

Verizon
Up To Speed LIVE
May 21, 2020

CART/CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
WWW.CAPTIONFAMILY.COM

>>> 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, IS FOR PEOPLE.

AND WHEN PEOPLE'S EVERY DAY IS BEING CHALLENGED, THAT'S WHEN THE NETWORK STANDS UP TO SHOW WHAT IT'S MADE OF.

BUSINESSES ARE INCREASING CAPACITY TO KEEP THEM RUNNING AND CONNECTED WITH CUSTOMERS IN NEW WAYS.

VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OVER 600 MILLION CALLS AND SETTING NEARLY 8 BILLION 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.

>> THERE ARE CLOSED SIGNS, LIGHTS OFF, DOORS ARE LOCKED, BUSINESSES EMPTY.

>> NOT ONLY IS IT A COFFEE HOUSE, BUT OUR MEETING PLACE.

>> IF WE CLOSE, WE DON'T JUST CLOSE AS A RESTAURANT, WE CLOSE AS A COMMUNITY.

>> MY GOAL IS BEING ABLE TO LET MY BUSINESS BE A TRAIN OF HOPE FOR YOUNG WOMEN.

>> WE HAVE ARTS AND CRAFTS MADE BY LOCAL REFUGEES THAT WE SELL THROUGH PHOENIX.

>> IT'S AN OPPORTUNITY TO CONTINUE TO PLAY OUR EMPLOYEES.

>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.

>> I'M SO GRATEFUL THAT WE'RE PAYING IT FORWARD.

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

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

IT MEANS HELPING FAMILIES.

VERIZON WANTS TO GIVE THOSE ON THE FRONT LINES 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 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'VE EMBODIED THAT HERE AT HOME.

>> IS THIS 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 WORKED WITH THEM TO BREAK OUT
AND START A BRANCH IN BASKING RIDGE NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF ALL THE EXPERIENCES
AND RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SHOW OUR GRATITUDE AND SAY
THANK YOU.

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

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

>> THIS FUNDRAISER WAS A TRIPLE WIN.

WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA.

WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME.

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 REALLY GOOD TO GET AUTO THE PICTURES AND MESSAGES BACK FROM THE NURSES, THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM AND 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 OF THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE WEEKS.

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

>> I THINK YOU GUYS SHOULD GET ALL THE CREDIT.

I LOVE YOU.

>> I'M 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 UP LIFTING 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 THE ACTIONS OF A GOOD SAMARITAN DISGUISED AS A VERIZON LINEMAN.

>> IT'S ALWAYS A PRIVILEGE TO BE WITH YOU AND YOUR TEAM.

HOW YOU GUYS ARE REALLY BIG SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL THE EMPLOYEES AND THOSE THAT ARE 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 A NEW COMPUTER.

>> WE'RE GETTING READY FOR BED.

WANTED TO GIVE YOU GUYS A CALL.

>> SHE'S WIPING FACES WITH A TOWEL NOW --

>> NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> LOVE YOU.

>> MISS YOU.

>> LOVE YOU ALL VERY MUCH.

>> VIRTUAL HUG.

>> GROUP HUG.

AWW.

>> BIG HUGS IN A COUPLE MONTHS.

>> I WILL CRY.

>> BIG BOY, BIG BOY.

HOW DO YOU SCRAM?

>> MY NAME IS FRED.

I'M A NETWORK TECHNICIAN OF 21 YEARS.

VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.

I SAID, WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD IF I CAN DO IT?

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 THE PANDEMIC.

WE 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 IS HURTING.

WE'RE SHORTHANDED, ESPECIALLY RIGHT NOW.

I COULDN'T GET THE APPLICATION IN FAST ENOUGH.

>> I'LL 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.

>> HERE I GO.

MY FIRST SHIFT.

AS A FULL-TIME EMT.

>> WHEN YOU FIND SOMEONE LIKE THEM... YOU'RE VERY GRATEFUL TO HAVE THEM.

I'M GOING TO BE RIGHT ON THE FRONT LINES WITH EVERYBODY.

>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.

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

WE HAVE FOLKS ON TWO JOBS -- NOW I ONLY HAVE TO FOCUS ON ONE.

>> ONLINE WAS MODERATE, WASN'T TOO BAD.

I'M TIRED, TIME TO HEAD HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

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

HERE, MY COMPANY'S PAYING ME TO BE FULL-TIME EMT FOR MY VOLUNTEER ORGANIZATION AND... WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

>> GOOD TO SEE YOU GUYS.

