

**VERIZON
UP TO SPEED LIVE MAY 18, 2020
12:00 PM ET**

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[Music].

>> It's for people.

And when peoples' every day is being challenged, that's when a network stands up and shows what it's made of.

Businesses are using Verizon's added capacity to keep them running and connecting with customers in entirely new ways.

When governments ask for network resources we will deliver it in more than 30 states and Verizon customers are making an average of over 600 million calls and sending nearly 8 billion texts a day every day.

Our connections make us all stronger.

And when you know people are depending on you for those connections, you do whatever it takes.

[Music].

>> Came into the office today, there are closed signs on most of the businesses.

Doors are locked, lights are off.

And it's empty.

>> What I miss most is the people.

Not only is it a coffeehouse but it's really our meeting place.

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

[Music].

>> My business means the world to me.

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

>> We have arts and crafts made by local refugees that we helped resettle to Phoenix.

>> It's an opportunity for us to continue to pay our employees.
>> It's really been a Godsend.
>> It will absolutely save our business.

[Music].

>> And I'm just so grateful that Verizon has partnered with Pay It Forward.
>> We miss you all and look forward to seeing you soon.

[Music].

>> 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 are on the front lines every day giving the most they can.
So 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.

[Music].

>> I joined Verizon in January of 2014 I worked in 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 is really a time when we realize 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 Hillsborough founded meals4heroes.
We worked with them to start a branch in Basking Ridge, New Jersey.

>> We're really happy and appreciative of all of the nurses and first responders that are sacrificing their lives.

>> We thought it was really important to just show our gratitude and say thank you.

>> Our main goal is to get meals to a lot of different places.

We still 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.

And then we were able to use those meals to help frontline responders.

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

>> We couldn't stop thanking them.

And I said 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 if it's a five minute meal, I feel that is success.

[Music].

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

>> For all of the amazing work you've delivered in the last couple of weeks.

>> For what you have done for first responders and small business.

>> I think you guys should get all of my credit and I love your trust.

>> 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 just want to say thank you to our Verizon partners who helped us bring joy and encouragement 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, 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're doing is helping not just the United States but the world stay informed.

[Music].

>> Look at that.

She's upside down.

>> What did you do today Grandma.

>> Working on the computer.

Watch TV.

>> We're just getting ready for bed we wanted to give you guys a call.

>> How are my babies.

>> She's wiping her face with the towel now.

>> Good.

Nice.

Nice job.

>> I love you to the moon and back.

>> To the moon and back.

>> Love you.

>> Yay.

>> Do you miss me, too?

>> I love you all very much.

>> Virtual hugs.

Aw.

>> Big hugs in a couple of months.

>> I can't do it because I will cry.

>> Such a big boy.

Big boy.

How do you.

[Music].

>> My name is Fred.

I'm a network technician of 21 years.

Volunteering has always been a big part of me.

And I said what would be better than joining the first aid squad if I can 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 that are hardest hit by this 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 mean, 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.

>> For the next eight weeks I'll be an EMT.
I'm a little nervous.
Being more 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 to be there for them.

>> Okay.
Here I go.
My first shift.
As a full-time EMT.

>> People like Fred don't come along very often when you have them you're grateful to have him he's set for duty not only on nights but weekend coverage he said if I'm going to do this I'm going to be right on the front lines with everybody.

>> As the EMT I'm responsible for direct patient care so the great thing about this leave program it's less stress because instead of focusing on two jobs now I only have to focus on one.

>> My first shift.
Overall it was moderate not 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 is paying me to be full-time EMT for my volunteer organization.
Words can't describe that.
It's overwhelming.

[Music].

>> Good to see you guys.
>> Good to see you.
>> Hey everybody.
>> Come on Nicole.
>> You have to unmute the button.
>> Start streaming.
>> Yay.
>> The process that we have.
>> Sorry, guys, I just got to get a file.

[Music].

>> Thanks for working with me.
>> That door behind you.

>> Okay, all right.
>> Perfect.
>> It looks like everyone is really happy.
>> We're going to focus on what our next steps are going to be.
>> That is awesome thank you so much for reminding us about that Miley.
>> Good morning.
>> How are you guys doing.
>> Let's focus on the positive.

