

**VERIZON
UP TO SPEED LIVE
MAY 26, 2020
12:00 PM ET**

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>> Tell me, what do you build a network for?
What did Verizon build their network for?
People.
Every hole dug every wire spliced every tower raised it's for people.
And when peoples' everyday 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 governing public health agents ask for network resources they were delivered 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.

>> Coming to 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 really is our meeting place.

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

>> 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 art and crafts made by local refugees that we helped resettle to Phoenix.

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

>> And I'm just so grateful that Verizon partnered with Pay It Forward.
>> We miss it 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 you serve stay connected to their families they are on the frontline every day giving the most they can and 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're just children we can still make a huge difference in our community.
And any little effort goes such a long way.

>> Our friends in Hillsborough founded meals4heroes.
We worked with them to branch out and start a branch in Basking Ridge, New Jersey.
>> We're really happy and appreciative of all the nurses and frontline 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 that's 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 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 things -- just thanking them and I said you know 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 have 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 my credit and I love your lighted truck.

>> 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 encourage 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 and honor 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 who 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 the faces with a towel now.

>> Nice.

>> Nice job.

>> 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.

>> Big group huddle.

>> Aw!

>> Big hugs in a couple months.

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

>> Such a big boy, big boy.

How do you, Graham.

[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 could do it and then 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 know 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.

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 be there for them.

>> Okay.

Here I go.

My first shift.

As a full-time EMT.

>> People like Fred don't come around very often so when you find someone like him you're very grateful to have him he's basically going to be scheduled for duty not only on nights but daytime coverage and weekend coverage he said if they allow me to do this he said I'll be right on the front lines with everybody.

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

>> My first shift.

It was moderate.

It wasn't too bad and I'm tired.

Time to head home and get some rest.

>> This opportunity has me speechless.

So many people are getting laid off.

So many people are going on unemployment.

And here my company 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'm just grabbing a file.

>> Thanks for working with me.

>> That door behind you.

>> I'm okay.

All right.

>> Perfect.

>> It looks like everyone is really happy.

>> We need 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 and I'll 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 interoperability and with first responders -- 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 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 apart, you're helping us to 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're here and we stand ready.

[Music].

>> JEREMY GODWIN: Hello and a good Tuesday afternoon to everyone.

We are Tuesday May 26th, good afternoon, good evening and good morning.

We have got quite a show for you today as we're getting some updates from Hans and Christy to talk about the latest in the business.

We also have a special segment coming up where we'll be talking all about hurricane season and how we are prepped and ready for that.

We've got a crew of folks from the National Hurricane Center, the director there, Ken Graham.

As well as our own team of emergency response folks to talk about what we are doing to get ready for the season that starts in less than a week if you can believe it or not before we get into it though I want to start with the first slide I want to go to a quick recognition of this ranking that came out from Forbes today Verizon ranked No. 1 on the corporate responders list and on capital assessing how the largest employees among us responded to COVID-19 you can see from 1 to 5 we came out with an average score

of 3.87.

Certainly a testament for everything you've done to keep our customers connected of course our Leadership Team has they have kept us up to date and expanded out other programs for us so we'll talk more about that and some other things going on.

I want to start with Hans.

Hans it's been a little over a week since we last spoke to you.

How are you and what's new in your world.

>> HANS VESTBERG: Hey, Jeremy and hey all V Teamers great to be back. I get invited every week and I'm happy I'm going to take some time to speak a lot. That's how I do it.

Jokes aside I'll hit some highlights of what's happened exactly but I also want to talk about the current situation you know the priorities we have as a company and I reiterate them every time I'm Up to Speed and I will continue to do so because they are so important.

Firstly is keep us, our employees of Verizon and the V Team family safe and healthy in this pandemic.

That's the No. 1.

And I also see all the perception coming from all around the world about the easiness and now we are opening -- uneasiness and now we're opening up more and more I just want to caution you think about all of the safety measures we have.

Social distancing.

Continue with that.

Because we are a large family.

And we just need to take care of each other in these times.

Secondly of course it's all around our customers and our network.

