

VERIZON
UP TO SPEED LIVE
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>> Tell me, what do you build a network for? What did Verizon build their network for? People. Over hole dug, every wire spliced, every tower raised, it's the people. When people every day is being challenged, that's when the network stands up and shows what it's made of. Businesses are using Verizon's added capacity to keep them running and connecting to customers in an entirely new way. When government and public health agencies asked for network resources, and Verizon customers are making an average of over 60 million calls and 8 billion texts a day every day. Our connections make us all stronger. And when you know people depend on you for those connections, you do whatever it takes.

>> Coming to the office today there are -- on businesses and stores are locked. Lights are off. And it's empty.

>> What I miss most is the people. Not only is it a coffee house but it's a meeting place.

>> If we were to close, we don't want to close as a restaurant. We close as a community.

>> The business means the world to me.

>> I have always been able to let my business be a training hub for young women.

>> We have art and crafts made by local refugees that we help resettle to Phoenix.

>> It's an opportunity for us to continue to pay our employees.

>> It's a godsend.

>> It will absolutely save our business.

>> And I'm so grateful to pay it forward.

>> We miss you all. And 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 to stay connected with their families. They are on the front lines every day giving the most they can. The Verizon wants to give them 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 because the people we rely on deserve a network they can rely on.

>> I joined Verizon in January of 2014. I worked in sourcing legal where I am primarily responsible for the negotiation of HR benefits. The credo 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 here at home. This really is the time where we realize that just because we are just children we can still make a huge difference in our community and any little effort goes such a long way.

>> We work with them to start a branch in New Jersey.

>> And we are really happy and appreciative of all of the nurses and the -- those that are sacrificing their lives.

>> We want to say thank you.

>> Our main goal is to get meals to a lot of different places. We want to give back to everybody who is actually working during this time.

>> This fundraiser was a triple win because we were able to get support from our friends and family all over North America. And then we were able to give back to local businesses that really need the business during this time because obviously due to social distancing they are not getting their normal customers. Then we are able to use those meals to help front line responders.

>> It made us feel really good to get all of the pictures and messages back from the nurses and then enjoying the meals and how grateful they were.

>> We couldn't stop saying thank you. 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 a lunch, even the five minute meal, I feel that is success.

>> I would like to express my personal thanks to you, team and the Verizon.

>> The amazing work you have delivered in the last couple of weeks ins what you have done for first responders and small business.

>> I think you guys get all my credit. And I love -- credit and I love you.

>> I am a mother of two and have my elderly father who lives with me in my home. I just wanted to say thank you.

>> I just wanted to take a moment to give accolades to Christina for her professionalism, patience and uplifting attitude.

>> I want to say thank you to our partners to the most vulnerable in our community.

>> I want to report to you the actions of a good Samaritan disguised as a Verizon lineman.

>> It's always a privilege on earth to be with you and your team. You guys are really synchronized in your vision.

>> My thanks to all of the employees and particularly those of you that are really providing all of us in the world kind of access to information. What you are doing is helping not just the United States but the world stay informed.

>> She is upside down.

>> What did you do today grandma.

>> Working on the computer and watching TV.

>> Just getting ready to bed and wanted to give you guys a call.

>> How are my babies?

>> She is wiping your faces with a towel now.

>> Nice, nice. Nice job.

>> Love you to the moon and back.

>> To the moon and back.

>> Love you.

>> Do you miss me, too?

>> I love you all very much.

>> Virtual hug.

>> Big hugs in a couple of months.

>> I can't because I will cry.

>> I'm a network technician of 21 years. Volunteering has been a big part of me. And I said won't it be better joining a first aid squad if I could do it once I joined my goal is to become an EMT which I achieved last year.

>> As part of our response to the COVID-19 pandemic, we are 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 that are hardest hit by the pandemic. We really wanted to show the community that we were there for them and that 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 was hurting. We are short handed. Especially right now. I couldn't get the application in fast enough.

>> The next eight weeks I will be an EMT. Little nervous. On the forefront of the virus. But I'm excited. I'm enthused. And I look forward to being able to serve my community and be there for them.

>> A year ago my first shift as a full time EMT.

>> Don't come very often so when you find someone like him you are grateful to have him. He will be -- on day time coverage and weekend coverage, he said if they allow me to do this, he said I'm going to be right on the front line for everybody.

>> As EMT, our response is for direct patient care. The great thing about this leave program is it's less stress because there are folks on two jobs and now I only have to focus on one.

>> The first shift. It wasn't too bad. And I'm tired. I'm going home to get some rest.