We'll see you tomorrow same time, same place.

[Music].

>> 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 interoperability and puts first responders first.
Giving their calls priority 24/7.
We do what we do best so they can, too.

>> To all our Verizon employees, we've 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 apart, you're helping us come together.
Our customers are making an average of 800 million calls and 8 billion texts per day.
And you've kept our network reliable through it all.
Keeping people connected.
And safe at home.
So thank you.
Because of you, we are here and we stand ready.

[Music].

>> JEREMY GODWIN: Hello good afternoon, good evening and good morning.
Here we are at noon on the East Coast it is Monday, May 18th for those of you who are keeping track at home.
I know a lot of folks are.
So welcome to another week here.

Today we are joined again by Hans and Christy.

Who will be giving us some updates on some things that a lot of you have been asking us about so I want to go ahead and set the stage for that and go ahead and encourage you if you have any questions as we're going through this to drop those to the mailbox at live@Verizon.com we'll take those but getting a lot of updates from Hans and Christy today so I want to start with Hans.

Hans, how are you doing today.

>> HANS VESTBERG: I'm doing great, Jeremy, how are you doing?

>> JEREMY GODWIN: Good, thank you, sir.

>> HANS VESTBERG: Lovely.

Hi V Teamers.

It's great to be back.

I had a couple of days off of Up to Speed last week so I was happy with that.

It wasn't I didn't work.

I had some other things to attend but it's great to be back and share a little bit with Christy where we are and what we're doing and today we want to talk about the next steps in this pandemic, how we as a company and as an Executive Team have spent a fair amount of time thinking how we continue to transition to the sort of new business as usual.

And that's a part of what we're going to discuss today but let me start with what I always start with.

We came into this crisis, which is a crisis that's unprecedented.

It's nothing we've seen before.

We came into that thinking that we are going to manage in this crisis our core stakeholders, make longer decisions that have also impacting our customers, us as employees, our shareholders as well as the site and that was very important.

And then we made a priority here which also I need to remind us all because that's so important.

The priority was of course the safety and health of our priorities of our V Teamers first priority.

Secondly which is very important keeping the networks up.

Seeing that the networks are up.

They are so critical, the infrastructure, in these times.

And so many of our customers are relying on that it's working.

Businesses doing critical tasks they are doing every day.

And ultimately see that we are contributing to the society in a time of crisis where the most vulnerable are even more getting into more tougher situations.

And also the framework we work with all the time.

And a couple of highlights since last week just to know where we are, we continue to do

a lot of advancement on the innovation side.

How we do with stores.

How we do the innovation in the field.

And we see we are doing better and better from productivity.

I'm really pleased to see how well we are performing in the frontline in this very tough situation.

And where we need to be very focused on safety and health and for all of the guidelines we're after from a network point of view we had the network release last week I was on site for the news outlet to talk about it.

What you see is that we see a much more balanced view of the network.

Within the week very small movement actually declining in several areas or from the peaks that we saw in the crisis.

The phone calls are coming down a little bit.

What is clearly the most astonishing is the mobile handoffs that peak down 35% in the network have come down to below 20%.

That also we see now see more states in the United States that are taking away some of their shelter in place.

And people are moving around.

We still have certain states that have a very low mobile handoff number right now.

They are still shelter in place.

They are not moving much.

Some are back to normal.

Meaning before the COVID happened.

So that's what we see from the network.

And I can only tell you that the team with Kyle and the Operations Team and the I.T. team are doing a terrific job.

I mean, the network is performing better than ever and I'm really proud of the team that we can make that happen.

As I said we're also installing and doing a lot of great things there.

So -- but other great news is also in record speed we have now officially closed BlueJeans.

And this morning we went out with a press release.

So all of the BlueJeans employees are now Verizon employees.

So you are now V Teamers, if you are on this Up to Speed Live, then you know, you are a V Teamer.

And we are really happy to have you on.

And we see a great opportunities for BlueJeans in the company.

And Tami, Sampath and the team of BlueJeans are now working out the execution and seeing that we're really making the most of a great acquisition in times of COVID-19.

So that's really what I wanted to say.

And I can also tell you that the Executive Team are continuing to work as I promised. We spend time on the crisis.