I'm happy to see how it's performing.

Getting more normal usage of the network.

Now there's still a lot of collaboration and Kyle has been up and talking several times about this.

We also see much less of mobile handovers or reducing it.

So that means that we have more normal movement in the country.

We still have states in the United States that have a big reduction in mobile handovers.

But we're gradually coming back to a new normal maybe.

Not the normal that we had before COVID.

So that's good and then it's about helping our communities and I think the work we are doing in communities, connecting, has been relevant and very important.

Think about Pay It Forward.

Think about New York Times all of the high schools.

Think about feeding the frontline.

All of those things are connecting to the customers we have.

Or the technology we're doing.

Also the virtual voluntary that many of you have done out there that's so crucial.

Giving of yourself in order to make this place a better place and more inclusive for each and every one and finally we take business efficiency because business as usual is important to us.

We acquired BlueJeans.

We're continuing with all of the execution.

Last week when I was on Up to Speed on Monday we had Tuesday, Wednesday and Thursday our big governance days.

We had the strategic initiative reviews where we went over all of the 5G deployment.

All of the 5G Home business cases, all of the 5G consumer applications and all of the 5G Edge applications that we're working with customers just to see we're on pace.

And then we had group reviews where we basically review our larger groups, our business units and network and technology and see where they stand so the whole Executive Team with all of their team members basically doing two full days of review where we are, where we're going.

Executing.

Based on what we actually outlined in the beginning of the year.

That's very important in these times.

To continue with that.

Ending up about what Jeremy mentioned in the Forbes article or the ranking that came out.

Of course we're very proud of that.

But we do it for the right thing.

Remember that.

We do it because we are a responsible company and we do it for our customers, our society and our employees.

That's why we do it.

And then of course it's great to get recognition.

And this is what we all are doing.

We're going continue to do so.

I want also to highlight that we have a Pulse ongoing.

We have a cadence on every second week.

The importance of your voice we want to hear what you're thinking about the response, how you're doing how you're feeling in the new normal all of that is important to take the right decision.

I'm going to reveal the results next Monday when we also convene the Leadership Forum where we have the top leaders of the company virtually during two days so we're going to break as usual in the middle of that.

We're going to talk about the agenda we have.

But also going to reveal the Pulse so stay tuned for that Monday edition of Up to Speed next week so we keep it at 12:00 o'clock.

Finally we saw in the beginning here the hurricane season is coming.

The network is becoming again so critical for us and the teams we have out there and the preparedness we're doing and as I always say you don't build the network in the crisis we have done it before we have process in the network and our team is doing everything to be prepared for what's coming up in dealing with the hurricanes in terms of this year.

So that's a little bit of a summary and an update where we are.

So back to you Jeremy.

>> JEREMY GODWIN: Hans thank you so much and like the Network Team talked about, it's sustainability not disaster recovery and prep so we will hear more from them on that in a minute.

Want to get over to Christy.

I know she's got some updates for us today, Christy, how are you, how was your weekend.

>> CHRISTY PAMBIANCHI: Thanks, Jeremy, it was a great weekend. And it's great to be back talking to all of the V Teamers here today. So let me jump in and build off of some of the comments that you and Hans have shared with everybody already. We shared a lot of information last Monday. And what we wanted to do today I was going to touch on some of that information again and then hopefully with you and Hans go through some employee customers. I think it's such an amazing honor to be No. 1 in the Forbes responsibility index with relation to our response to COVID and I want to echo what you heard from Hans which is this is what we do at Verizon.

This is what our credo and values compel us to do and we lead with making sure we're taking care of our employees, in this case health and safety as well as keeping all of our customers and society connected and making contributions in ways that we uniquely can so it's very exciting to see the efforts of all of the V Teamers and recognize this incredible honor.

So that's a good segue into so how have we responded to the crisis.

Remember Phase 1 we really activated in March.

How did we respond to those challenges COVID was presenting us through January and March.

In April and May we had an adjusted way of operating the company where we pivoted a lot of roles to work from home.

Home garaging.