>> This opportunity has me speechless. So many people get laid off and so many people are going on unemployment. My company is paying me to be full-time EMT for my volunteer organization. Words can't describe that. It's overwhelming.

>> Good so see you guys.

>> Good morning.

>> You have to unmute the button.

>> Excellent. The process that we have.

>> Sorry, I will just grab a file.

>> Thank you for working with me.

>> We are behind you.

>> Okay, okay. All right.

>> Looks like everyone is happy.

>> What our next session is going to be?

>> Is that awesome. Thank you for reminding us about that.

>> Good morning.

>> How are you guys doing?

>> Let's focus on the positive and 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 quits. Verizon is the most reliable network in America built for intraoperability and puts first responders first giving their calls priority 24/7. We do what we do best and they can, too.

>> To all of our Verizon employees we have never been so proud of our technicians, engineers, store employees and customer service reps who are doing critical work all over the country at a time when the country is forced to be a part, you are helping us come together. Our customers are making an average of 800 million calls and 8 billion texts per day and you kept our network reliable through it all. Thank you. Because of you, we are here and we stand ready.

>> Hello, good afternoon and morning and good night. I've got noon on the East Coast and it's Wednesday May 13. For folks keeping track. It's Wednesday in the middle of this week. I've got a fun show lined up for you today with some of my friends from the network organization. We've got Adam Koeppe who will talk about how we are planning and building out things with the network especially 5G. Genia Wilbourn who has the responsibility of keeping our networks around the world going and Ken Jack who keeps the vehicles on the road and making sure that our folks can get here, there, and everywhere when they need to serve our customers. Great reminder coming into today's up to speed as the network and how it does keep people going and why it's so important to do that. I want to give you updates from the team before Q&A. So we will go first with Adam. How is your team doing?

>> Thanks, Jeremy. It's a thrill to be on this production. You and the team deserve credit to keep us informed every day. Thank you all.

Just how the network teams are structured. Our planners take a look at our technology road maps and standards and future development and then coordinate the implementation and build the technology with the engineering teams. Then once live our operations teams keep it running for our customers. Later you will hear from Genia Wilbourn and Ken Jack. Their teams play a vital role in keeping our networks up and running around the globe. We will hear from them in a few.

It's been quite busy this year. Needless to say. Our teams 100% working from home and doing a phenomenal job managing the BAU work with crisis response and personally I couldn't be more proud of the way our team has been cranking through this and collaborating around the globe to get the work done. Just a couple of examples of what we have been up to. We all talk and saw the incredible surge in voice traffic and the work from home and the pandemic started. Our voice planning team sprung into action for the new solutions and increase capacity for collaboration tools. Voice connect with our partners in the industry and anything like public calling lines for local unemployment offices in New York state and California.

Tremendous partnership with engineering, operations, the business unit teams and the customers. This group in particular exemplified running to a crisis so great work there.

Our capital management and usage analytics team have been working really closely with the business units to asset network traffic shifts. We took Hans and Kyle talk about how network is shifting across the network. The usage is shifting across the network. Changes in handoffs across the network. And even things like price plan adjustments. When we offer additional 15g worth of data for the customers what's the impact? That team has been cranking out the analytics for that and keeping up the normal schedule for capital planning which done end for this year and for next.

And then shifting over to our cloud niche compute planners. They work closely with our technology partners so all of our suppliers around the globe ensure that major products we have tee'd up this year is on track. We have gone above and beyond for new access rules. So if you think of the work we are doing on our multi-access edge compute, there is a lot of physical work that has to occur in our facilities and this team is able to work with our partners to keep that work on track. Abide by the new access rules and local restrictions for work. And again keep the edge compute program on track for 2020 which is another industry first for our customers.

And finally our wireless network planners, if you recalls we had some spectrum that was hitting in the industry that we were able to put to use. Mainly as kind of a safety net, if you will, as we were watching the usage pattern shift on the wireless network. They sprung into action there and worked really fast to get that deployed with our engineering and operations teams. And also worked seamlessly with business development to complete one spectrum option already for millimeter wave which wrapped up and preparing for two more in 2020. This mix of business as usual work and crisis response across the team has been absolutely incredible and I want to give them the most sincere thanks possible.

>> Adam, thank you for that update. The team is doing so much and we have questions coming your way in a bit about 5G and the rumor that goes around out there about coronavirus and some about the spectrum. Other folks have questions and you can shoot those to us live at Verizon.com. That's live@verizon.com.

Next up Genia Wilbourn, she is responsible for keeping networks and her and her team up and running around the world. What's the

latest with your team? How are they doing?

