

VERIZON
UP TO SPEED
FRIDAY, MAY 14, 2021

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>> HELLO, EVERYONE AND THANK YOU FOR JOINING US FOR A VERY SPECIAL UP TO SPEED LIVE FRIDAY EDITION.
WE ARE ON LOCATION.
THE QUESTION IS WHERE EXACTLY AM I
AND WHY AM I IN MY CAR?
WE'LL GET TO THAT IN JUST A BIT. BUT FIRST...
WE WANT TO MAKE SURE YOU'VE CAUGHT UP ON ALL THAT'S HAPPENED AROUND AND INSIDE VERIZON.
SO, LET'S GO AHEAD AND RUN THE NEWS RUNDOWN FOR THE WEEK OF MAY 10TH.
>> PETER MITCHELL HELPED KICK OFF OUR MONDAY JOINING US FROM DUBLIN, IRELAND.
WENDY SHARED HER THOUGHTS ON OUR SUCCESSFUL VERIZON BUSINESS DAY, AS WELL.
OUR FIRST 5G PHARMACY.
VERY COOL.
NOW YOU MAY HAVE BEEN SEEING DOUBLE ON TUESDAY AS WE PREVIEWED THE LATEST 5G BUILT RIGHT SPOTS HIGHLIGHTING ALL THE WAYS OUR V-TEAMERS CONTINUE TO CHALLENGE THEMSELVES.
HOW ABOUT SOME NEWS TO GET YOUR TOE TAPPING?
VERIZON IS TEAMING UP WITH CAPITAL MUSIC AND M OTOWN RECORDS TO GIVE YOU EDITIONS LIKE THE HOLIDAY, ACCESS TO A 5G POWERED VIRTUAL PRODUCTION STAGE, GIVING VERIZON A CHANCE TO REACH FANS IN BRAND

NEW WAYS.

ROUNDING OUT THE WEEK, AN ENSEMBLE CAST HIGHLIGHTED ALL THE WAYS CITIZEN VERIZON CONTINUES TO MAKE A MEANINGFUL IMPACT ALL ACROSS THE WORLD.

AND THAT IS YOUR VERIZON NEWS RUNDOWN FOR THE WEEK OF MAY 10TH.

>> A BUSY WEEK AND A LOT TO BE PROUD OF.

BUT BACK TO THE OF WHAT I'M DOING IN MY CAR AND WHY ON THE ROAD.

WE EXTENDED OUR BROKEN PHONE PROMOTION.

IF YOU WALK INTO A VERIZON STORE AND YOU TRADE IN YOUR OLD OR BROKEN PHONE, YOU CAN GET UP TO \$1,000 FOR THE TRADE-IN VALUE FOR ONE OF OUR BEST 5G SMARTPHONES.

SO, WITH THAT, I'M TAKING MY PHONE AND TAKE THE SHOW ON THE ROAD HERE.

BOY, I'M WONDERING WHERE CAN I GO TO MAKE THIS BROKEN PHONE PROMOTION HAPPEN?

HOW ABOUT THIS RIGHT HERE?

HOW ABOUT THIS STORE?

THIS LOVELY STORE IN FLEMINGTON, NEW JERSEY.

WELCOME FOLKS TO UP TO SPEED LIVE ON LOCATION HERE IN FLEMINGTON, NEW JERSEY.

THIS STORE IS HOPPING.

AS YOU CAN SEE HERE WE'RE IN A VERY BUSY SHOPPING AREA HERE.

FOLKS ARE COMING OUT AND VENTURING OUT.

THEY'RE READY TO DO BUSINESS WITH US.

THEY'RE READY TO REALLY KIND OF EMBRACE ALL THAT'S HAPPENING IN THE WORLD RIGHT NOW.

LOTS OF EXCITEMENT.

IT'S AN OPPORTUNITY FOR US OF COURSE TO MEET OUR CUSTOMERS WHERE THEY ARE AND DO WHAT WE DO BEST, MAKE THOSE MEANINGFUL CONNECTIONS AND MAKE THEM MATTER FOR BOTH US AND OUR CUSTOMERS AND OUR LEADERSHIP ALL THIS WEEK DID JUST THAT.

TAKE A LOOK.

>> WALKING INTO OUR STORES THIS WEEK, SOME VERY FAMILIAR FACES WITH HANS LEADING THE WAY, MAKING STOPS ALL OVER THE COUNTRY, OUR CEO JOINED THE ROCK STARS OF REAL TAIL TO CONTINUE MAKING STRONG CONNECTIONS WITH OUR CUSTOMERS.

>> SINCE MY FIRST PHONE, WE'VE BEEN VERIZON AND I'M SURE MY MOM HAS HAD IT BEFORE THAT EVEN.

>> I'VE ALWAYS BEEN A VERIZON CUSTOMER.

>> HAVING ALL THE CUSTOMERS COME BACK IN THE STORE IS VERY REFRESHING.

>> ALWAYS SHARPENING OUR BRAND MESSAGE, DIEGO SCOTTI STOPPED BY OUR STORES.