>> HEY, EVERYBODY.

>> C'MON, NICOLE.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> START STREAMING.

>> YAY!

>> WITH THE PROCESS WE HAVE --

>> THANKS FOR WORKING WITH ME.

>> IMAGINE THAT DO BEHIND YOU.

>> OKAY... ALL RIGHT.

>> IT LOOKS LIKE EVERYONE'S REALLY HAPPY.

>> TO FOCUS ON WHAT OUR NEXT STEPS ARE GOING TO BE.

>> THANK YOU FOR REMINDING US ABOUT THAT, MILEY.

>> HOW ARE YOU DOING?

>> 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 THE MOST-RELIABLE NETWORK IN AMERICA.

BUILT FOR INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST, GIVING THEIR CALLS PRIORITY, 24/7.

WE DO WHAT THEY 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 KILOMETERS -- CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8 BILLION TEXTS PER DAY.

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

>> MIDLAND AND SAGINAW COUNTIES IN CENTRAL MICHIGAN ARE SEEING HISTORIC FLOODS AS A RESULT OF TWO MAJOR DOWN BREAKS.

HOURS AFTER THE EVACUATION OF 10,000.

OUR WIRELESS EMERGENCY COMMUNICATION CENTER IS SET TO ARRIVE AT MIDLAND HIGH SCHOOL IN THE NEXT HOUR.

WE'LL PROVIDE CHARGING AND OTHER SERVICES WITH ENHANCED PANDEMIC PROTOCOLS.

VERIZON RESPONSE RESERVE FROM ACROSS OUR BUSINESS UNIT WHO HAVE STEPPED UP AND TAKEN SHIFTS.

THANK YOU TO ALL THE VERIZON EMPLOYEES FOR BEING THERE FOR THESE COMMUNITIES IN THEIR TIME OF NEED.

HEY... EVERYONE, GOOD AFTERNOON, GOOD MORNING, GOOD EVENING, WELCOME TO UP TO SPEED LIVE.

TODAY, I'M EXCITED TO HAVE A CONVERSATION ABOUT VISIBLE.

VISIBLE IS CELEBRATING ITS SECOND ANNIVERSARY THIS MONTHLY.

IT'S GETTING SOME PRESS.

TAKE A LOOK.

VERY COOL STUFF THERE.

AND I'M EXCITED TO HAVE MIGUEL QUIROGA JOINING US TODAY.

MIGUEL, THANKS FOR BEING HERE WITH US.

LET'S START OFF, TELL US A LITTLE ABOUT YOURSELF AND YOUR HISTORY WITH VERIZON AND... KIND OF HOW YOU CAME TO LEADING THE VISIBLE TEAM.

>> MIGUEL: THANKS, KATIE AND THANK YOU FOR HAVING ME ON.

MY NAME IS MIGUEL QUIROGA, I'VE BEEN HERE OVER 20 YEARS AT VERIZON.

I STARTED MY DECREEING AT VERIZON AS A SOFTWARE ENGINEER.

HAD A GREAT OPPORTUNITY TO SEE SO MANY PARTS OF THE BUSINESS, A LOT OF PLATFORM DEVELOPMENT, A LOT OF WORK OVER THE YEARS.

MOST-RECENTLY AT THE FIOS BUSINESS, I WAS FOCUSED ON THE ECOMMERCE, DIGITAL TRANSFORMATION THERE.

I LED THE ECOMMERCE PRODUCT AND DESIGN WORK AS WELL AS DOING A LOT OF DISTRIBUTION WORK.

>> FOR THOSE WHO ARE WATCHING, WHO MAY NOT BE AS FAMILIAR, WHAT IS VISIBLE?

>> THAT'S A GREAT QUESTION.

VISIBLE IS AN ECOMMERCE BUSINESS AT THE END OF THE DAY, ON ALL DIGITAL WIRELESS CARRIER.

WE LITERALLY JUST TURNED TWO IN MAY OF 2018.

WE'RE SUPER EXCITED TO MEET THIS MAJOR MILESTONE.

>> WHAT'S IT MEAN WHEN YOU TALK ABOUT VISIBLE BEING ALL DIGITAL?

>> THAT'S A GREAT QUESTION.

AS AN ECOMMERCE BUSINESS, IT'S OBVIOUS WE DON'T HAVE THE STORY FRONT ENVIRONMENT, SO... OUR MEMBERS ACTUALLY WILL SIGN OFF FROM ANYWHERE.

