

Verizon

Up To Speed Live

JUNE 1, 2020

12:00 PM ET

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, it's the people. And when people's every day is being challenged, that's when a network stands up and shows what it's made of. Businesses are using Verizon's capacity to keep them running and connecting with customers in entirely new ways. When government and public health agencies ask for network resources, they would deliver. 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 businesses. Stores are locked. Lights are off. And it's empty.

>> What I miss most is the people. Not only is it a coffee house, but it really is our meeting place.

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

>> It means the world to me.

>> As always, being able to let my business be a training hub for young women.

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

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

>> It's really been a Godsend.

>> It will absolutely save our business.

>> And I'm just so grateful that I've been able to pay it forward.

>> We miss you all and look forward to seeing you soon.

>> What does it mean to be America's most reliable network? Right now it means helping those who serve stay connected to their families. They're 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.

>> I joined Verizon in January of 2014. I work 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 a 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 meals for heroes. We worked with them to branch out and start a branch ambassadors of New Jersey.

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

>> And 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's actually working during this time. This fund-raiser 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're not getting their normal customers. And then we were able to use those meals to help front-line responders.

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

>> We couldn't stop saying thank you to them. And I said we are here for you. If we could provide one meal that alleviates the anxiety or the concern about how am I going to make lunch, even if it's 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 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 of my credit. And I love you.

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

>> I just wanted to say 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 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 that are really providing all of us and the world kind of 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 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 your faces with a towel now.

>> Nice. Nice.

>> Nice job.

>> Love you to the moon and back.

- >> To the moon and back.
- >> Love you.
- >> You miss me, too?
- >> I love you all very much.
- >> Give virtual hugs.
- >> Aww.
- >> Big hugs in a couple months.
- >> I can't do it because I will cry.

Big boy

So big

>> My name is fed. 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 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 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 be there for them. Okay. Here I go. My first -- my first shift. As a full-time EMT.

>> People like Fred don't come along 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 on not only nights but on daytime coverage and weekend coverage. He said, if they allow me to do this, he said, I'm going to be right on the front lines with everybody.

>> As EMT, I'm responsible for direct patient care. So the great thing about this leave program is it's less stressed. Because then I'm on two jobs and now I only have to focus on one. My first 11-hour shift. Moderate. 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's paying me to be full-time EMT for my volunteer organization. Words can't describe that. It's overwhelming.

- >> Good to see you guys.
- >> Hey, everybody.
- >> Come on, Nicole.
- >> You have to unmute the button.
- >> Start streaming.
- >> Yay!
- >> With the process that we have.
- >> Sorry, guys. I'm just grabbing a file.
- >> Thanks for working with me.
- >> Can you shut that door behind you?

>> Okay. All right.
>> It looks like everyone's really happy.
>> Focus on what our next steps are going to be.
>> That is awesome. Thank you so much for reminding us about that, Miley.
>> Morning.
>> How you guys doing?
>> Let's focus on the positive and see you tomorrow. Same time, same place.
>> We could never do what they do. But what we can do is be a partner that never quits. Verizon is the most reliable network in America. Built for 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 are 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.

>> JEREMY: Good afternoon, good evening and good morning. I've got noon here on the east coast for us to get started for our up to speed live today, covering a lot of different topics including pulse and taking some of your questions. The leadership forum kicked off earlier this morning. And just for a context of what that is, that's where Hans and all of our leaders get together and talk about the way and the strategy for the business on the way forward. So I'm going to go over to Hans now for an update and to get us started today. Hi, Hans.

>> HANS: Hey, Jeremy. Hey, all the V-teamers. We're back here on the up to speed live. I think it's the 12th week we're here at noon and sharing what we're doing. Today we have our virtual leadership summit, leadership forum, and that's where I've been sharing a lot of things we are doing. The plan, of course, was to talk about our strategy of the company and the execution of it and how the pandemic is impacting our strategy. But nothing is more important than what's happening last week and this weekend in this country. It's been really hard to see and saddens many of us when we see it. I addressed this morning to the top leaders some of my feelings. And I read to them what I wanted to read to all of you. And I decided to actually show that to all of you right now what my feelings are. It's a sad situation we see in the nation right now. And I have been talking to my leadership team all this weekend. And I understand the situation. It's hard. To understand what's happening. And I rarely have hard time with words but I have it today. And I decided I'm going to read what I think. It's hard to get the words right. These events unfolding across the country, they are rooted in hate, and contradictory with our beliefs. As a company. We have a feeling of regret and sadness. Verizon is fiercely committed to diversity, inclusion across all spectrums and it makes the world a better place. Why it's so difficult for me to understand, I'm hopeful that the rest of the country will come to an understanding that valuing everyone equally is the best way forward. These events have really struck a chord for me and our entire leadership team. I know that many of you are deeply saddened and outraged by the events which have unfolded as well. I want our black employees to