>> Hi, Jeremy. Thank you and I'm glad to be here on up to speed. This has been a journey and I think we are all learning a lot about ourselves. Right before the pandemic, I recently sold my house and I'm in an apartment so I have been in here by myself the entire time and I have learned a lot about little Ms. Genia Wilbourn like I know nothing about doing hair. I can't get my eyebrows together and my nails. I'm having serious issues but I have become quite the cook. I'm eating healthier and exercising. So there is some good that's coming out of this. And I do think that there is something happening at Verizon. I think I'm learning more about my team on a personal level, about my peers on a personal level and I think there is a bond that's forming that's going to be unbreakable and when this is over I think there is going to be greatness that comes from all of this. So what has my team been up to? I have a team, a global team. We are in 2600 cities. We are in 145 countries. We serve consumer and business customers all over the globe. And our job is to build and maintain some multi-purpose network that serve our customers and keep them connected. So our alignment with Tami's team and Ronan's team is so important during this time. One goal, one strategy is so much power in that.

So it's times like this that I think bring our teams together. So when I think about my team, you know, we get all kinds of requests for customers. For example, we got a call from the U.S. Navy. They had a major cable cut and they lost connection to their data center. So our team in one day placed a cable, spliced the cable and got that customer up and running. Shout out to our Hawaiian brothers and sisters. Great job.

We have requests that are coming from this government and from even our sales team where they need us to stand up quarantine sites or coverage for hospitals. Our network insurance team, they are deploying mobile assets or satellite solutions for our customers in a matter of 24 to 48 hours. So to be able to do that and connect our customers so quickly has been just refreshing to watch. Then when I think about our teams, we are 24 by 7. Like Adam said, we are the team that's responsible to bring the network to life. So being able to support customers like FEMA and 911 and DHS and the way that this team has rallied around it has been phenomenal. So when I think about this team, they never took their eye off the customer. We never stopped working. We just had to move a little differently. So it's phenomenal work that we are seeing and I just -- I'm so proud to lead this team through such challenging times. I can't wait to see what

they do next. Back at you, Jeremy.

>> Awesome. Thank you for that and a lot of folks recognizing the real world as you called it out there at the beginning so thank you for sharing that with everybody and congratulations, I guess, on figuring those things out. We have some more questions for Genia Wilbourn coming up in a moment.

Next really I want to shift gears over to Ken Jack who leads our lead operations team there or here for the company. Talk to us about what your team has done to keep our technicians and the folks who need to be on the road servicing our customers and keeping the trucks rolling.

>> Thanks a lot for having me on. I'm excited to be here with my teammates. It has been nothing short of a really interesting time to say the least. As a back drop, we have one of the largest fleets. We are in the top five or top ten largest private fleets in the country and we need that equipment to serve our customers and deliver the best network possible. Besides our retail associates who are doing amazing job under the circumstances for the last couple of months, there are really a number of other teams behind the scenes that make sure that they have everything that they need in order to be able to deliver for our customers and our partners in global real estate team and environment and health and safety and security and logistics and supply chain. All of those folks help make it possible for everybody else to do what they need to do on behalf of our customers. We have 92% of our team that is still in our facilities and we need to keep that as safe as possible while they repair equipment so we can get out there for our customers. They have been true professionals. I can't say enough to thank them for how hard they worked to adjust to this new -- I won't use the word "normal" but adjust to the new circumstance and maintain a high level of professionalism, performance, quality, safety. We have been able to have some folks work remotely and they have been troopers in figuring out how to handle things that would normally be handled face to face. We work with a number of suppliers to get PPE cleaning products. We work with our real estate teams and our other folks to make sure that we are deploying those materials and getting them out to who needs them. We worked with Kevin's teams and Genia Wilbourn teams. We adjusted our own staffing plan to make sure we can perform maintenance that we can have as much space as possible around our teams and we worked to move a lot of work to by appointment or to schedule dropoff sort of settings.

We moved a number of processes online a couple of years ago not

knowing that contactless would be the new buzz word in 2020 and we have heard from Ronan and Christie talked about the new norm about resale. And we have been thinking about that in terms of fleet, fleet maintenance and services that go behind the vehicles. Often folks think about the day to day repairs but what we don't always think about are the things that have to happen before a vehicle comes to Verizon and after a vehicle leaves from Verizon. We have engineers and folks that are working right now to figure out how to do virtual pre-delivery inspections with some of our suppliers that have to go throughout the country and keep each other safe.