But that's Christy and her team that take all of the big work here with the resource page, following up with all of our V Teamers that have been impacted.

The Leadership Team that is meeting today for example work a lot with the scenario planning.

Because we don't really know where the world is going.

We work with different scenarios, the impact that we can have, what actions we can take.

And then we work in a third prong with opportunities.

What opportunities do we see in this.

Meaning how do we -- what type of products do we need to accelerate.

What are the other products we need to decelerate in these times that we continue to do I think that's important.

And finally just coming back to what we're going to talk about today a little bit.

A return to office.

First of all, we are not close.

We have so many V Teamers that have been out there all the time through this crisis, been in stores or on the frontline, engineering, they have done a terrific job.

Now we are taking the first steps here which are just going to be super gradual.

Just to be clear on that.

We're going to open up some offices over time.

But it's going to be gradual.

And as we say, it's not going to be a switch.

It's going to be sort of a dimmer, slowly going up that we'll take people in and all of that.

Some of our employees, they need to get into the office to actually perform their tasks.

So we want to slowly make that happen.

In some cases in some regions, it will happen because they are in a different situation.

So we'll hear Christy talking probably about Asia where in some countries they are actually coming back to work.

But we're going to see much more gradual.

And remember we want to open it for the ones that really need to get in there at the same time.

Again, remember everything I said from the beginning with how we balance our decision making, what are the priorities, we're going to keep them all the time in our decision making.

But this is just a step how we continue to transition to the new business as usual.

So with that Jeremy, that was my short -- a little bit longer opening than normal.

But I haven't been on since last Monday.

So I needed to speak up for God's sake.

>> JEREMY GODWIN: Exactly; exactly.

Here is the.

You can use it I think you're right to do that thanks for joining us and you never take a day off don't try to surprise us with that but yes welcome to all of our friends at BlueJeans welcome to the team we'll have more from Sampath the leader of BlueJeans tomorrow and a lot of this conversation is like Hans said what's our plan forward so I'll go to Christy who will walk us through that Christy how are you.

>> CHRISTY PAMBIANCHI: I'm great, thanks, Jeremy and good afternoon to all of the V Teamers tuning in or anybody watching this on replay great to have you with us. We have a lot we want to share this morning building on our commitment to talk about how we move back to the next phase, our Phase 3.

And really we intent for this to take place starting in June.

But we told you we would be back to talk to you in the middle of May and that's where we are right now.

Before I go into a lot of the details the thing I wanted to start off with was a huge thank you to all of our and amazing -- and our amazing V Team out there who continue to serve our customers and find ways to innovate and make living in this new normal something we can all figure out together.

As you know we laid out three phases so if I could I'll draw up the first slide just to remind everybody what we've been anchoring on in terms of our three phases of approach.

Phase 1 was really January to March where we activated our crisis response system.

We started in Asia in January moving into Europe and North America in March.

And we've activated through that time period making sure we had all of the crisis capabilities up and running and actively supporting how we would handle COVID.

For April and May we were really living in this adjusted state and we talked to you often through that time period and as we look out now at what we expect on June through the balance of this year we really believe this is what's going to be our new business as usual and we wanted to share with you more of the details for how we're thinking about this.

So if you could go to the next slide, we've had a lot of work that's been underway the last few weeks to prepare ourselves for this next phase.

We want to make sure we build on the strong foundation we have put in place to keep all of you safe.

So we're doing three things.

We're revising and updating our policies.

As we have moved through April and May.

We have learned a lot.

And we're going to build on that.

Put that in place.

And sustain many of those things and put new pieces in place to support the way we're going to operate in June and moving forward.

This includes things like our policies on travel and health and safety, all of our leave programs as shelter in place and other programs around the world are being rescinded and society seeks to reopen and return to some normalcy.

Second, we're adopting new technology.

We are building a beta application that can help us reopen offices and allow us to engage with all of the V Teamers and have an understanding of and make sure people have good communication on protocols and safety measures we want to have applied in the workplace.

And also, finally, we're going to be gradually introducing access to the offices.

As you know, right now, we have had up to as many as 115,000 of our V Teamers working from home or home garaging.

We're going to be taking steps now as we head to June to pivot that more back into the offices, the stores and out in dispatches.