know that they are valued. Although I don't share the same life experience, I want to listen, understand and help, and I know that my leadership want to do that as well. My thoughts are with all of the families who have been profoundly impacted by these events. It's important that we all come together as a V-team at this unprecedented and uncertain time, and above all, support one another. I want to add that V-team is in many parts of our business, especially the teams covering these events, put themselves at risk to ensure the accuracy of the stories that they are reporting. We are taking steps to make sure V-teamers are safe, which is so important to me and the leadership team. As you know, there are four stakeholders we balance between. For our employees, a safe place to discuss during this particularly difficult time. For our society, I have directed our foundation to contribute 10 million U.S. dollars to raise for charities. The charities are the national Urban League, NAACP, national action network, leadership conference for civil and human rights, rainbow push coalition, and national coalition of black civic participation. And we will expand even more of our community-based effort to help and ensure we are making a difference where it matters. It's important to help move the world forward, it's our responsibility as a large corporation to do right in these times. We cannot commit to moving the world forward unless we are committed to helping ensure we move forward for everyone. We stand united as Verizon. Before we transition to another subject, I would like us to take a quiet moment to pay respect to those who have lost their lives, to racial injustice, and for each and every one of us can reflect on how we as individuals and as V-team find the strength to stand up against racists. That was how I feel about this extremely difficult situation. As we progress this morning, I just want to tell you that there are seven different charities that we're donating the total of 10 million U.S. dollars to. It includes also NAACP, defense and legal fund, as well as the other six that I mentioned earlier. So if I then come back to what we are discussing here and connect it back to us as a company, it couldn't be more appropriate than start with our purpose. The purpose is why we're here, and we create the networks that move the world forward. And that means all networks and each and everyone, and we have a huge responsibility as a large corporation to see that we are addressing this situation but not only that, we also are in the pandemic, which is the largest crisis in mankind we are seeing that impacts each and everyone at the same time. We need to find the strength in our purpose and how we act, and that's why we have the credo. That's how we act among each other and towards others. And important words like integrity, respect for each and everyone becomes even more important in these times. The accountability for the actions we take as a large corporation becomes even more important to do. The performance excellence that we always talk about that we have as a credo as something we live with every day. And, of course, our social responsibility that is part of our strategy, that is part of our company. Ultimately, our trust and innovation as a brand. That's what the pillars we stand on in these times where there's a lot of uncertainty and a lot of unclarity. And it couldn't be more important than talk about this today and use our strength as the V-team and support each other and others in this situation. We will then come back to what we talked about, our strategy, and putting that in context and make it a simple view of our strategy. We have a network services strategy which we all are talking about. We're talking about executing that in a time that is unprecedented, where we put the customer first, to see that we can actually support with solutions and innovation, and

that's why we created Verizon to be in a stronger position to support our customers. But it also means that we need to drive innovation and new growth based on that. In times like these, customers need different -- have different needs, and behaviors are shifting. We need to adopt in our company. And what I've seen the last couple of months has been quite astonishing from the people, our employees on the front line, how they are innovative. If it's a touchless retail or if it's Fios in a box or many, many other ways that we are supporting our enterprise and corporate customers. I have to say I'm proud of you guys out there, what work you have done to see that we really are living up to our credo and to our purpose. We are building a purpose-driven company. With a strategy of inclusive and responsible business. We inform the stakeholders in everything we decide. Employees, shareholders, customers, and society. That's what we need to do in these times. It's not only right, it's absolutely the right thing to do in these times. We have also our financial discipline because ultimately all this hangs together. You cannot compromise in between the strategy. We also need to continue to be proactive with our financial strategy, and I'm really happy to see what Matt and his team have done on the financial side the last couple of months. If it comes to the market, how we're refinancing the company, not only that, our strength to actually increase in this pandemic. And adding to that an acquisition that becomes so important in these times which is the BlueJeans. And today Verizon leadership summit has been done to the BlueJeans software. And I am really happy to have all of the BlueJeans employees on board in our company. All these together with the network of service and the network and the 5G and the fiber we're doing should create a long-term growth of GDP plus with a strong profit as well as earnings. However, we are in unprecedented times, but clearly we don't take our eyes from our strategy in how we execute. The five different transformations we have in front of us which we outlined already in 2019, we are in the midst of all of them. The network team, I have to say, you have done an outstanding job not only in this pandemic but also continuing to deliver the best 4G network, being in the lead in the 5G and continuing to handle the traffic that is moving with behaviors in times like this. Thank you, all engineers, that have done that work together with our I.T. department that has been handling 120,000 employees working from home in our company. And also developing new applications for our customers, all the way from the touchless retail to other I.T. solutions that are needed in these times. On the process side, we have changed the ways of working in the company based on the difference and the changes we have done. I also need to say that by bringing 120,000 employees to work from home, processes have to continue to work for us. And we need to continue to see that we are adhering to them. We are here in this morning in the leadership forum discuss that with our internal audit where we stand. They are reporting that we are complying and doing a good job with all our processes. Just continuously proactive and think about that as a company. Then it's the brand transformation. And I'm happy to report the success we have had with our brand name and how strong we are coming out in this pandemic. We continue to see that that is so important to stay true to our values and the brand values to innovation. We are handling that. And finally, our business. The transformation we're doing with Verizon media group, business group and consumer group. I've seen a tremendous traction on that go-to market together with our customers the last 6 and 12 months. And finally, we're getting our products and solutions as the customer are demanding

them. Verizon media group has been very innovative in the pandemic in order to come up with new products, consumer group and business group really supporting the most vulnerable in our society when it comes to first responders and education, schools, hospitals, et cetera as well. We still have more transformation to be done here and more products to come out. But clearly, the indications early on on the Verizon 2.0 go to market has been positive. And ultimately, when it comes to our transformation, our talent and our leadership, that continues to be important. We want to be the employer of choice. And we want to continue to see that we are in a place where everybody feels equal and everybody has equal opportunity, and that's what we think about the future. And that's why we are also doing the pulse all the time to see that we're getting the latest from all of you out there. That brings me to our operating culture system that we talked about last year. That sort of encapsulates how we operate as a company with our purpose, our strategy that I talked about, and then, of course, our external values and our internal values and finally our leadership philosophies. That is what is guiding us in today's environment that feels very strange and very unusual and uncertain. But this is guiding us how we work and how we deliver on our strategies, how we deliver to our four stakeholders every day we come to work. And these are times when we actually need leadership and we need to come together and talk so much more about it and have interaction with us. And what I've seen the last couple of months where we all are working virtually is just amazing, the interaction we have as a company. And all the questions we get back, especially on what we're doing in the emergency operations with Christy and Joe and all the questions coming back from all of you employees and how you share your views in order for us to even be a better company and being a responsible employer.