WE RECOGNIZE THAT CONSUMERS HAVE CHOICES IN THE MARKETPLACE.

WE ARE SEEKING A SIMPLE AND EASY TO USE EXPERIENCE.

THAT'S WHAT WE'RE TRYING TO PROVIDE.

HIGH QUALITY, EASY TO USE EXPERIENCE, THAT'S 100% DIGITAL.

EASY TO UNDERSTAND AND EASY TO MANAGE.

THAT'S WHAT WE'RE TRYING TO FOCUS ON.

>> SO... BEYOND THAT EXPERIENCE, TELL US A LITTLE ABOUT WHAT IT IS THAT VISIBLE OFFERS TO YOU.

>> MESSAGING MINUTES, DATA HOT SPOTS, ALL ON VERIZON'S 4G LTE NETWORK.

ALL IN.

NOW... MORE THAN EVER, I THINK CUSTOMERS ARE REALLY LOOKING AT HOW THEY SPEND EVERY SINGLE DOLLAR AND WHAT THEY GIVE BACK IN RETURN.

THE BUSINESS MODEL IN OUR CORE OFFERING THAT WE OFFER REALLY TAKES AWAY A LOT OF THAT UNCERTAINTY THAT OFTEN EXISTS IN THE BROADER ECOSYSTEM AROUND DATA USAGE.

ONE EXAMPLE IS KIND OF, THE FLEXIBLE PLAN THAT WE'VE OFFERED CALLED PARTY PAY.

THIS IS AN OPPORTUNITY WHERE MEMBERS CAN JOIN A PARTY, NOT A FAMILY, BUT A PARTY WITH ANYONE AND DON'T HAVE TO KNOW THEM.

I THINK IT'S A UNIQUE OPPORTUNITY FOR PEOPLE TO GET VALUE OUT OF THE SERVICE THEY OFFER WITH THE HIGH QUALITY OF BRANDS WELL.

>> WE'RE REALLY EXCITED ABOUT DEBUTING OUR FIRST TV SPOT.

WE SHARE OUR STORY WITH A BROADER AUDIENCE, OUR COMMERCIAL WHICH DEBUT ON TV THIS WEEK, AS WELL AS DIGITAL CHANNELS ACROSS A LOT OF DIFFERENT PLATFORMS, WE ARE REALLY INTRODUCING VISIBLE TO MORE PEOPLE WHO WE BELIEVE NOW, MORE THAN EVER BEFORE WILL FIND OUR PRODUCT APPEALING AND HELPFUL.

>> WHEN VISIBLE SET OUT TO CREATE THE FUTURE OF PHONE SERVICE, WE FOUND STUFF, FEES FROM NOWHERE.

MISLEADING ADS, AND STUFF THAT WAS WORKING, LIKE VERIZON'S 4G LTE NETWORK.

UNLIMITED DATA, MESSAGES AND MINUTES.

IT'S A SIMPLE SYSTEM.

TRIM THE BAD, MAKE THE GOOD BETTER AND WAY CHEAPER.

>> A BIG MOMENT AND COMING OUT, SO... I SAW THAT ON THE TODAY SHOW THE OTHER IDEA IS PRETTY EXCITING.

HOW DOES VISIBLE BUSINESS HELP VERIZON GROW ITS BUSINESS AND REACH A DIFFERENT SEGMENT OF CONSUMERS?

>> THAT'S A GREAT QUESTION.

I THINK IT'S IMPORTANT, FIRST OF ALL TO GIVE A NOD TO THE PARENT COMPANY AND THE LEADERSHIP ACROSS VERIZON.

RECOGNIZING THE EVER-CHANGING NEEDS OF CONSUMERS AND THEIR BEHAVIORS.

AS THAT EVOLVES, WE RECOGNIZE THAT THERE'S A SIGNIFICANT PORTION OF CONSUMERS WHO LOOK FOR ACTIVITY TO BE DONE AND COMMERCE TO BE DONE IN REAL LIFE AND A PHYSICAL INTERACTION.

AT THE SAME TIME... WE KNOW THERE ARE SEGMENTS WHO PREFER A DIGITAL INTERACTION.

VERIZON'S ALWAYS GONE ABOVE AND BEYOND, WHAT WE ARE OFFER WITH VISIBLE, WE THINK, IS VERY SPECIFIC FOCUS AROUND THOSE CONSUMERS WHO WANT TO INTERACT ONLINE AND MANAGE SERVICES THAT WAY.