There is a number of things we have to do behind the scenes with various state agencies and with suppliers. We are working with a number of industry groups and they have been great partners in terms of sharing information and working with us to help us design new processes that we can continue to give the services to our field teams as well as keep our own team safe. Genia Wilbourn touched on it a little bit. We want to do a better job to communicate with our employees. I'm proud the way the people on my team have stepped up to get the work done safely to look out for each other because it's stressful for everyone. And I'm thankful the way they have stepped up to change the way they do the work.

>> That's great. I appreciate the team out there doing that as well. We saw on the video how they came up with ways to keep the fleet sanitized and operational. Good on that.

Switch to questions here in a moment. I see some here coming in. Before we do that we were talking about the network today so I wanted to share this story with you of one of our small business customers called the pretty pink rooster based in New Jersey and how they have used our network even though their location has been closed but how they use the power of our networks to still keep connected to their customers and still do business. Have a look.

>> The importance of technology in this new reality for me is it's a non-negotiable. Without that connectivity, my business would not be functioning. I think for everybody it's definitely different. We are taking one day at a time. Transitioning from a brick and mortar store into a full on-line store. That connectivity through social -- is enormous. I'm online every day at 10:30 to do my live videos. On Instagram and Facebook. We do live feeds kind of really throughout the day as well to stories that we utilize our technology to stay connected to my customers.

They really are engaging. I think a lot more to the live videos and that social interaction. And what we are offering free shipping. We are doing free delivery. We are still connecting with the personal Facetime shopping that we have been doing the past two years and we are just trying to be there for our customers in anyway that we can. Having my social media and my internet I would not be where I'm at right now. I'm extremely grateful for that.

The advice to small businesses is we have to be consistent. Do what you have been doing in the past and if we need to change something, you know, we have to be just fluid at this moment. We have to know that some things may not work and we may have to change it up to reroute and redirect.

>> Those are words we are living by and good to see that business is still going there for our friends at pretty pink rooster.

I wanted to jump into questions now. Adam, starting with you and what's top of mind and what we have seen from a lot of employees, these rumors around 5G and spreading coronavirus or radio frequencies in general. What's the truth behind all of that?

>> That's a great one to start with, Jeremy. The summary of that is that it's complete and utter rubbish. The theory that's cascaded through the industry globally is that 5G is a technology has some bearing on COVID-19 as a pandemic. And that couldn't be more false. In fact, the medical community and the technical community around the globe has basically described that as outrageous and absolutely utterly rubbish. There is absolutely no truth to that. Unfortunately it's something we are having to deal with in various places around the globe as an industry. And if you are confronted by that in anyway, shape or form, reach out to your leaders here in Verizon so we can get you any support you need there. Absolutely positively false and there is no correlation between the two whatsoever.

>> Adam, thank you for that. I want to go to Genia Wilbourn for this next question. Keeping the networks up around the world. How do you continue to do that work to keep networks going and then how are you working with local exchange carriers that may not have the same sense of urgency that we do to get all of this done?

>> You know, when you think about operations, Jeremy, I mean, we are very accustomed to working crisis situations, but it has been nothing like this pandemic. And it was very sobering for all of us. So we

knew very quickly that the role we were going to play was critical and we had to move quickly. The common thread first was how do we keep our employees safe and how do we keep our customers connected? We have to change the way we operate and there are a lot of great ideas coming out around that. And I will give you one example. Just recently, normally what I would do pre-pandemic and do visits. I would go to my team and do a site visit and the team would showcase what's happening in their geography. I was planning to go to the Kentucky derby. For obvious reasons it was canceled. The engineers figured out how to bring the Kentucky derby to me. He used his goggles and was in the stadium practicing social distancing and no one was there and I was able to look around and see the whole stadium and so I was so pumped and excited and I got my Kentucky derby hat and we had a good time. But the reason why I share that story is that our team, this team is in doing great things, new way of working and a new way of doing business and I can't wait to see what is coming next for some of the grassroots ideas that are coming from our employees. It's in front of us and I think there is so much more work that we are going to be doing here and it's exciting.

>> Right now we are in the middle of our build the future challenge. Day seven and nine days to go. I want to remind folks that to get your business related ideas in so we can see what we can do for the future to keep the business going. Such a good reminder of that.

I want to go to this next one for you. And all of the bad that's happening in the world that we hear about all of the time. We hear and see some good -- take this slide for us here. We shared this a few weeks ago, or weeks ago -- I can't remember how many of one of our biggest fans out of Newton, Mass. Wrote a nice letter. There from the operations team. Ken, tell me what we did for this big fan of Verizon.