The crisis that we face right now has a very clear priority in our crisis. Number one, keeping our employees healthy and safe. I am not sure how many times I repeated that on the up to speed, but I think I repeated it many, many times. But that's how I think. That's how my leadership team thinks. And that's how we should think. Secondly, of course, is to see that we serve our customers, keeping our network that is so critical infrastructure in these times. And, of course, seeing that we're helping our communities which we're doing with pay it live forward, the front line, and all these initiatives including what we decided to do today with a \$10 million donation. And ultimately, again, we think about our four stakeholders. Taking practical business decisions as we've done so far and we continue to do so, working because there are uncertainties in the market and how we act as a company as we are moving along. That is our priorities in these times. Think about the four stakeholders. And thinking about us as employees. We ended up, of course, with what we committed with for this. Our strategic priorities that I shared with you at our kickoff in January. When everything was very different than today. But our targets are the same. We just live in another situation where we need to think about that as well. It makes it a little bit more complex but doesn't make it different. We just need to see that we are executing. We have strength in our core business. We want to leverage our assets on 5G which we're building every day. We want to build the discipline in our balance sheet and ultimately we want to ensure purpose-driven and customer-centric. We're doing all of this at the same time as things are unfolding around us, and we will continue to do so. And that's how I direct my leadership team. We need to work with the crisis. We need to work

business as usual but we need to think about the future as well, what type of new products, what type of new solutions we need in the future. Having said all that, I would like to finish up with the last pulse. We're doing a pulse, as you know, basically every second, third week because we want to ask you all out there, how is the situation? Because this is an unprecedented time. And the feedback that you are giving back to us is so critical for us to navigate and take the right decisions each and every day. So this is the latest pulse. We had 68% participation. 93,000 of you responded. And you can see that there were high remarks on how we are dealing with the situation right now and a little lower marks around our return to office strategy. That's not strange. We just talked about for a few couple of days and a week about the return to office strategy that we'll start implementing going forward. And that's an uncertainty. When we get the confirmation, how we're acting right now, which is realtime information, of course, but also get the feedback where we can do better. And that leads me to the conclusion of our pulse survey which is, of course, that, okay, you feel supported by your leaders. And I think that is great that the leaders continue to lead in times like these because we need to be listening and supporting all of the V-teamers in times like these. And, of course, many understand our priorities. But as I said, the areas we need to strengthen is, of course, the phase 3 or return to workplace, and that's a discussion we have had here at the leadership forum but also with the executive team, what are the actions we need to take? And I think Christy and team is doing a great job. But the feedback is we need to continue to communicate about the return to office strategy, the phase 3 as we call it and, of course, provide training about the course we'll have in the workplace and continue to communicate. And you can never ask too much in times like this. And finally, more information about the sanitation, et cetera, so everybody feels secure if you are about to return to office, which we are opening up gradually, staggered, very controlled with health and safety for our employees as number one. That's the feedback from the pulse. Even more important for the leaders, of course. You will have the pulse result in your hands. It's you need to take that to your group and discuss it with them because this is on the highest level. There are differences if you look around our globe and our different units on the responses and the ratings. So the most important is to bring that back as we always do with our pulse survey to see that the ones responding get the feedback on it. That's how we need to do it, and that's what makes us a stronger company. So some think this situation together with our strategy and where we're going, I think we are pretty clear on what we want to do. It's an uncertain time. But we're going to navigate through it, and we're going to come out stronger through it. I hand it back to you, Jeremy, for some Q&A.

>> JEREMY: Awesome, Hans. Thank you so much. And just looking at the feedback coming in from our employees, you know, these are the words that they needed to hear right now. So thank you for leading us through this as you've done throughout the entire COVID-19 as well. So I do want to get into some questions here. One that is coming in here, Hans, I'll send this one your way. What are we doing about our stores and the area where protests are happening?

>> HANS: So first of all, remember the priorities we have. The number one priority is the safety and health of our employees. I would ask Ronan for more details on exactly what we're doing. So Ronan, are you out there?

>> RONAN: Thank you, Hans, and thank you for your leadership on this. I'm working very closely with my leadership under Chris Deborn making sure that our response is relevant and localized exactly as we are doing throughout the pandemic. Some of our stores in affected locations have been closed anyway as part of our pandemic action, but we have seen physical impacts to stores around the country, and we have a wider number of our stores closed in the abundance of caution and prudence at the moment. So we will continue to monitor. We will make sure that our customers, all of the available and necessary information is available online so they know which stores are open and which stores are closed. But we'll very much take a thoughtful, considerate approach in tune with local environment and local communities which is so important to be listening and to understand what's going on in these markets at this time.

>> RONAN: Thank you, Ronan.

>> JEREMY: Thank you for that. Yep. Thank you for that, Ronan, and Hans, you as well. Talking business related. We did get a question here. How are we doing then voting out 5G mech and what are the top industries and kind of how that's progressing through everything right now?

>> HANS: That's a great one. I could probably go on for hours with that one. I'll call on some of my colleagues, of course. But remember the 5G mobile edge is a great opportunity for us where we build a unified network and seeing that we get low latency and high throughput at the end of the edge. So we are working diligently with that. And I would ask first Kyle to make some comments on the technology we are deploying and then I will ask Rima and Tami to talk about the commercial side. So Kyle, can we say something where we are on our commitment to launch ten sites this year?

>> KYLE: That's right, Hans. We continue to move forward even with COVID amongst us. We are -- we're basically on plan. We did lose a couple weeks in our deployment. As you can imagine, this is highly complex. And, you know, in terms of developing new things, sometimes you run into roadblocks, but we're working well with our partners and overcoming them. And you will see very shortly the first two sites come up. And then not too long after that, you'll see the next eight. So we are fully on target to meet our commitment to you, Hans, deploying of ten mech sites this year and I'll let my colleagues talk about the work going on in terms of platforms and services that are going to ride on top, we're making great progress there as well.