So we want to make sure we've got all of the right protocols to do that.

So let me shift on to the next page.

And these materials will be available on the webpage.

So I want to just highlight that.

But as we put into action what transitioning to the next phase of business as usual will look like, not to be anti-climatic but this Phase 3 is going to look and feel a lot like our current adjusted state.

We recognize that most of our V Teamers did work in new ways over the last two and a half months.

But also we've had 30 plus percent of our retail footprint active and our field technicians have been active and they are going to continue to do so.

So right at the top of the page building on what Hans said we've always stayed open and we have been working the whole time through COVID.

Our retail and field techs have been onsite at our stores or our customer sites or engineering and CO buildings and we're going to continue with that.

If I look into these organizations, retail, Krista has an -- had an Up to Speed talk last week about the fact that she and her attack are evaluating and thinking about how to open more stores based on customer demands and the relaxing of shelter-in-place provisions which forced business closures during that period of time but we have all of the innovations of touchless retail that will continue and will continue to be built upon.

With social distancing.

Employee-customer ratios.

Face coverings in the stores for employees and customers.

And really our V Teamers have helped us develop all of this.

So today folks will hear from Ronan and his Leadership Team for how the next phase

applies for retail.

Similarly, for our field technicians and outside engineers, they have conditioned to work primarily onsite.

And we have had many innovations whether it's the Texty application or the way we have developed with our customers through this time with our field techs we're very excited about that.

We have strong support from our partners in the Union to continue home garaging and other protocols through June 30th and we'll continue to evaluate that as we move forward.

I'm going to go to the bottom of the page and highlight and talk about Call Centers for a moment.

We have large teams of employees that work in our Call Centers.

And those were pivoted to remote home-based for the last period of time.

In this middle phase.

And we found so many successes from that.

The employees report great learnings in that process.

As well as their supervisors.

And so we intend to extend that for this new Phase 3.

That we're talking about.

So for the folks that are in our Call Centers we intend to continue to operate these remote through September.

And we'll continue to work with you and your team leaders.

And you'll hear more from them later today for how we seek to continue to optimize this model.

And what we intend to learn from this.

But we believe this is the best way given the assets and telephony and materials people have to work from home it would be pretty disruptive to try to shift that on some kind of a regular basis.

Similarly we're engaged with our partners in the Union where we have Union Call Centers so we can extend this and we have agreements to extend that through June and we'll continue to discuss that with those teams and partners.

And finally in the middle we have all of our sales teams and our office-based teams and you can see that we intend to move to a blended model.

We will continue to have a majority of our folks working remotely in that situation.

However, we are going to be opening access to the office buildings.

We'll be assigning people to teams.

And we will have up to 25% of the employees able to access a facility during a given week.

So starting July 6th, employees will have a team that they have been identified to be in Group A, B, C or D.

And there will be a schedule that's published so you'll know which week your group has the opportunity to access the buildings.

And with the technology support I mentioned, you'll be able to go in and register that you would like to come into the office.

And we will have everything staged and ready, assigning you where you can work.

And that will allow us to do employee support, contact tracing, as well as safety training as people enter the buildings.

We will be starting a pilot June 1st with a number of people in this arrangement.

We actually opened last week in Beijing and we're working with Taiwan and Hong Kong as well at this time.

And we've got another couple hundred folks identified here in the United States where we'll partner to get these tools and protocols piloted starting June 1st.

If you're in that pilot, you will be notified and in discussions with your teams this week.

As well as before the end of the month we intend to share with employees which groups they have been identified to participate in.

And all of the mechanisms and things they need to know about safely returning to the office.

And I think this highlights some of the complexity of this next page that really what Hans and I shared with you today which is there are many different work teams and groups and ways in which we serve our customers, keep the networks up and running.

And these are frameworks.

But the information for how this applies to every employee will come from their local supervisor.

And the leader of their operating unit where their staff functions from the VLC.

So later this afternoon, that set of communications will kick off and carry forward.

And the framework and the updated policies will live on the COVID webpage which we're continuing to keep active for all of our employees.

Finally, we know that there's a lot of questions and concerns about safety and you know that this is a top priority for us.

So on the next page, and again, more information to come locally, but if you are in the pilot returning onsite in June to the office setting, these will be some of the onsite protocols.