INSPIRING OUR V-TEAM TO GO FROM GREAT TO.

>> FANTASTIC.

THE ENERGY IS HERE.

WE'VE HAD SOME FANTASTIC GUESTSES THROUGHOUT OUR DAY HERE.
BROUGHT A LOT OF GREAT ENERGY.

>> AND WITH THAT GREAT ENERGY COMES A HEALTHY DOSE OF SWAG AS
KRISTA BOURNE AND SEAN LEE DO A RALLY CRY.

>> HASH TAG SWAG, SELL, WIN, AND GROW.

>> I LOVE HASHTAG SWAG.

I LOVE ENCOURAGING OUR CUSTOMERS TO COME EXPERIENCE 5G BUILT
RIGHT AND ALL WE HAVE TO OFFER INSIDE OF OUR STORES.

TELL EVERYBODY.

WE'RE LOOKING FORWARD TO IT.

>> WE CAN SEE THE AMOUNT OF CUSTOMERS WE HAVE IN OUR STORES
RIGHT NOW AND THERE'S AN ENERGY THAT COMES WITH THAT.

SEEING THE LEADERSHIP IN THE FIELD DOES MEAN A LOT TO US AS
EMPLOYEES.

>> AND IT MEANS A LOT TO US AS A TEAM TO SEE OUR RETAIL TEAM EXCITED
AND SEEING THE CUSTOMERS COME IN, THE CR LEADERS, MAKING IT
MATTER.

YOU HEARD FROM KRISTA AND SEAN TALK ABOUT SWAG.

SELL, WIN, AND GROW.

THAT'S THE MANTRA, THAT'S THE CELEBRATION, THAT'S THE RALLY CRY
THERE.

AND WE WANT TO MAKE SURE THAT WE ARE INVESTING IN RETAIL.

SO, YOU HEARD FROM KRISTA.

WE WANT TO BUILD AND FORTIFY AND STRENGTHEN OUR V-TEAM.

SO, WITH THAT, I WANT TO LET YOU KNOW YOU SAW IN A MESSAGE EARLIER,
KRISTA MENTIONED WE ARE LOOKING FOR A THOUSAND NEW RETAIL
POSITIONS, ASSOCIATES THROUGHOUT THE COUNTRY, TO HANDLE THE
INCREASE IN CUSTOMERS, IN SHOPPING, AND A GREAT OPPORTUNITY FOR
US.

AND IN ADDITION, PART OF THE SWAG ANNOUNCEMENT IS ACKNOWLEDGING
THAT OUR LEADERSHIP TEAM ON THE RETAIL SIDE, RETAIL TEAM, WE HEAR
YOU, WE SEE YOU, AND WE WANT TO MAKE SURE THAT WE'RE THERE FOR
YOU.

AND SO THIS SWAG ANNOUNCEMENT INCLUDES STARTING JUNE 1ST NO
MORE ACCOUNT AUTHENTICATION IS NECESSARY WHEN IT COMES TO
SURVEYS.

IT'S PART OF MAKING SURE YOUR VOICE MATTERS IN THESE DISCUSSIONS.
SPEAKING OF YOUR VOICE MATTERING, YOU KNOW WHERE I'M GOING WITH
THAT.

LET'S TALK ABOUT THE VZ PULSE + SURVEY.

SHALL WE?

THIS IS FOR ALL OF OUR V-TEAMERS.

PULSE IS STILL LIVE, IT'S STILL HAPPENING, AND WE'RE STILL LOOKING FOR
THE 100% PARTICIPATION RATE.

SO, WE CAN FIND THE SURVEY LINK IN ONE OF THREE WAYS.

AN EMAIL FROM GALLUP (LOOK FOR AN EXTERNAL MESSAGE WITH THE [E] IN THE SUBJECT LINE)

A TEXT MESSAGE SENT TO YOUR WORK DEVICE

YOUR TO-DOS ON VZWEB

LOTS OF GREAT WAY TO VOICE YOUR FEEDBACK AND MAKE SURE WE CAN SHAPE THE FUTURE OF THE COMPANY TOGETHER.

THE DEADLINE TO TAKE YOUR PULSE IS MAY 17TH.

THIS MONTH ALSO HAPPENS TO BE MILITARY APPRECIATION MONTH.

OF COURSE THERE ARE SO MANY WAYS WE CAN CONTINUE TO HONOR AND CELEBRATE OUR SERVICEMEN AND WOMEN.

TOMORROW HAPPENS TO BE NATIONAL ARMED FORCES DAY IN THE STATES.

AND THERE'S A VERY EASY WAY TO BE A PART OF HONORING AND CELEBRATING OUR TROOPS.

I'M ABOUT TO SHOW YOU HERE, CONVENIENTLY PLACED A PROP HERE.

THE HASHTAG FOLKS #THANKS2VETS.

AND THIS IS ALL YOU HAVE TO DO.

HOLD A SIGN THAT SAYS THIS AND POST A PICTURE AND JUMP ON SOCIAL MEDIA.