>> RIMA: Kyle, thank you. And that's the right answer, we remain on schedule. Somebody asked a question earlier in the chat, and it's nice to know those new sites are coming. Listen, now more than ever, as we think about digital transformation and where our customers are going, how we show up on behalf of supply chain and in particular factories, campus-based solutions for mobile edge will be critically important. And we're seeing examples of that as we build out the use cases today. We've got about 80 use cases that we stood up for 5G. We've got Bethesda gaming that we launched late last year and now we'll begin to launch customers as we turn up those additional sites. A huge thank you to Kyle and a huge thank you, Rima, to the work your team have done on behalf of the partnerships here.

>> RIMA: So great question and I think in addition to what Kyle and Tami have said, I think the important thing to note is this is a new source of revenue for us. And keeping in mind the partnership that we have with AWS is a rev share model. So this

is addressing a new revenue stream that we haven't had before. And we believe in a multicloud environment, so stay tuned for more in this space. Hans and Jeremy, back to you.

>> JEREMY: Thank you for that, Rima and Tami and everyone else, Kyle, who jumped in there. Hans, any final words today as we're wrapping this one up?

>> HANS: No, Jeremy, I would like to thank all the V-teamers and all the hard work you're doing in times like this. I just want to ask for unity and the support that we need to give to each other. I will do everything I can do to see that we are doing the right thing as a corporation. But we need to reach out to each other. These are times that are totally unprecedented, and where communication and talking to your friends, your colleagues, listening to them becomes very important. So we will continue to listen and talk. And we will probably come back already tomorrow to have more conversation about the situation and how we as a corporation can do even more. So thank you, everyone, and back to you, Jeremy.

>> JEREMY: Thank you for that, Hans. And like you said, more on this tomorrow. Now, folks may not realize this. This is the 20th year anniversary of Verizon existing. You know, Hans talked about it a lot, and it's our integrity and how we're built, and we talk about our credo a lot. So we keep demonstrating those values time and time again. And I just want you to take a look at this new credo video that we have and to remind us of the work we do and why we do it as we're closing out this up to speed today, and we'll be back with you again tomorrow at noon. Until next time, you're up to speed.

>> A lot has happened in our 20-year history. We have moved the world forward in so many different ways. And through it all, there's one thing that's kept us on the same page.

>> Who is this company that we call Verizon? We run to crisis.

>> Not away.

>> We see crisis as opportunities.

>> Not threats.

>> We know teamwork --

>> Enables us to serve our customers --

>> Better and faster.

>> We believe integrity --

>> Is at the core of who we are. We are committed to be part of the solution, for some of our world's biggest challenges.

>> To make the world in which we work --

>> Better than it was yesterday.

>> We know our best is for today.

>> Tomorrow we'll be better.

>> These are just some of the lines from our Verizon credo. And this is who our credo is for.

>> Make sure the network is **working** all the time.

>> We are constantly looking at it. We're constantly monitoring, take that responsibility very seriously.

>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.

>> That is why we do what we do.

>> We are relentlessly committed to the network so in times like this America can stay connected to work, school and most importantly, to each other.

>> I'm ready for my close-up.

>> Got my 15 minutes of fame, huh?

>> I was super scared. I didn't know what was going on. I was so grateful that she was able to answer the call.

>> We love this little boy.

>> This is the real stuff. This is why we do what we do.

>> Connection is very important.

>> Bye. Miss you.

>> Even though I've never lived this far away from my family, I've never felt more connected to them.

>> This is really powerful.

>> My dad was diagnosed with cancer. The network allowed me to check in on my dad.

>> My mother was diagnosed with cancer, too. And she lives in Florida.

>> My dad was also diagnosed with his second bout of cancer. Being able to talk to my nephews definite whether I got my dad going.

>> I mean, it made you feel proud. By the doing the work we do every day, we enable our employees to find now ways to improve their lives and build connections.

>> Those commercials really make me feel as if the work that we do matters.

>> My one takeaway, I think, is how important we are in being that connection.

>> I mean, it's simple. Our connections move the world forward.

>> We connect the world no matter who you are or where you live.

>> Our network is for everyone.

>> And empowers everybody to connect around the world.

>> Pretty awesome.

>> The reason why we keep winning award after award after award is because people talk.

>> We're like the narrow street of root metrics but the most important thing at the end of the day, we are making a difference in our customers' lives. Now, that is an award that you can't put a price on.

>> If you take away all the awards, and please don't, we've earned those, the core of who we are is connecting people.

>> We appreciate the pat on the back, but regardless of all the awards, I think we would continue to do what Verizon does best and that's be the best.

>> At the end of the day when you strip everything away, we give customers a voice. And we're best at doing it.

>> So which way to go? Okay, I got it.

>> Of all of humanity's inventions, none has transformed the world more than networks. Networks shrink the planet and bring us all closer together. Networks accelerate innovation and spread the best ideas to where they can do the most good. And that's why what we do at Verizon is so important. We create the networks that move the world forward. Networks that connect anything to everything and everyone to anyone. Networks built as platforms. Networks built for innovators, entrepreneurs,

and anyone with the ambition to tackle the world's biggest challenges. Creating networks that move the world forward is what unites us. Some of us climb towers and pull cable. Others serve customers and their stores and call centers. Some create experiences that inform, entertain, and connect brands with audiences. And others help businesses thrive and industries innovate. Moving the world forward is a big goal. They say if you want to go fast, go alone. If you want to go far, go together. But at Verizon, we choose to go fast and far. This is what the world needs. The best in each of us. The power of all of us. Every day in every task with the conviction that everyone has something important to contribute. We are Verizon. We create the networks that move the world forward.

>> Our relationship was long-distance for a long time.

>> I was in Nigeria. She was in California in America and it was tough.

>> Video calls at least three times a day. A lot of times I would fall asleep video chatting.

>> I was, like, wait.

>> I feel like our relationship survived because we had a great network. It took us from boyfriend situation to a husband situation.

