPLE COMING TOGETHER, BOTH WITH OUR SHAREHOLDERS AND THEN WITH THE BANK.

NOW, EVERYTHING IS VIRTUAL.

WE USED TO HAVE A MEETING THE EVENING BEFORE WITH SHAREHOLDERS.

WE'LL DO THAT TONIGHT AS WELL.

IT'LL BE A VIRTUAL BLUEJEANS OR SOMETHING LIKE THAT.

>> JEREMY: THANKS FOR THAT.

FOLKS WANTED TO KNOW, SPEAKING VIRTUALLY, DO YOU THINK, GOING FORWARD, THE ANNUAL MEETING, THAT'D BE SOMETHING CONSIDERED TO STAY VIRTUAL OR ONE DAY, YOU WANT TO SEE PEOPLE IN PERSON AGAIN?

>> HANS: I DON'T KNOW.

I THINK IT WAS PRETTY FUN THE WAY WE WERE CONDUCTING, IT BUT... ALSO, THERE ARE VALUES TO GATHERING WITH SHAREHOLDERS.

WE'LL SEE NEXT YEAR.

THERE'S 163 DAYS LEFT OR SOMETHING.

WE'LL EVALUATE THAT, BUT... CLEARLY, IT WORKS WELL.

MAYBE YOU HAVE A HIGH THAT PEOPLE CAN ACTUALLY CALL IN AT THE SAME TIME, BEING IN THE ROOM.

LET'S SEE WHERE WE TAKE IT.

CLEARLY, WE'LL EVALUATE THAT.

>> JEREMY: GOOD, HANS, THANKS.

CHRISTY, THIS IS ONE WE SEE COME UP ALL THE TIME.

WANT TO REITERATE THE PLAN ON UPDATES AS TO WHEN PEOPLE RETURN BACK TO STORES OR RETURN BACK TO CALL CENTERS OR WHAT NOT.

>> CHRISTY: SO... RIGHT NOW, WE'RE CONTINUING AS IS, THROUGH MAY, WITH THE EXCEPTION, AS I MENTIONED, IN CHINA, TAIWAN, HONG KONG.

WHERE WE BRING TEAMS BACK INTO THE OFFICE.

WITH ALL OF THE SOCIAL DISTANCING PROTOCOLS AND NORMS THAT WE'VE DEVELOPED AND SO... WE'RE PILOTING THOSE WITH THOSE TEAMS RIGHT NOW AND... AS OUR SHELTER IN PLACE AND STAY AT HOME ORDERS ARE EXPIRING IN MANY OTHER PARTS OF THE WORLD, WE'LL BE ABLE TO BEGIN TO SEE WHAT WE LEARNED THERE AND APPLY IT TO THE REST OF VERIZON, AS WE ANTICIPATED IT STARTING IN JUNE.

ONE OF THE THINGS WE'VE SAID AND FOLKS HEARD FROM ALL THE LEADERS ON HERE -- THIS ISN'T GOING TO BE LIKE A LIGHT SWITCH.

WHERE WE'RE GOING TO SAY, OKAY... WE FLIPPED THE SWITCH, EVERYBODY GO BACK TO EXACTLY WHERE YOU WERE BEFORE.

WE'RE GOING TO HAVE A VERY GRADUATED RESPONSE AND OUR RESPONSE IS GOING TO BE GATED BY DEVELOPMENT WITH REGARD TO HOW WE KEEP PEOPLE SAFE AND HOW WE MAINTAIN NETWORKS AND CONNECTIVITY AND SUPPORT OUR CUSTOMERS

SO... AGAIN, YOU KNOW... WE PLAN TO MAKE A SERIES OF ANNOUNCEMENTS ABOUT HOW WE'LL MOVE FORWARD, STARTING IN JUNE, AND WE PLAN TO MAKE THOSE IN THE NEXT WEEK.

>> JEREMY: CHRISTY, THANKS.

HANS, I ALWAYS LIKE TO SET THE WEEK OFF HERE ON MONDAY.

WE TALK ABOUT BUSINESS AS USUAL AND WHAT'S HAPPENING.

WHAT ARE THE BUSINESS LEADERS -- WHAT ARE YOU FOLKS TALKING ABOUT, RIGHT NOW, AS FAR AS THE COUNTRY AND THE WORLD IS CONCERNED?

>> HANS: TALKING ABOUT OUR EXECUTIVE TEAMS, WE SPEND A LOT OF TIME ON, ON DIFFERENT SCENARIO-PLANNING.

WE DON'T KNOW, REALLY... WHERE IT'S GOING.

WE'LL SPEND A LOT OF TIME IN OUR OFFICES TO SEE THAT WE'RE DOING.

IT I WANT TO REINFORCE WHAT CHRISTY'S SAYING.

THIS ISN'T GOING TO BE LIKE A SWITCH TURNED ON AND EVERYBODY'S GOING TO BE BACK.

WE'LL DO IT IN AN ORGANIZED WAY.

WE'RE A BIG COMPANY.