AS WE TAKE A LOOK AT HOW THIS IS ALL DONE HERE, IT'S VERY SIMPLE.

SHARE YOUR THOUGHTS WITH SOMEONE IN YOUR LIFE WHO YOU'D LIKE TO THANK FOR THEIR SERVICE.

WE'D LOVE TO SEE YOUR HASHTAG POST OF COURSE.

AND OF COURSE WE'D LOVE TO SEE YOU WEARING YOUR VERIZON GEAR WHILE YOU'RE DOING THIS.

GO AHEAD AND POST ON SOCIAL MEDIA.

YOU CAN POST ON LINKEDIN, TWITTER AND ALSO DON'T FORGET TO TAG @VERIZONCAREERS.

#THANKS2VETS.

NICE, SIMPLE WAY TO LET OUR SERVICEMEN AND WOMEN THAT WE'RE WITH THEM AND GRATEFUL FOR THEIR SERVICE.

SPEAKING OF VERIZON GEAR, WE DO HAVE SOME NEW GEAR.

YOU CAN SEE THERE IT LOOKS GREAT VERY SWAGTASTIC IF I MAY BORROW FROM KRISTA AND SEAN THERE.

YOU CAN FIND THIS ON OUR NEW BRAND SHOP.

THERE'S A LINK ON VZ WEB.

WE WILL PROVIDE THAT LINK FOR YOU.

TAKE A LOOK.

A LOT OF NEW GEAR.

SHOW YOUR VERIZON PRIDE THAT WAY.

AND ON THIS MILITARY APPRECIATION MONTH, THIS IS A GREAT TIME FOR YOU TO TAKE A LOOK, SHOP AROUND, AND SEE HOW YOU CAN CONTINUE TO SHOW BOTH YOUR PRIDE FOR VERIZON AND OUR PRIDE FOR SERVICEMEN AND WOMEN.

WITH THAT, I THINK THERE'S A COUPLE OTHER THINGS WE WANT TO DO HERE BEFORE WE SIGN OFF.

NUMBER ONE, WE WANT TO THANK YOU FOR A FANTASTIC WEEK.

WE WANT TO THANK YOU FOR BEING A PART OF UP TO SPEED.

WE WANT TO ALSO LET YOU KNOW NEXT MONDAY WE ARE ACTUALLY GOING TO HAVE A LIVE SHOW WHERE WE'RE GOING TO HAVE THREE UP TO SPEED HOSTS AND WE'LL BE TALKING ABOUT ALL THINGS AS WE MENTIONED, MILITARY APPRECIATION MONTH.

MAY ALSO HAPPENS TO BE AAPI HERITAGE MONTH.

WE HAVE MENTAL HEALTH AWARENESS MONTH.

SO, LOTS OF TOPIC THAT MYSELF, DIANA, AND RAQUEL WILL BE JOINING ME TO TALK ABOUT.

THAT'S A CAN'T-MISS UP TO SPEED EPISODE ON MONDAY AND A LOT MORE THE FOLLOWING WEEK.

WE DO ALSO HAVE A SIGN-OFF FROM OUR FRIENDS AT VERIZON DOWN UNDA IN SYDNEY.

BUT BEFORE WE GET TO SYDNEY, I MEAN WE'RE HERE.

AND YOU KNOW I'M A BIG FAN OF SORT OF A TAKE-YOU-THERE TELEVISION.

I'M GOING TO MASK UP AND BE VERY CAREFUL HERE TO FOLLOW TRAFFIC LAWS.

LET'S SEE WHAT'S HAPPENING INSIDE THE FLEMINGTON STORE HERE, SHALL WE?

WE'RE HERE.

I'VE GOT MY BROKEN PHONE.

LET'S SEE WHAT WE GET WITH THIS.

YOU CAN SEE WE GOT ALL KINDS OF CUSTOMERS COMING IN AND OUT.

THANK YOU SO MUCH.

COME ON IN.

YOU CAN SEE THINGS ARE HAPPENING.

THIS IS A BEAUTIFUL STORE, AS WE MENTIONED.

LOTS OF OPPORTUNITY HERE TO BE WITH OUR CUSTOMERS WHERE THEY NEED US THE MOST.

MAKE THOSE MEANINGFUL CONNECTIONS.

IT IS AWESOME.

I SEE MARIE THERE WORKING AND OUR CUSTOMERS ARE SUPER EXCITED TO BE HERE WITH US.

WITH THAT, THANK YOU VERY MUCH FOR WATCHING.

ALL THE WAY FROM FLEMINGTON, NEW JERSEY TO SYDNEY, AUSTRALIA, TAKE IT AWAY V-TEAM.

>> G'DAY, EVERYONE.

THIS IS PAUL IN SYDNEY, AUSTRALIA.

JUST WANTED TO GIVE A SHOUT OUT TO THE NETWORK OPERATIONS TEAM.

THANK YOU FOR YOUR HELP.

AND YOU ARE UP TO SPEED FROM DOWN UNDER.