>> It's been challenging, Jeremy. Under the conditions. Think about all of the positive things that we want to do in society and we have always been big around encouraging folks. And my engineer noticed one of the letters that really -- we are on a conference call joking about it and said wouldn't it be great if we could get him his own little Verizon truck and we were able to talk to one of our suppliers and we had something custom made for him. He has the only one of its kind miniature Verizon truck and it looks like he enjoys it -- it looks like he enjoys it. We have a fleet engineer in the making.

>> That's great we are making these things happen for folks and looks pretty happy there with the truck. Good to see that. You and the

team were able to do that.

Ken, how has this been for the team? What's been most challenging for them?

>> Thanks, Jeremy. I think the obvious answer is the physical distancing affects the way we work within our business between business units and how the rest of the company and how we live our personal lives. A bit more complicated answer is the most challenging thing is there is one challenging thing is that everything is happening at the same time. The whole distance thing affects people and we are anxious about our health, safety and families and everybody around us. It affects not only the day to day task that we kind of see all the time. We know we have to maintain vehicles and we know that requires interaction. But what it really makes challenging is all of those things that go on behind the scenes. We require equipment and sell old equipment. All of those things are complicated. All of our dealings with various agencies are complicated by the fact that we can't get together and do things face to face. We have things that we want to drive forward for the organization in terms of making things better, tools, training systems, replacing equipment. All of those things start to compete for attention with all of the other distractions around us. Moving those things forward has been a challenge. People have stepped up. I think like Genia Wilbourn said, people are excited to find new ways to work. Folks are sending in suggestions for different schools and how we can collaborate better. I'm positively upbeat about those things.

>> Thank you for that and everything. You and the team are doing. Adam, I want to go to this one for you. Some of the talk is about spectrum. What do we need about an upcoming spectrum option and what we should do as employees?

>> So probably the most important thing is to remember that there is really only a couple handfuls of people that are involved in our strategy for the company. And this is an unprecedented year with the FCC and their auction schedule. We completed auction for millimeter wave. And we are in the middle of what's called a quiet period or an anti-collusion period for the second auction for 2020 which is for CVRS priority access licenses. And then there is a third auction targeted toward the end of the year for C band spectrum. So the most important thing there for our employees -- we are not able to discuss our spectrum strategy at all publicly or privately during these periods. So it's really important that if you find yourself in a conversation related to our spectrum strategy, for whatever reason,

you reach out to your manager for help because they are not conversations any of our employees should be engaged in right now. And any questions at all from our employees on that, just track me down and I will be happy to help.

>> Thank you for that one. I want to make sure that we leave the talking to the folks who need to do the talking on that one. Good advice. Genia Wilbourn, I want to wrap with you on this one. What impressed you most about the team that you work with. Holistically or down to the individual level?

>> I think when you think about a team of nearly 5,000 and how quickly we moved from being -- to work from home or garage from home, we did it in days. So it shocked me of how agile we really are. So here is the kicker, Jeremy. In the middle of all of that, there were earthquakes. There were tornadoes. We still kept our network running. We kept our communities connected. We built -- we are still building the 5G network. In the middle of this pandemic, we are running to the crisis but we are still maintaining and the legacy work that we have to do. So my opinion is our front line leaders, our front line employees, they are leading us through this crisis and because of that, I salute them. Back to you, Jeremy.

>> Thank you for that. And Adam, thank you for joining. Ken thank you for joining and can't let this moment go by and not wish Genia Wilbourn a happy birthday or happy birthdays that they are celebrating this week. We will leave it at that and hope they have good ones. I want to end on this today with a piece of thanks and a little -- a glimmer of hope and everything that's going on. Chris, if you want to take that slide.

One of our fleets out there, this was in Rockland county, New York. Some of our engineers caught this rainbow and we are right in the middle of it and that's a good representation for where we are as a society right now. So thanks to the folks who are sending that in.

Tonight, we had Andreas and Mike on this and on national law enforcement officers memorial fund candlelight vigil tonight. You can join us virtually to respect and remember the fallen officers at 8:00 p.m. build series.com or right through VZ up to speed on Twitter. Then looking ahead tomorrow night, a lot of people like tuning in for this chance the rapper is joining us for pay it forward live. That will be a fun show you can watch on all of the various places. I want to thank the team for joining me again and giving us the great updates

on the network and like Genia Wilbourn and Adam and Ken said a tip of the hat to all of our folks out there keeping our customers connected. We will be back with you tomorrow at noon. Tomorrow will be joined by Krista and our solutions specialist at the store and we will be back. Until then, you are up to speed.