NOW, ACROSS THE BOARD, WE CAN OFFER OPPORTUNITIES TO SERVE ALL CUSTOMERS.

>> ABSOLUTELY, SO... TALK TO US ABOUT WHAT YOU HAVE LEARNED IN YOUR TIME WITH VERIZON.

>> AT THE END OF THE DAY, I THINK VERIZON IS AN AMAZING COMPANY.

I SPENT SOME CONSIDER TIME HERE, IT'S THE MINDSET IT'S TAUGHT US, THE ABILITY TO FOCUS AND CONSTANTLY STAY AHEAD OF THE CURVE, THINKING AHEAD AND INNOVATING, THE OTHER THING IS, THE THINKING ABOUT PROBLEM-SOLVING AND LOOKING AT THINGS THAT ARE ULTIMATELY SCALABLE AND THE OPERATIONAL DISCIPLINE AND THAT TYPE OF PURPOSEFUL COLLABORATION TO MAKE AN IMPACT.

I THINK THIS IS UNIQUE TO VERIZON AND THINGS I THINK WE TRIED TO BRING ON DIRECTLY INTO THE VISIBLE.

WE'RE ALSO MARRYING WHAT WE BROUGHT AS BEST IN CLASS TELCO ENVIRONMENT AND DNA, IF YOU WILL AND MARRIED IT WITH BEST PRACTICES FROM OTHER INDUSTRIES.

I THINK THAT MESH OF GREAT IDEAS AND GREAT THOUGHTS, BRINGS THE RIGHT TYPE OF DIVERSITY OF THOUGHT.

THAT'S ULTIMATELY WHAT GETS THE BEST IDEAS TO MARKET.

>> THAT HELPS US GO AFTER THAT NEW SEGMENT OF CONSUMERS RIGHT.

LET'S TRANSITION AND TALK ABOUT OUR CURRENT ENVIRONMENT AND THE COVID PANDEMIC.

SO... TELL US ABOUT DIGITAL'S RESPONSE AND HOW YOU AND THE TEAM ARE MANAGING TODAY.

>> SURE, WE'VE BEEN OFFERING SUPPORT TO OUR MEMBERS WHO HAVE BEEN HAVING A DIFFICULT TIME WITH THEIR BILLS.

WE'VE HAD PROGRAMS FOR THAT AND THEY'VE BEEN WELL-RECEIVED.

WE ALSO HAVE DONE QUITE A BIT OF COMMUNITY ENGAGEMENT TO HELP WITH EFFORTS IN BOTH TECH AND... FINANCIAL CONTRIBUTIONS TO COMMUNITIES THAT HAVE BEEN IMPACTED.

SPECIFICALLY STUDENTS, RESTAURANT WORKERS AND UNDERSERVED COMMUNITIES.

WE STARTED AN INTERESTING INITIATIVE CALLED VISIBLE ACTS OF KINDNESS.

WE WANT TO HIGHLIGHT, IN SPITE OF WHAT'S HAPPENING, PEOPLE ARE IN FACT, SHOWING UP FOR ONE ANOTHER WITH KINDNESS.

>> WHEN THE ECONOMY STARTED TO TAKE A TURN, WE LOOKED FOR WAYS TO HELP OUR COMMUNITY BY DONATING DEVICES AND SERVICES.

WE ALSO WANTED TO HELP EXTENDED COMMUNITIES. IN A SURVEY WE SENT OUT, WE FOUND REAL HARDSHIP AND FEAR.

PEOPLE ARE HELPING THEIR NEIGHBORS AND GIVING MORE THAN THEY'RE TAKING.

THAT, ULTIMATELY, KINDNESS PREVAILS.

WE LAUNCHED VISIBLE ACTS OF KINDNESS, PARTNERED WITH INFLUENCERS TO ASK OUR COMMUNITY AND THEIRS TO SHARE STORIES AND ACTS OF KINDNESS.

>> I'M THRILLED WITH VISIBLE MOAB TO HELP SOME OF YOU THAT HAVE BEEN IMPACTED BY COVID-19.

>> ALL YOU HAVE TO DO IS COMMENT UNDER MY POST WITH A STORY, AN ACT OF KINDNESS.

>> WE'RE GOING TO DO A BUNCH OF THESE.