What I would like to highlight is for the retail stores and for our field engineers and technicians, we have specific protocols and measures for your work teams that we have already been active with you working under in April and May.

And those will continue June forward.

I'm highlighting the onsite office protocols because these are new.

Starting now.

And being piloted through June.

So that we can scale and begin to fill the office buildings up to 25% as needed.

We will have screening for people coming into the facilities.

And the screening will be asking employees general questions about their health.

Do they have a fever?

Have they tested positive for COVID in the last 14 days or do they have other symptoms of COVID?

This will be self-reported.

If the answers to those questions are no, then the employee will be reminded of the safety protocols onsite.

We will be looking for our employees to wear face coverings to enter the facility.

To move around in the facility.

When someone is sitting at a workstation that they have been assigned to, they can remove their face coverings.

We will also be practicing social distancing in the office.

And desks and areas will be a safe distance of 1.8 meters apart.

And finally there are some jurisdictions, be it cities or states or countries, that have implemented a temperature screening.

Where that is the case we will have that as a protocol and the employee will receive training understanding how that might apply to them.

And then finally, I mentioned social distancing.

So desks throughout our office buildings will be marked where it's a location and a safe desk to use or for a desk that's not being used right now due to social distancing, there will be sanitation stations, posters, places to go for help, et cetera so lots more to come on that but I wanted to make sure that people knew at a high level while we will be returning to the offices with the rotating groups, we will also be implementing new protocols and procedures and so this will be our new normal.

And Jeremy and all of the V Teamers out there, we expect these protocols to be with us through September.

And we picked that timeframe.

Because we know that people were looking for some stability.

And we also felt as leaders we needed some stability so that we could really pick up speed and continue to enhance and augment our business as usual performance.

And then finally, we also know that lots will continue to change between now and then.

So we will have the benefit of all of those learnings before we contemplate what will happen from that time period forward.

So with that, Jeremy, back to you.

You're on mute, Jeremy.

>> HANS VESTBERG: Jeremy, you're on mute.

>> JEREMY GODWIN: What are you talking about I'm back to normal now I wanted to make sure you got all of the words out there keeping you guys on your toes, thank you very much.

This is when the red sets in.

So lots of good information that you shared there, Christy.

To reiterate when folks will hear from their local leaders about this.

Because like you said this stops at the top with the VLC and works its way down.

What should folks expect?

To you Christy, yeah.

>> CHRISTY PAMBIANCHI: I think, first of all, we have the -- the webpage will be updated as this broadcast is happening.

And then at 3:00 o'clock and beyond, all of the members of the VLC are conducting or sending communications to their teams throughout the world.

And that will kick off a really thoughtful process.

They have designed -- each unit has designed something with their team members and we really want to ask all employees to make sure they are checking in with their supervisor, their local HR team to make sure they understand how this framework applies to them.

Remember we said we would give folks plenty of notice.

So it's only May 18th.

We're talking about pilots in June and July 6th opening the rotational access to the office.

And then you'll hear from specifically the consumer segment or the field and network groups how we're going to continue to find ways to support our customers in retail and in dispatches through this period of time.

So lots of notice.

And plenty of time to hopefully have folks get all of their questions answered.

And we think it's really important at this time we keep the two-way dialogue going.

We want to make sure that we have spent all of the last two weeks landing on this and both training up our local leader teams and giving them all of the tools they need to run their operations locally.

>> JEREMY GODWIN: Good, Christy, another question that's come in here specifically around caregiver leave.

How will we continue to offer that.

>> CHRISTY PAMBIANCHI: We will continue to offer the caregiver leave.

And we have taken the administration in-house.

So please go to the COVID webpage.

But we still have a full team revved up to support employees in any of those requests we respond to within 24 hours.

>> JEREMY GODWIN: Good and you mentioned on there, as well for folks coming into the building part of that small group they will be provided face coverings, as

well, correct.

>> CHRISTY PAMBIANCHI: All employees will be provided face coverings by Verizon and they will actually be mailed to employee homes later this month. They will be washable and reusable.

And then for the stores we also have some for customers and we'll have some at the buildings, too in case employees forget theirs.