We learned new ways of working.

And really we sit here as we look at June next month and look out into the future and

say we're going to Phase 3 which is really our new BAU to get us through September. We have three tenets of that.

We heard from leaders of businesses last week but for retail and for our field dispatch teams we're going to continue to expand on all of the modified and innovative ways in which they have been doing work this whole time.

Touchless retail, the texting, all of the dispatch things we have learned now with shelter in place orders and businesses being allowed to reopen we're going to build on those innovations with our teams and figure out more ways to continue to safely serve our customers.

Our Call Center teams as we shared they have made some amazing innovations and continuing to hit their KPIs in the distributed work-from-home environment so we'll continue given the experience we have -- what we have experienced and given all of the tools to provide to work in home setting it wouldn't make sense to bring that in and out of the office in the next few weeks.

Then finally new coming in July for our office workers we're going to start a return to office protocol for them and this will allow up to 25% of employees to access facilities during any given week we shared we would be dividing our workforce with office teams into Group A, B, C, D I know a lot of employees are anxious to know what group they are in what schedule they are on and we're working to share that communication by the end of next week for employees and that way they can begin to plan for the July through September schedule but I also want to caveat this won't be returning to the office like we know it just like we have innovative ways we're doing dispatch we'll be having social distance protocols and new ways of working in the office building.

To help us get ready for that we have a group of employees that will be coming back into the office starting June 1st next week.

And they will be a pilot group.

Through the month of June we'll be working with them to fine tune our office protocols and settings for the July 6th group so we're ready to roll.

I wanted to share a couple of things related to that if you are in the team of employees helping us in June and piloting the protocols you will have received an email already today.

This is a small group of employees.

Some of them have already continued to be accessing the office because of engineering or other tools they can only access in the workplace.

They will receive a message today.

They will also receive later this week an actual link to training.

And guides on what will happen when they return to the office.

And finally, throughout the month of June, we will survey these employees to get their feedback to be ready for July 6th and scale and learn much like we've been able to do with the other teams that I've mentioned.

A couple of things related to that. So when we do return to the office for those teams of folks, we will have what we're calling self-screening.

I know a lot of you have been asking what we're going to be -- are we going to be doing testing and other things at the entrances we will be asking employees self-screening questions related to health conditions they current have if they do not have a temperature do not have symptoms of COVID have not tested for COVID positive in the last 14 days they will be advanced to the next phase.

Of the process.

Where they will learn the safety protocols onsite.

We are going to be asking employees to wear face coverings to enter the buildings to move around in the buildings and to find their assigned workstation.

The workstations have been configured so they are socially distant. Six feet or 1.8 meters.

So once an employee is at an established work location they are allowed to remove their face mask but if they need to get up and move around they need to reply it.

We will be mailing home today facial coverings.

Five facial coverings to all of the employees that are starting June 1st.

As we get closer to the July 6th date we'll have an update to how we'll do that for the employees in the rotating groups.

So we've got a lot we're embarking on this week Jeremy a lot we'll learn as we go through June really like we do with all things we'll be counting on our V Teamers to give us input help us get better along the way knowing we're guided by values and principles of keeping our employees safe and keeping our customers connected.

Back to you.

>> JEREMY GODWIN: Awesome, Christy thank you so much for the update Hans I want to go to you for a quick question before we talk hurricane season you mentioned the Leadership Forum next week join us at noon on Monday for that. What are you expecting the top leaders of the company to come together virtually to talk about.

>> HANS VESTBERG: The main part of the agenda is of course the strategy update where we are, how -- have we fortified the strategy what are we executing well in the strategy and what are we not executing in the strategy what do we need strength in.

That's what we'll talk about.

And then some portion we want to talk about the crisis as well in one way how we're responding but even more important what do we take away from it what do we learn from it and what are the solutions of innovating around it so that's going to be the conversation.

As usual when you know I'm involved and the agenda is going to be on the core stakeholders and shareholders and it's going to be about customers it's going to be

about us employees and it's going to be about our responsible business.
Because I want to have that balance.