>> Verizon 4G, T-Mobile 5G, which do you think will be faster?

>> I would imagine 5G.

>> I'm assuming 5G is faster.

>> Because it's a higher number.

>> Do you want to see for real?

>> Yes.

>> These are normal fingers. You want to test them out? And here we go. Look what it's doing! Verizon 4G is faster than T-Mobile's 5G in New York city. It's sort of a heartbreak in a way. T-Mobile is so much slower but they have a higher number.

>> Got to feel bad a little for them.

>> Yeah.

>> We have a purpose as a company to create networks that move the world forward. And with it comes a renewed responsibility to fulfill our purpose in the right way. In a way that is inclusive so no one is left behind. A way that protects the environment so forward progress doesn't leave a trail of harm. A way that doesn't just advance the business but lifts humanity as well. At Verizon we are uniquely poised to meet these challenges through our corporate social responsibility framework. We hold the key to create more access to technology, to remove the barriers of connectivity, and ensure a digitally inclusive world. A world of economic growth where everyone can prosper. But we have the wherewithal to know that growth can have its drawbacks. That the more ubiquitous the technology, the less sustainable we are. It's our responsibility as a leader to ensure that economic growth doesn't leave an environmental footprint. That we reduce our carbon emissions, eliminate waste, and activate every resource on our mission to create a greener future. As a company of over 135,000 people, we understand that making people feel included and nurtured is critical to being fully invested in the future. And we can inspire inclusion and equity within our partner company by leading by example. Our emphasis on technology and innovation that positively impacts society results in products and services that drive long-term value for our company. These pillars are the thrust behind our corporate,

social responsibility. Together we impact and change the world.

>> I'm from Colombia. I am a physician and I wanted to get medical training here in the U.S. A few months after I got here, my mom got sick. It's so difficult when you're not there.

>> Having video chat is vital.

>> It's powerful. I could feel I was there with her. I was able to talk to the doctors. It could have saved her life. She's doing so much better now.

>> Every time we video chat, she's in the background, like, dancing. Dancing her mind away.

>> I was driving and I got hit head on by a drunk driver in a semitruck. A lot had to do with surgeries, therapy.

>> We're all in different places and we were communicating nonstop.

>> They would video call me every day.

>> And thankfully he's here.

>> All their support gave me everything I needed to recover well. I never felt alone because of the strong connection with my family. I love them with every bit of me.

>> This year you're going to hear a lot about what 5G will do. How it could help firefighters see through smoke, connect ambulances with hospitals in realtime, give rescuers new tools to locate survivors. But this isn't a commercial about what 5G will do. It's about what 5G will never do. 5G won't replace the courage it takes to run into the fire. It won't make the decision to become an officer any less selfless or have any impact on what's required to put others' lives before your own. It can't take the place of bravery or substitute for compassion. It will never be the reason people make the choice to serve. 5G is going to change a lot of things. But luckily for all of us, not everything.

Share the light

>> My name is Sebastian pinto. I was born in Angola in 1957. I became a teacher. In 1975, I come to the United States with my children. I knew that in America my children would get the education I want them to get. Family means a lot to me. Every Sunday my family in Atlanta, Georgia, South Carolina, and Los Angeles, we organize a video chat. I teach them something. I'm learning something from them, too. Communication is the only way we can pass the knowledge of the past generation to our children. So connection is very important.

>> Hi, papa. I miss you.

>> You've been hearing a lot about 5G, but there's 5G --

>> And then there's Verizon 5G.

>> We're building the most powerful 5G experience for America.

>> It's more than ten times faster than some other 5G networks.

>> And it's rolling out in cities across the country.

>> So people can experience speeds.

>> 1.7 gigs here in Houston.

>> 1.8 gigs here in frigid Omaha.

>> Almost 2 gigs here in Los Angeles. That's outrageous.

>> It's like an eight-lane highway compared to a two-lane dirt road.

>> My dad raised me to understand what it meant to be a fearless woman. A year and a half ago, my dad was diagnosed with cancer. It became so clear to me that my

father wanted nothing more than for me and my sister to keep living our lives. He wanted us to stay strong and stay focused and ambitious. I'm a photographer. I travel all over. The network allowed me to check in on my dad. It allowed me to maintain my career. I remember times of putting together a pre-production email, booking a flight, while researching recipes that would fight cancer. Now that my dad is back to his healthy self, he's always saying think I it's the love that made a difference.

>> Growing up, it was different for my family. Homosexuality wasn't really accepted so I moved to New York city, and we spent a few years just not talking. Out of nowhere, my mom started, like, a family group chat with all of us. And all the things that we could never say to each other in person was easier to send through a text. Even though I've never lived this far away from my family, I've never felt more connected to them.

>> At Verizon, we're building the most powerful 5G experience for America. That's why Madison square garden and other arenas across the country chose Verizon as their 5G partner. When fans arrive this season, they'll need 5G for ultra-fast speeds. So soon fans can have 5G on their phones. If Verizon can do that for the garden, imagine what it could do for you.

>> Winning awards is great. But doing all the work that takes you there, that's the hard part. At Verizon, being reliable means working to always be reliable. Not taking any shortcuts. That's why we earned more awards from JD power, open signal root metrics and Nielsen again this year. Just like last year and the year before and years before that. These are not just words. All these awards are real proof that we built a network that really works for you. The network more people rely on.

>> For me, Eli Manning, that was my last football season. For you, your last Sunday with your football family for 30 long weeks. Or was it? What if we all huddled for one more Sunday? Not as fans but as volunteers, to give back to the communities we live in.

>> Winning awards is great. But doing all the work that takes you there, that's the hard part. At Verizon, being reliable means working to always be reliable. Not taking any shortcuts. That's why we earned more awards from JD power, open signal, root metrics and Nielsen again this year. Just like last year and the year before and years before that. These are not just words. All these awards are real proof that we built a network that really works for you. The network more people rely on. Now there's only one more thing for us to do, get back to work.