>> JEREMY GODWIN: All right Christy a lot of information and like you said all of that updating is live on the web now for our employees.

Christy, anything else you want to close with today.

>> CHRISTY PAMBIANCHI: I would just like to highlight it's military appreciation -- Military Appreciation Month I have this fabulous hat and a great shirt and sweatshirt to match yours and I wanted to shout out to all employees is that as you know Verizon is a huge supporter of our military and our Vets we're very proud to be No. 1 employer for military and military families.

And you can find on the web ways if you like these you can purchase them and the money will go to military.

>> JEREMY GODWIN: Yeah exactly we're helping a Veteran-owned and run business with these so we're wearing these today and thank you to all of our V Teamers who have served and continue to serve around the world.

Christy thanks for all of the updates.

Hans as wrapping this up.

So much information.

What are the kind of things you want us to take back to the dinner table tonight.

>> HANS VESTBERG: Quite a lot here thank you Jeremy thank you Christy for the work that you have been doing with your team.

These are not easy things we're going through here.

But a couple of things, we are now transitioning or continuing transitioning to the new normal and business as usual.

First of all, a couple of things that Christy mentioned, the pilot is very small.

It's very few employees that are going to be impacted quickly on that.

But it's a good way for us to test the system.

And some of these employees, they need to get into work to make their execution and actually supporting the course that we have as a company.

Also Christy said and I want to reinforce it, for many this will just continue to look like today.

You will continue to work from home, virtual and all of that.

So be very clear on that.

We are not expecting a major change to that.

We will do this gradually, staggered, very organized.

That's one thing.

But one thing you really need to do you need to refer to your leaders.
Because ultimately it's different rules in different places.
For different buildings.
For different groups.
And your leaders is where you're going to find your specific information.
And as Christy said, as we are going to finish this, it's become a huge rollout or communication for the rest of the week for all of you.
And we'll answer all of your questions and all of that.
If you feel uncertain.
Because as Christy said, it's a long time before we even start with the teams and staggering and open up the potential access through offices in July.
So there's going to be plenty of time to ask the questions and clarify everything.
So I think those are important for me.
And then of course, it's also important, a huge responsibility for all of us.
As it is done all of the time.
Safe and healthy.
We are creating ourselves.
We are following the rules and all of that.
So even though if a lot of information is coming from topdown from our leaders we as employees also have a huge responsibility for adhering all the rules we have and protocols that Christy talked about.
Because that's what is creating a safe and healthy workplace.
If that's in the store or if it's for the field engineers or if it's return to office.
It doesn't really matter.
It's the same for all of us.
And that we need to do not only for our company but for our society in general.
That's our responsibility as an employer and as a responsible company.
So I think that's what I want to say today.
And ask for Jeremy and Christy also to have -- they know we have predelivery here so we are really happy for that.
But I think we continue to be proud of wearing the Verizon logo in conjunction with the military and what they are doing and how they are serving.
With many others in the forefront and the line of support for most critical things.
So that's how I sum it up.
It's a challenging time.
We need to come back to the main things.
Safety from the pandemic.
I all the time read -- even though you start talking it looks a little bit better here and there, still follow the rules.
If you're home, if you're out, whatever.

The rules are there for a certain reason.

To make this place a safer place.

We need to follow the rules.

And that is as a private person and as a V Teamer.

We have a huge responsibility.

So that's how we take it on.

And I'm looking forward to be back on Up to Speed later this week.

I won't be here every day anymore because the COVID thing is taking too much but I'll be back I'll tell you and I'll have new things to share.

So Jeremy that's the short summary I have for today.

Thank you.

>> JEREMY GODWIN: Hans thank you so much, Christy, thank you as well and a reminder to our folks you can find all the resources all the things we just talked about updating those live out to the resource pages and as Christy and Hans said more individualized communications throughout today and throughout the week so you know where you fall into these things but it's a working in progress.

This isn't an overnight thing.

So we have to keep that in mind.

And if you continue to have questions you can reach out to us live at --

live@Verizon.com or Christy's email box that you can find as well I want to thank you for tuning in today tomorrow we'll have Sampath and Quentin from BlueJeans to talk about that deal and how we continue business forward as we move forward together I appreciate you joining us today.

Until next time, you're up to speed.