WE HAVE A LOT OF PEOPLE DOING, ON FRONT LINE, DOING FANTASTIC WORK EVERY DAY IN THE FIELD WITH OUR CUSTOMERS.

AND SOME ARE WORKING FROM HOME.

IT'S GOING TO BE DIFFERENT GROUPS HAVING DIFFERENT SORT OF, POLICIES, BUT... ULTIMATELY, IT WILL COME DOWN TO VERY DETAILED COMMUNICATIONS TO EACH AND EVERY DAY.

WE WILL HAVE SOME HIGH LEVEL COMMENTARIES AND POLICIES.

THAT'S HOW I SEE IT.

WE NEED TO COME BACK TO DISCUSSING OUR STRATEGIC INITIATIVES.

THERE'S A BASIC IMPACT IN THE NORM.

I'D SAY, RATHER THAN TALKING ABOUT EVERYTHING THAT EXPLAINS WHAT THE SITUATION -- THEN, OF COURSE, I SPEAK TO MANY OF THE LEADERS ABOUT RETURN TO OFFICE.

WE SHARE OUR IDEAS AND IT AN EXTERNAL COMPANY AS WELL.

WE WANT TO SEE HOW VALUING SOMETHING.

LEARNING FROM THEM AND THEY'RE LEARNING FROM US AS WELL.

WE'RE DOING A GOOD JOB WITH THE COMPANY

SO... THAT'S WHAT I HEAR FROM THE BUSINESS UNITS.

>> JEREMY: HANS, THANK YOU FOR THAT.

I SEE QUESTIONS ARE LIVE AT VERIZON.COM.

BEFORE WE WRAP THIS UP -- I WANT TO TRANSITION -- WE TALKED SO MUCH SINCE THE BEGINNING OF THE PANDEMIC ABOUT IT EXPRESSING THINGS AND SAYING THINGS.

ONE OF OUR EMPLOYEES REACHED OUT AND SAID "I HAVE A NEPHEW THAT'S A HEALTH CARE WORKER IN BOSTON, MASSACHUSETTS.

WE'RE ABLE TO CONNECT THEM FOR THIS NEXT VIDEO, SO... TAKE A LOOK.

>> MY NAME IS JULIE.

I'VE BEEN WITH VERIZON FOR 11 YEARS AS A PROJECT MANAGER IN THE CARY NORTH CAROLINA OFFICE.

MY NEPHEW IS A FIRST RESPONDER IN THE CARDIOLOGY DEPARTMENT.

I'M PROUD OF HIM.

IF SOMEBODY ELSE'S HEALTH IS IN JEOPARDY, HE MIGHT PUT THEM BEFORE HIMSELF.

I WORRY ABOUT HIS HEALTH AND HIS RISK.

>> I'M JEFF RICHARD, A REGISTERED MD SPECIALIST IN THE CARDIOLOGY DEPARTMENT AT MASSACHUSETTS GENERAL HOSPITAL.

IT WAS STRESSFUL IN THE BEGINNING, WE DIDN'T KNOW WHAT TOMORROW LOOKED LIKE.

WE HAVE TO PROTECT OURSELVES IN A WAY THAT WE ASSUMED ANYBODY AND EVERYBODY COULD HAVE IT.

WE HAVE FILTERS AND HELMETS.

FOR ANY PATIENT COMING INTO OUR DEPARTMENT WHO WE DIDN'T TEST AND DIDN'T KNOW IF THEY WERE NEGATIVE.

A LOT OF RESTAURANTS ARE SHOWING UP TO THE HOSPITAL.

TRUCKLOADS OF FOOD.

WHETHER IT'S COFFEE AND DOUGHNUTS.

IT'S COOL TO SEE HOW COMMUNITIES ARE COMING TOGETHER TO HELP EACH OTHER OUT.

MY DAD'S SISTER LIVES IN NORTH CAROLINA.

THEY WERE GOING TO HAVE A GRADUATION PARTY AND FAMILY REUNION WHERE I WOULD SEE PEOPLE I HAVEN'T SEEN IN YEARS.

IT'S UNFORTUNATE THIS HAPPENED NOW, IT'S OBVIOUSLY NOT GOING TO HAPPEN.

I WAS LOOKING FORWARD TO SEEING EVERYBODY.

>> I WANT TO SAY "STAY SAFE, LOVE YOU, MISS YOU... AND WE'RE GOING TO RESCHEDULE OUR FAMILY REUNION SO WE CAN ALL BE TOGETHER AGAIN.

LOVE YOU.

>> THANKS TO JULIE FOR SHARING THAT STORY.

THANKS TO JEFF AND ALL THE TEAMMATES FOR EVERYTHING THEY'RE DOING AROUND THE WORLD AND HERE, ACROSS AMERICA.

TODAY, WE GET A FIRSTHAND LOOK AT WHAT PEOPLE ARE DEALING WITH AND HOW THANKFUL WE CAN BE THAT WE HAVE OUR LOVED ONES WE KNOW AND LOVE SO MUCH.

WITH, THAT I WANT TO GO TO HANS FOR A FINAL WRAP-UP OF THE DAY BEFORE WE CLOSE IT OUT.