We're going to have some good conversation with some external people as well when it comes virtually to getting inputs and getting the team fully geared up for the second half of 2020.

That's the whole idea.

>> JEREMY GODWIN: A lot of good stuff to look forward to I appreciate that Hans and Christy thank you so much a reminder everything we're talking about you can always go on VZ Web the Street and inside Verizon to get the latest updates as to what's going on for any resources.

Christy or Hans, any closing thoughts today before we talk hurricane season?

>> HANS VESTBERG: Christy, you first.

>> CHRISTY PAMBIANCHI: Just a couple of quick things.

So if you could, please take the Pulse Survey.

We're going to run that through Thursday then we'll have feedback next week.

The focus of the survey is really built on do you feel ready for Phase 3 for this new BAU so of course our actions are guided by your input so we really do -- would like you to take the time to fill it out so thank you so much for that in advance and if you are in the pilot team starting on June 1st you'll hear from us by the end of the day today.

If you have questions about that, you can ask your supervisor, the ask Christy box.

And we'll get right back to you.

So thank you so much and talk soon.

>> JEREMY GODWIN: Thank you, Christy and Hans.

>> HANS VESTBERG: Just to sum it up I think we have said most of it, first of all, I'm proud of the team with Christy and the leaders working through the details of a fairly complex work for making our offices accessible.

But in a totally new way with all of the safety measurements.

I'm thanking them.

But also reminding everybody about the safety routes we have.

At the same time I just need to say that frontline employees you are doing such a meaningful, meaningful to our -- impact to our society, to our customers, to our company.

Do not forget that.

You are doing great and as we have heard from Ronan and Christy we are now opening more stores gradually where we see things are improving and we have customers that really need our services.

We have our frontline engineers doing everything to keep our network up and that's in conjunction of course with the hurricane season coming up.

I couldn't be more thankful for those teams out there seeing that we are having a way of serving our customers in times that are totally unprecedented.

I'm not sure how many times I've used the word unprecedented but it's a really good word because this is unprecedented.

And then I just want to say that I also want to encourage you to do the Pulse.

You know how seriously the leaders of this company is taking the Pulse and the feedback you're giving and as we are now getting into our third Pulse Survey during COVID-19 please respond with your transparency so we can take the right decision and give you the right feedback.

So if I will not see you earlier, noon on Monday.

Then we're going to give you a full update on the virtual Leadership Forum with some insight to the Pulse Survey that we'll conclude later this week.

So once again, thank you, everyone.

And be safe out there.

Jeremy, back to you.

>> JEREMY GODWIN: Thank you so much, Hans, thank you, Christy, we'll get updates from you as needed.

I appreciate you joining today.

So I next want to switch gears and introduce my teammate and colleague Kate Jay who lives down in the Atlanta area you see Earl on the Emergency Response Team but Kate take it away and tell us all about hurricane season and how we're prepped for it.

>> KATE JAY: Yeah thank you so much for having me and we really have a great lineup today we're going to offer a variety of insights and perspective into how we are preparing.

First up will be Ken Graham from the National Hurricane Center followed by Serg Mislevy he is a long-time network leaders and then we'll close out with Earl Struble from the Verizon Response Team so without further ago I would like to introduce Ken Graham as mentioned he is the National Hurricane Center director for NOAA's National Weather Service he previously led the weather forecast office in the New Orleans and Baton Rouge region as the meteorologist responsible for providing lifesaving forecasts for people living in the weather vulnerable south regions so Ken thank you so much for joining us today.

We're glad to have you here.

>> KEN GRAHAM: Yeah absolutely Kate thanks for having me on you look at hurricane season is right around the corner already June 1st so the time is now to prepare.

>> KATE JAY: Yes it's less than a week away it's hard to believe. But why don't you tell us a little bit what the forecast for the season is like.

>> KEN GRAHAM: Everyone has heard above average the NOAA forecast came out the average number is 12 and we're expecting 13 to 19 in hurricane 6 to 10 is what

we're forecasting with an average of 6.

Historically we've had three major hurricanes that's Category 3 or higher and we're forecasting three to six.