PLEASE SEND ME ALL THE ACTS OF KINDNESS YOU HAVE AND... I HOPE EVERYONE'S SAFE.

>> WE WERE AMAZED BY THE STORIES PEOPLE STARTED SHARING WITH US. ACT OF KINDNESS, BIG AND SMALL.

IN TOTAL, WE RECEIVED OVER 13,000 STORIES AND DELIVERED GIFTCARDS DIRECTLY TO THOSE IMPACTED.

>> SUCH AN AWESOME CAMPAIGN, MIGUEL.

THE VIDEO MENTIONED A LITTLE BIT, FROM LISTENING TO MEMBERS, CAN YOU TALK ABOUT WHAT THE RESPONSE AND WHAT'S EVEN LARGER THAN YOU ANTICIPATED?

>> ABSOLUTELY, WE'VE BEEN SO INSPIRED BY THE COMMUNITY OF OUR MEMBERSHIP AND THOSE AROUND THOSE WHO ARE PART OF OUR COMMUNITY.

THAT WAS THE POINT.

WE WERE VERY EXCITED BY THE RESPONSE.

MORE THAN THAT, WE WERE TOUCHED BY THE EMOTION AND HOW PEOPLE TOOK IT ON A ONE-TO-ONE BASIS.

THOSE SMALL STORIES, ESPECIALLY AT A TIME LIKE NOW, WHEN THERE'S AN OPPORTUNITY TO SHARE IN THE BROADER COMMUNITY OF EVERYONE WHO IS GOING THROUGH THIS TOGETHER IS SOMETHING WE REALLY FELT COMPELLED BY.

>> YOU MENTIONED SEVERAL TIMES, VISIBLE AN ALL-DIGITAL CARRIER.

TALK ABOUT THE PROCESS OF GETTING YOUR TEAM WORKING REMOTELY AND CONTINUING TO SERVE YOUR MEMBERS AND CUSTOMERS.

>> THAT'S A GREAT QUESTION, I MEAN, I THINK ABOUT OUR OPERATING MODEL A LOT.

WE WERE BUILT FROM THE GROUND UP, WITH A BLANK SHEET OF PAPER.

BEING 100% DIGITAL, IN MANY WAYS, ALLOWED US TO THINK ABOUT CODING TO MOVE TO NEW DYNAMICS QUICKLY.

THIS PARTICULAR COVID IMPACT WAS ONE OF THEM.

WE HAD A BIT OF A HEAD START THAT ALLOWED US TO REMOVE REMOTELY MORE QUICKLY AND WE ALSO RECOGNIZED THAT, AT THE END OF THE DAY, OUR EMPLOYEES ARE THE BACKBONE OF WHO VISIBLE IS.

ULTIMATELY... BY HAVING A GREAT EXPERIENCE ON THE INSIDE, WE CAN PREPARE A GREAT EXPERIENCE FOR OUR CUSTOMERS AS WELL.

THE TRANSITION WAS PRETTY SEAMLESS.

WE TRIED TO DOUBLE DOWN ON THE TYPES OF PROGRAMS AND ACTIVITIES THAT CAN REALLY EMPHASIZE EMPLOYEE ENGAGEMENT, THE TYPE OF EXPERIENCE, WE KIND OF, WEEKLY ALL HANDS MEETINGS AND WE'VE JUST BEEN TRYING TO EMBRACE THIS NEW NORMAL AS QUICKLY AS POSSIBLE.

YOU KNOW?

AS FAR AS OUR INFRASTRUCTURE AND OPERATIONS TEAMS, WE MOVED VERY QUICKLY AND I'M PLEASED TO SAY, WE WERE ABLE TO MOVE 24/7 OPERATIONS THROUGHOUT THE TRANSITION.

I'M INCREDIBLY PROUD OF THE HARD WORK THE TEAM HAS PLACED DURING THIS PERIOD OF TIME AND THE RESILIENCE THEY'VE HAD TO ADAPT TO THIS NEW WAY OF WORKING.

>> MIGUEL, AS WE START ON WRAP UP OUR TIME TOGETHER, WITH YOU TODAY, TELL US WHAT ARE SOME OF THE FINAL THOUGHTS OR THINGS YOU'D LIKE TO LEAVE OUR AUDIENCE, THE V-TEAM WITH, ON VISIBLE?

>> IT'S GREAT.

I THINK, A COUPLE THINGS.

FIRST OF ALL, WE'RE HERE TO SERVE OUR MEMBERS.

WE'RE ULTIMATELY HERE TO HELP.