>> I was super scared. I didn't know what was going on. He was having trouble breathing, he was gasping for air. Thankfully since she was an ER nurse, I was able to video chat her.

>> I was away and I was able to see him crystal clear. I said, you no Ed to take him to the emergency room now.

>> We now know Logan has asthma. I was so grateful that she was able to answer the call.

>> We love this little boy.

>> The network has to be prepared for whatever comes its way.

>> We're always preparing.

>> Make sure the network is working all the time.

>> We are constantly monitoring and take that responsibility very seriously.

>> The most rewarding thing about the work we do is whenever we see a customer communicate back to their loved ones.

>> That is why we do what we do.

>> We are relentlessly committed. That's why in times like this Americans can stay connected to work, school and most importantly, to each other.

>> I'm ready for my close-up. Got my 15 minutes of fame, huh?

>> I was super scared. I didn't know what was going on. I was so grateful that she was able to answer the call.

>> We love this little boy.

>> Now, this is the real stuff. This is why we do what we do.

>> Connection is very important.

>> Hi, papa. Miss you.

>> Even though I've never lived this far away from my family, I've never felt more connected to them.

>> This is really powerful.

>> My dad was diagnosed with cancer. The network allowed me to check in on my dad.

>> My mother was diagnosed with cancer, too. And she lives in Florida.

>> My dad was also diagnosed with his second bout of cancer. Being able to talk to my nephew definitely kept my dad going.

>> Yes, it made you feel proud. By doing the work we do every day, we find new and unique ways to improve their lives and build connections.

>> Those commercials really make me feel as if the work that we do matters.

>> My one takeaway, I think, is how important we are in being that connection.

>> I mean, it's simple. Our connections move the world forward.

>> We connect the world no matter who you are or where you live.

>> Our network is for everyone.

>> It empowers everybody to connect around the world.

>> We're pretty awesome.

>> The reason why we keep winning award after award after award is because people talk.

>> The most important thing at the end of the day, we are making a difference in our customers' lives. Now, that is an award that you can't put a price tag on.

>> If you take away all the awards and please don't, we've earned those, the core of who we are is connecting people.

>> We appreciate the pat on the back. But regardless of all the awards, I think we would continue to do what Verizon does best, and that's be the best.

>> At the end of the day when you strip everything away, we give customers a voice. And we're best at doing it.

>> Which way to go? Okay. I got it.

>> Of all of humanity's inventions, none has transformed the world more than networks. Networks shrink the planet and bring us all closer together. Networks accelerate innovation and spread the best ideas to where they can do the most good. And that's why what we do at Verizon is so important. We create the networks that move the world forward. Networks that connect anything to everything and everyone to anyone. Networks built as platforms. Networks built for innovators, entrepreneurs,

and anyone with the ambition to tackle the world's biggest challenges. Creating networks that move the world forward is what unites us. Some of us climb towers and pull cable. Others serve customers in their stores and call centers. Some create experiences that inform, entertain, and connect brands with audiences. And others help businesses thrive and industries innovate. Moving the world forward is a big goal. They say if you want to go fast, go alone. If you want to go far, go together. But at Verizon, we choose to go fast and far. This is what the world needs. The best in each of us, the power of all of us. Every day in every task with the conviction that everyone has something important to contribute. We are Verizon. We create the networks that move the world. Forward.

>> Our relationship was long-distance for a long time.

>> I was back home in Africa in Nigeria. She was in California in America, and it was tough.

>> Video calls at least three times a day.

>> We could be speaking for close to, like, three hours.

>> A lot of times I would fall asleep just video chatting.

>> And I was, like, wait.

>> I feel like our relationship survived because we had a great network. It took us from boyfriend situation to a husband situation.

>> Verizon 4G. T-Mobile 5G. Which do you think will be faster?

>> I would imagine 5G.

>> I'm assuming 5G's faster.

>> Because it's a higher number. Do you want to see for real?

>> Yes.

>> These are normal fingers. You want to test them out? Here we go. Look what it's doing! Verizon 4G is faster than T-Mobile's 5G in New York city. It's sort of a heartbreak in a way. T-Mobile's so much slower, but they have a higher number.

>> Got to feel bad for them a little.

>> Yeah.

>> We have a purpose as a company to create networks that move the world forward. And with it comes a renewed responsibility to fulfill our purpose in the right way. In a way that is inclusive so no one is left behind. A way that protects the environment so forward progress doesn't leave a trail of harm. A way that doesn't just advance the business but lifts humanity as well. At Verizon, we are uniquely poised to meet these challenges through our corporate social responsibility framework. We hold the key to create more access to technology, to remove the barriers of connectivity, and ensure a digitally inclusive world. A world of economic growth where everyone can prosper. But we have the wherewithal to know that growth can have its drawbacks. That the more ubiquitous the technology, the less sustainable we are. It's our responsibility as a leader to ensure that economic growth doesn't leave an environmental footprint, that we reduce our carbon emissions, eliminate waste, and activate every resource on our mission to create a greener future. As a company of over 135,000 people, we understand that making people feel included and nurtured is critical to being fully invested in the future. And we can inspire inclusion and equity within our partner companies by leading by example. Our emphasis on technology and innovation that positively impacts society results in products and services that drive

long-term value for our company. These pillars are the thrust behind our corporate social responsibility. Together we impact and change the world.

>> I'm from Colombia. I am a physician. And I wanted to get medical training here in the U.S. A few months after I got here, my mom got sick. It's so difficult when you're not there.

>> Having video chat is vital.

>> It's powerful. I could feel I was there with her. I was able to talk to the doctors. It could have saved her life. She's doing so much better now.

>> Every time we video chat, she's in the background, like, dancing, dancing her mind away.

>> I was driving and I got hit head on by a drunk driver in a semitruck. A lot had to be done with surgeries, procedures, therapy.