>> HANS: WHAT A LOVELY STORY.

>> SENDING MY THOUGHTS ALL THE TIME.

MY TEAM THAT IS OUT THERE AND SEEING ALL THE TECHNOLOGIES WORKING AT THE SAME TIME.

AND I THANK YOU, EVERY DAY FOR DOING IT, THANK YOU.

OKAY... IF YOU DON'T HAVE ANYTHING TO DO, I HOPE YOU HAVE, YOU SHOULD BINGE WATCH, APAFRNTLY, MIH.

THE LATEST -- I'M NOT A BINGE WATCHER, BUT APPARENTLY A NEED TO BE.

A LOT OF NEW INNOVATION AND ENCOURAGE YOU TO FORTIFY YOURSELF IN THESE TIMES AND... DEVELOPERS HAVE -- IT'S A GREAT TIME.

AND... HR HAS DEVELOPED A LOT OF NEW THINGS YOU CAN DEAL WITH.

THANK YOU FOR HR AND ALL THE TEAM DEVELOPING THIS.

WE'RE NOT ONLY DOING IT BECAUSE IT'S RIGHT FOR THE CUSTOMER, RIGHT FOR SOCIETY.

IT'S EVERYTHING WE TALKED ABOUT ALL THE TIME.

WE SHOULD TAKE LONG-TERM POSITION THAT IS POSITIVE FOR STAKEHOLDERS.

PLEASE, SHAREHOLDERS, CUSTOMERS AND SOCIETY.

WHEN YOU LISTEN TO HIM, YOU CAN SEE ALL FOUR STAKEHOLDERS.

I THINK THAT'S HOW I'D LIKE TO SEE US COMING STRONGER OUT OF THIS PANDEMIC AS WELL.

YOU SEE WE HAVE THAT BALANCE.

THE ABSOLUTE BEST COMPANY -- WITH OUR PURPOSE THAT WE HAVE AS A COMPANY, WE'RE SO STRAIGHT UP.

I'M THE FIRST ONE TO BE TRANSPARENT WITH YOU.

WE DON'T KNOW HOW LONG THIS WILL GO AND HOW IT WOULD IMPACT THE WHOLE SOCIETY AND FRONT COUNTRIES.

WE KNOW THAT SOME COLLEAGUES, HAVING THEIR INFECTION, WHICH IS REALLY TOUGH AS WELL.

NOT TRYING TO SAY IT'S GOING TO BE EASY.

WE KNOW IT'S DIFFERENT TIMES.

I'M PROUD AND PLEADED AND SEEING HOW WE'RE SHOWING UP AS A COMPANY.

SO... THAT'S MY SUMMARY FOR THE DAY.

NOW I'M PREPARING MYSELF FOR INVESTING IN THESE THINGS.

THAT'S WHY I HAVE A FANTASTIC BACKGROUND HERE, THAT I WORK FOR VERIZON, IF THEY DIDN'T KNOW BEFORE, WHICH I DOUBT.

>> WANT TO CALL OUT SOMETHING WE ANNOUNCED EARLIER TODAY.

VERIZON AND SIRIUS XM BRINGING SOME STREAMING ON DEMAND CONTENT, THE LINE-UP -- AGREED TO SEE SOME OF THAT HAPPENING AS WELL.

I WANT TO SHARE WHAT'S NEXT.

SOLUTIONS MANAGER ON THE LEFT, REDEPLOYED TO TELESales AND HIS GENERAL MANAGER THAT HE'S WORKING WITH NOW.

FRANK, OUT OF SAN DIEGO, THEY WERE WORKING THROUGH AN ISSUE WITH A CUSTOMER, AN ABANDONED CART ORDER.

THE CUSTOMER NEEDED DEVICES BACKORDER FOR TWO WEEKS AND NOT ABLE TO DO IN-STORE PICK-UP.

CUSTOMER WAS SO APPRECIATIVE.

I WANT TO THANK ALL THE V-TEAMERS FINDING WAYS TO MAKE THINGS WORK FOR ALL OF OUR CUSTOMERS.

NEXT TEASE FOR AMERICAN HERITAGE MONTH, BUILD SERIES.COM, AS WELL AS UP TO SPEED WITH TWITTER.

ASIA-PACIFIC AMERICAN HERITAGE MONTH.

YOU CAN STICK AROUND, HEAD OVER TO WATCH PAY IT FORWARD LIVE.

ALL PENSKE DRIVERS DOING EYE RACING, FEELING THE GRIT OF THE ROAD FROM THE MONITOR.

THAT'S TOMORROW AT 8:00 P.M. EASTERN.

YOU CAN TUNE IN ON VERIZON TWITTER FOR THAT.

FOR, WE'LL HAVE ANDREAS AND MIKE TALKING TO US ABOUT EVERYTHING WE'RE DOING TO KEEP THESE PUBLIC SECTOR GROUPS GOING THROUGHOUT.

THAT'LL DO IT FOR US TODAY.

HAVE A GREAT DAY.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.