WE DESIGN VISIBLE FOR THE FUTURE WITH QUALITY IN MIND AND AT THE END OF THE DAY, SIMPLICITY AND EXPERIENCE ARE AT ITS CORE.

WE'VE BEEN LEARNING FROM OUR MEMBERS EVERY STEP OF THE WAY.

THE TYPE OF OFFERING WE PRESENT IS SOMETHING DIFFERENT FOR EVERY GROUP OF CONSUMERS.

WHEN YOU LOOK AT OUR MEMBER BASE, WE HAVE OTHERS THAT CHOOSE US COMING FROM AN ACCESSIBILITY PRICE.

BOTH COMMUNITIES ARE THINKING ABOUT US IN TERMS OF THE QUALITY EXPERIENCE AND THE QUALITY OF SERVICE NOT BEING COMPROMISED.

AT THE END OF THE DAY, ULTIMATELY, WE WANT TO BE KNOWN FOR LEADING DIGITAL TRANSFORMATION AND USING EXPERIENCE FIRST, PRINCIPLE IS THE PRIMARY APPROACH IN HOW WE'RE DESIGNING AND SCALING OUR PRODUCT AND BRAND.

>> MIGUEL, THANKS SO MUCH FOR JOINING US TODAY.

HAPPY ANNIVERSARY TO VISIBLE AND... WE HOPE TO TALK TO YOU AGAIN SOON.

BEFORE WE WRAP IT UP FOR TODAY, WE'VE GOT A HOST OF THINGS HAPPENING TODAY AND TOMORROW THAT WE WANT TO MAKE SURE YOU KNOW ABOUT.

FIRST... TONIGHT, OUR PAY IT FORWARD LIVE SERIES, SUPPORTING SMALL BUSINESS, OUR ONGOING, WE'VE GOT USHER FEATURING JERMAINE DUPRI.

TODAY IS ALSO GLOBAL ACCESSIBILITY AWARENESS DAY.

IF YOU MISSED THE UP TO SPEED MORNING EDITION EARLIER TODAY, BE SURE TO TEXT THAT OUT AND TODAY AT 1:00 P.M. EASTERN, THE VERIZON CONSUMER ACCESSIBILITY TEAM IN PARTNERSHIP WITH VERIZON MEDIA AND VERIZON BUSINESS WILL HOST A VIRTUAL ACCESSIBILITY EXPO IN CELEBRATION OF THE DAY.

YOU CAN GAIN AWARENESS AND EDUCATION ABOUT ACCESSIBILITY AND WHY IT'S IMPORTANT FOR OUR CUSTOMERS AND EMPLOYEES.

ALL THE DETAILS ARE ON VZ WEB AND THE STREET.

AND... CLASS OF 2020, GET READY, TOMORROW, FOR WILLIAM P. LOUDER AND NFL ASSISTANT COACH KATIE POWERS.

TODAY, TOMORROW, AND FRIDAY FOR ADVICE, WORDS OF WISDOM AND A REALTIME Q&A SESSION.

THIS IS THE FIRST IN OUR READY FOR ANYTHING COMMENCEMENT SERIES AND IT CONTINUES EACH FRIDAY FOR THE NEXT SEVERAL WEEKS.

THE BUILD THE FUTURE CHALLENGE IS AN OPPORTUNITY FOR V TEAMERS GLOBALLY TO HELP CREATE INNOVATIVE TECHNOLOGY SOLUTIONS FOR CONSUMERS, BUSINESSES AND SOCIETY TO ADDRESS THE PANDEMIC AND SHAPE HOW WE EMERGE FROM THE CRISIS EFFECTIVELY.

THE MISSIONS ARE COMING TO AN END.

TOMORROW.

MAY 22ND IS THE LAST DAY TO ENTER YOUR INNOVATIVE IDEAS.

GET THOSE IDEAS IN TOMORROW... JOIN GURU FOR Q&A WITH PRESIDENT AND COFOUNDER OF THE BORN THIS WAY FOUNDATION.

CYNTHIA WILL HAVE AN INSPIRING CONVERSATION ON SUPPORTING MENTAL WELLNESS AND HOW WE'RE ALL CONNECTED IN KINDNESS.

WELL... THAT'LL WRAP IT UP FOR US ON THIS THURSDAY.

JEREMY WILL BE BACK WITH YOU TOMORROW, HAVE A GREAT AFTERNOON, EVERYONE.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.