>> We're all in different places. And we were communicating nonstop.

>> They would video call me every day.

>> And thankfully, he's here.

>> All their support gave me everything I needed to recover well. I never felt alone because of the strong connection with my family. I love them with every bit of me.

>> This year you're going to hear a lot about what 5G will do, how it can help firefighters see through smoke, connect ambulances with hospitals in realtime, give rescuers new tools to locate survivors. But this isn't a commercial about what 5G will do. It's about what 5G will never do. 5G won't replace the courage it takes to run into the fire. It won't make the decision to become an officer any less selfless. Or have any impact on what's required to put others' lives before your own. It can't take the place of bravery or substitute for compassion. It will never be the reason people make the choice to serve. 5G is going to change a lot of things. But luckily for all of us, not everything.

Share the light

Share the light

>> My name is Sebastian pinto. I was born in Angola in 1957. I became a teacher. In 1975, I came to the United States with my children. I knew that in America, my children will get the education I want them to get. Family means a lot to me. Every Sunday my family in Atlanta, Georgia, Greenville, South Carolina, and Los Angeles, we organize a video chat. I teach them something. I'm learning something from them, too. Communication is the only way we can pass the knowledge of the past generation to our children. So connection is very important.

>> Hi, papa. I miss you.

>> You've been hearing a lot about 5G, but there's 5G --

>> And then there's Verizon 5G.

>> We're building the most powerful experience for America.

>> It's more than ten times faster than some other 5G networks.

>> It's rolling out.

>> People can experience speeds that ultrabroadband can't deliver.

>> 1.8 gigs here in frigid Omaha.

>> Almost 2 gigs near in Los Angeles.

>> It's like an eight-lane highway compared to a two-lane dirt road.

>> My dad raised me to understand what it meant to be a fearless woman. A year

and a half ago, my dad was diagnosed with cancer. It became so clear to me that my father wanted nothing more than for me and my sister to keep living our lives. He wanted us to stay strong and stay focused and ambitious. I'm a photographer. I travel all over. The network allowed me to check in on my dad. It allowed me to maintain my career. I remember times of putting together a pre-production email, booking a flight while researching recipes that would fight cancer. Now that my dad is back to his healthy self, he's always saying, I think it's the love that made a difference.

>> Growing up, I was different from my family. Homosexuality wasn't really accepted. So I moved to New York city. And we spent a few years just not talking. Out of nowhere, my mom started, like, a family group chat with all of us. And all the things that we could never say to each other in person, it was easier to send through a text. Even though I've never lived this far away from my family, I've never felt more connected to them.

>> At Verizon, we're building the most powerful 5G experience for America. That's why Madison square garden and other arenas across the country chose Verizon as their 5G partner. When fans arrive this season, they'll need 5G for ultra-fast speeds and massive capacity. So soon posting with 5G on their phones. If Verizon 5G can do that for Madison square garden, imagine what it could do for you.

>> Winning awards is great, but doing all the work that takes you there, that's the hard part. At Verizon, being reliable means working to always be reliable. Not taking any shortcuts. That's why we earned more awards from J.D. power, open signal, root metrics and Nielsen again this year. Just like last year and the year before and years before that. These are not just words. All these awards are real proof that we built the network that really works for you. The network more people rely on.

>> For me Eli Manning, that was my last football season. For you, your last Sunday with your football family for 30 long weeks. Or was it? What if we all huddled for one more Sunday? Not as fans but as volunteers. To give back to the communities we live in.

>> Winning awards is great. But doing all the work that takes you there, that's the hard part. At Verizon, being reliable means working to always be reliable. Not taking any shortcuts. That's why we earned more awards from J.D. power, open signal, root metrics and Nielsen again this year. Just like last year and the year before and years before that. These are not just words. All these awards are real proof that we built a network that really works for you. The network more people rely on. Now there's only one thing left for us to do. Get back to work.

>> I was super scared. I didn't know what was going on. Logan was having trouble breathing and gasping for air. Thankfully she's an ER nurse and I was able to video chat her.

>> I was able to see Logan crystal clear. I saw he was retracting and I said you need to take him to the emergency room.

>> We now know he has asthma. I was so grateful she was able to answer the call.

>> We love this little boy.

>> The network has to be prepared to absorb for whatever is going to come it's way. It.

>> We're always preparing.

>> Make sure the network is working all the time.

>> We take that responsibility very seriously.

>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.

>> That is why we do what we do.

>> We are relentlessly committed to the network so in times like this Americans can stay connected to work, school, and most importantly, to each other.

>> I'm ready for my close-up. Got my 15 minutes of fame, huh?

>> I was super scared. I didn't know what was going on. I was so grateful that she was able to answer the call.

>> We love this little boy.

>> Now, this is the real stuff. This is why we do what we do.

>> Connection is very important.

>> Hi, papa. Miss you.

>> Even though I've never lived this far away from my family, I've never felt more connected to them.

>> This is really powerful.

>> My dad was diagnosed with cancer. The network allowed me to check in on my dad.

>> My mother was diagnosed with cancer, too. And she lives in Florida.

>> My dad was also diagnosed with his second bout of cancer. Being able to talk to my nephews definitely kept my dad going.

>> I mean, it made you feel proud. By doing the work we do every day, we allow our customers to improve their lives and build connections.

>> Those commercials really make me feel as if the work that we do matters.

>> My one takeaway, I think, is how important we are in being that connection.

>> I mean, it's simple. Our connections move the world forward.

>> We connect the world no matter who you are or where you live.

>> Our network is for everyone.

>> It empowers everybody to connect around the world.

>> We're pretty awesome.

>> The reason why we keep winning award after award after award is because people talk.

>> We're like root metrics. But the most important thing at the end of the day, we're making a difference in our customers' lives.

>> If you take away all the awards, and please don't, the core of who we are is connecting people.