So a couple takeaways, busy is one but the other one is so important to me I always talk about it, it just takes one it could be one storm if it affects you and affects your company and affects your family then it's a busy season.

>> KATE JAY: You're absolutely right and we've actually already had a main season even before the official start of hurricane season why don't you tell us a little bit from your perspective about why communications are so critical really before, during and after a hurricane.

>> KEN GRAHAM: Kate that question is huge and I guess the word I can think of is everything.

Because if you think about it 27 years of doing this, Katrina all of the hurricanes over the years living in New Orleans and now in Florida in the Miami area communications is absolutely everything.

It's the coordination.

It's the business part of it.

It's safety.

You know before, during and after the storm.

It's everything from making sure your loved one is okay.

I remember that in Katrina.

Just having -- when that first cell phone worked and by the way it was Verizon and we got on there and was able to let everyone know we were safe that's huge it's the official part it's letting everybody know you're safe.

It's the data.

It's the talk.

It's the text messages.

It's absolutely everything before, during and after a hurricane.

>> KATE JAY: Wise words and that's why we do what we do.

Thank you so much, Ken, again, appreciate you joining us today.

And I think that transitioned very nicely into our next guest that's Serg Mislevy.

Serg, you've been through quite a few hurricanes in your role.

But this is the first one during a pandemic or the first season during a pandemic.

So tell us how your team is doing and how they manage to get prepared for hurricane season inspite of the current landscape.

>> SERG MISLEVY: Well it's an honor Kate to be here with you again and it's an honor to come and talk about the Network Team.

Not only for hurricane preparedness but for what we do year-round and it's been a busy spring so far this year.

We really tend to believe that every day is hurricane season because we're prepared

every day of the year for every event.

And as I mentioned, it's been busy with tornadoes and floods and fires across the whole country not only in the south.

But you know we walk the walk and talk the talk.

You can never be prepared enough.

And our teams prepare every day of every year.

Nobody does it better than we do at Verizon.

Jeremy teed it up from the beginning and I'll say it again here at Verizon we believe in network sustainability.

We let our competitors worry about disaster recovery.

We plan on being on the air all the time because we have so many critical first responders and customers and just families relying on us all the time.

So we are the most reliable network.

And we don't just say it, we prove it.

And we believe in having backups to our backups.

We have backup connections.

Backup power.

We have 100% batteries on all of our sites and switches we have generators at 85% plus at all of our cell sites and we believe in redundancy we have hundreds of mobile assets that help us support and ensure that we have the most reliable network.

From mobile portable generators to mobile cell sites we call COWs and COLTs to towers the temporary microwave but one of the greatest additions we have added to our fleet and assets is mobile satellite assets it really differentiates us from our competitors. And it allows us to bring cell sites and service on air in the worst of the worst situations. Where things get totally devastated.

Even with the most well engineered networks, things get destroyed.

And we need something from Day 0 to Day 3 and 4 when we can start rebuilding the network and our fleet of mobile satellite assets to restore the network has just been an incredible advantage and differentiator for us at Verizon.

We do drills continuously though.

We are doing them live drills.

We're recovering from unplanned disasters.

And we're doing drills that are planned.

Making sure that our Emergency Operation Center are a well oiled machine.

Make sure that our vendors that support us are all ready to go.

So we do that every market across the country year-round.

>> KATE JAY: Well you said it, Serg, you hope that you don't have to respond, right?

But I've had the honor and privilege of supporting this team and that is necessary when severe weather and hurricanes do strike.

So what does that response look like and how does it change in the -- excuse me in the COVID-19 landscape.

>> SERG MISLEVY: Yeah so not only have we been preparing for the COVID landscape.

We've been living through it.

In the south we've had some challenges with the tornadoes.

And we've been working through it.

So we've got some practice.

And we still plan on being in the field and having command centers.

And there's no more valuable asset than our field engineers that are out in the fray every day.

But there's nothing more important in any disaster, preCOVID or post COVID than the safety of our teams.

We do not send anybody out into the field until it is safe to be out there.