>> We appreciate the pat on the back, but regardless of all the awards, I think we would continue to do what Verizon does best. At the end of the day when you strip everything away, we give customers a voice. And we're best at doing it.

>> Which way to go? Okay. I got it.

>> Of all of humanity's inventions, none has transformed the world more than networks. Networks shrink the planet and bring us all closer together. Networks accelerate innovation and spread the best ideas to where they can do the most good. And that's why what we do at Verizon is so important. We create the networks that move the world forward. Networks that connect everything and everyone to anyone. Networks built as platforms. Networks built for innovators, entrepreneurs, and anyone

with the ambition to tackle the world's biggest challenges. Creating networks that move the world forward is what unites us. Some of us climb towers and pull cable. Others serve customers in our stores and call centers. Some create experiences that inform, entertain, and connect brands with audiences. And others help businesses thrive and industries innovate. Moving the world forward is a big goal. They say if you want to go fast, go alone. If you want to go far, go together. But at Verizon, we choose to go fast and far. This is what the world needs. The best in each of us. The power of all of us. Every day in every task with the conviction that everyone has something important to contribute. We are Verizon. We create the networks that move the world. Forward.

>> Our relationship was long-distance for a long time.

>> I was back home in Africa in Nigeria. She was in California in America. And it was tough.

>> Video calls at least three times a day.

>> We could be speaking for close to, like, three hours.

>> A lot of times I would fall asleep just video chatting.

>> I was, like, wait. Is this love?

>> I feel like our relationship survived because we had a great network. It took us from boyfriend situation to a husband situation.

>> Verizon 4G, T-Mobile 5G. Which do you think will be faster?

>> I would imagine 5G.

>> I'm assuming 5G is faster.

>> Because it's a higher number. Do you want to see for real?

>> Yes.

>> These are normal fingers. You want to test them out? And here we go. Look what it's doing! Verizon 4G is faster than T-Mobile's 5G in New York city. It's sort of a heartbreak in a way. T-Mobile's so much slower but they have a higher number.

>> Got to feel bad for them a little.

>> Yeah.

>> We have a purpose as a company to create networks that move the world forward. And with it comes a renewed responsibility to fulfill our purpose in the right way. In a way that is inclusive so no one is left behind. A way that protects the environment so forward progress doesn't leave a trail of harm. A way that doesn't just advance the business but lifts humanity as well. At Verizon, we are uniquely poised to meet these challenges through our corporate social responsibility framework. We hold the key to create more access to technology, to remove the barriers of connectivity, and ensure a digitally inclusive world. A world of economic growth where everyone can prosper. But we have the wherewithal to know that growth can have its drawbacks. That the more ubiquitous the technology, the less sustainable we are. It's our responsibility as a leader to ensure that economic growth doesn't leave an environmental footprint, that we reduce our carbon emissions, eliminate waste, and activate every resource on our mission to create a greener future. As a company of over 135,000 people, we understand that making people feel included and nurtured is critical to being fully invested in the future. And we can inspire inclusion and equity within our partner company by leading by example. Our emphasis on technology and innovation that positively impacts society results in products and services that drive

long-term value for our company. These pillars are the thrust behind our corporate social responsibility. Together we impact and change the world.

>> I'm from Colombia. I am a physician. And I wanted to get medical training here in the U.S.

>> A few months after I got here, my mom got sick. It's so difficult when you're not there.

>> Having video chat is vital.

>> It's powerful. I could feel I was there with her. I was able to talk to the doctors. It could have saved her life. She's doing so much better now.

>> Every time we video chat, she's in the background, like, dancing, dancing her mind away.

>> I was driving and I got hit head on by a drunk driver in a semitruck. A lot had to be done with surgeries, procedures, therapy.

>> Through recovery, we're all in different places, and we were communicating nonstop.

>> They would video call me every day.

>> And thankfully, he's here.

>> All their support gave me everything I needed to recover well. I never felt alone because of the strong connection with my family. I love them with every bit of me.

>> This year you're going to hear a lot about what 5G will do. How it could help firefighters see through smoke. Connect ambulances with hospitals in realtime. Give rescuers new tools to locate survivors. But this isn't a commercial about what 5G will do. It's about what 5G will never do. 5G won't replace the courage it takes to run into the fire. It won't make the decision to become an officer any less selfless. Or have any impact on what's required to put others' lives before your own. It can't take the place of bravery or substitute for compassion. It will never be the reason people make the choice to serve. 5G is going to change a lot of things. But luckily for all of us, not everything.

Share the light

Share the light

>> My name is Sebastian pinto. I was born in Angola in 1957. I became a teacher. In 1975, I was coming to the United States with my children. I knew that in America my children will get the education I want them to get. Family means a lot to me. Every Sunday my family in Atlanta, Georgia, Greenville, South Carolina, and Los Angeles, we organize a video chat. I teach them something. I'm learning something from them, too. Communication is the only way we can pass the knowledge of the past generations to our children. So connection is very important.

>> Hi, papa. I miss you.

>> You've been hearing a lot about 5G. There's 5G --

>> And then there's Verizon 5G.

>> We're building the most powerful experience for America.

>> It's ten times faster than other networks.

>> And it's rolling out across the country.

>> 1.7 gigs here in Houston.

>> 1.8 gigs here in frigid Omaha.

>> It's outrageous.

>> It's like an eight-lane highway compared to a two-lane dirt road.

>> My dad raised me to understand what it meant to be a fearless woman. A year and a half ago, my dad was diagnosed with cancer. It became so clear to me that my father wanted nothing more than for me and my sister to keep living our lives. He wanted us to stay strong and stay focused and ambitious. I'm a photographer. I travel all over. The network allowed me to check in on my dad. It allowed me to maintain my career. I remember times of putting together a pre-production email, booking a flight while researching recipes that would fight cancer. Now that my dad is back to his healthy self, he's always saying I think it's the love that made a difference.