And especially now with the COVID, we make sure that everybody has the proper PPE gear.

We are -- we have stockpiled PPE gear for our teams for hurricane season.

Both for the field and for our Emergency Operations Center.

Things that are going to be a little bit different is we will still have an Emergency Operations Center.

We're going to be spaced out a little bit further.

We'll be maybe a little less people.

We'll be doing maybe some virtual Emergency Operations Center where we can but we're still going to be hands on the ground, feet on the ground, as safe as we can, safe distancing, moving forward.

The other things we're doing to be prepared we're making sure vendors that work with us have the proper PPE gear and make sure they understand our guidelines for what we expect from them both in the field and the command centers and we're verifying that everybody we rely on is ready.

>> KATE JAY: Thank you, Serg and we appreciate all that you do.

With that, I would like to introduce Earl Struble.

So Earl as mentioned is part of the Verizon Response Team.

And given the pandemic, this is actually the first time that this team has been deployed at a nationwide level to respond to the needs during the pandemic.

And to give you some perspective on what they have been able to do so that's about over a dozen managers who have had over 400 engagements resulting in 300 deployments with 2400 solutions in the field.

So wow.

Very impressive.

With that, why don't you give us a little -- like a 60 second look at what your team does.

>> EARL STRUBLE: Thank you, Kate.

Thank you, everybody.

As you can see, it's a blue sky day here in the COE in Cary, North Carolina as I walk towards our volunteer and response folks you'll see they are preparing for what a very important part of our credo is that Verizon runs to a crisis and the solutions they have in front of us as well as the vehicles to get there quickly as you can see are all around power solutions.

They can get there quickly when emergencies happen.

Power is one of the first things that goes down and we can quickly install generators, power devices.

You see Jake here as part of our logistics team making sure some of those things are working properly we also have John who is helping out with us today making sure the OneTalk case is operationally sound and everything is connected.

We are charging things.

We're testing out equipment.

We're just making sure that we are ready to respond at a moment's notice.

Because every second absolutely counts and it's a part of the Verizon Response Team and again supporting that credo we run to a crisis, we get there early, we help stay connected as Ken said earlier and Serg I'll also mentioned we try to be a force multiplier as well as we know that every second counts to get there to deploy solutions to help public safety down range stay connected they can help save lives.

>> KATE JAY: Thank you, Earl, and again, we appreciate all of the work that you all do during hurricane season and certainly during this pandemic, as well.

I'll close with you know as we head into hurricane season, we can all help our teammates who may need us during these times by donating to V2V that's our employee relief fund you can visit the link that you'll see on the screen to learn more. And to give.

Again, to help out your fellow employees.

And then on a final note, tonight Pay It Forward Live is a fun one.

It's going to feature Tua Tagovailoa versus Saquon Barclay they will be facing off for those who know me they know who I will be rooting for.

Roll Tide.

And with that I would like to close it out and until next time you're up to speed.

And roll the video.

[Music].

>> It's that time of year.

Storm season.

Make sure you and your loved ones are prepared before the storm hits.

People's battery powered devices fully charged including phones, laptops, tablets and

flashlights.

Set your SmartPhone to receive emergency alerts.

Wireless emergency alerts are free notifications sent to you by local and national public safety organizations.

Maintain a list of emergency phone numbers and email addresses.

Including police, fire, power, insurance, family, friends and co-workers.

Save them to your phone and laptop.

Also have a hard copy handy.

Back up your contacts.

Photos and other important data using a service like Verizon Cloud.

Download weather applications to make sure you are receiving forecasts and emergency alerts.

Keep your devices dry.

Seal phones, laptops, tablets, batteries, chargers and other equipment in resealable plastic bags dry bags or waterproof cases.

In case of evacuation, make sure you have ready access to chargers, both wall and vehicle and charging cords.

Also have additional portable battery boosters fully charged.

Take photos or video of your possessions and your home before severe weather hits in case you need to make an insurance claim.

Preparation now can make all of the difference.

Make sure you and your loved ones are ready for storm season.