

Verizon

Up to Speed Live

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>> HEY, WELCOME TO A SPECIAL WEDNESDAY EDITION OF "UP TO SPEED LIVE" FRESH OFF AN AMAZING DAY YESTERDAY WITH OUR BIGGEST UPDATE EVER.

WE ARE RIGHT BACK HERE WHERE WE STARTED LAST WEDNESDAY, LIVE FROM HEADQUARTERS.

AND AS PROMISED, JOINING US ONCE AGAIN IS OUR HR LEADER CHRISTY PAMBIANCHI BACK TO ANSWER YOUR WORK FORWARD QUESTIONS, AND I SEE CHRISTY'S GOT THE PRIDE GEAR AS WELL, PROUDLY ROCKING THAT. SO WE'LL BE TALKING ABOUT WORK FORWARD, TALENT GPS.

IT'S GOOD TO HAVE YOU ONCE AGAIN.

ALL RIGHT.

SO IF YOU'VE EVER THOUGHT ABOUT HOW TO NAVIGATE YOUR CAREER HERE, STAY WITH US.

BEFORE WE GET TO THAT, THOUGH, AND MUCH MORE, LET'S TALK ABOUT THE BIG NEWS FROM TUESDAY, IN CASE YOU MISSED IT AND QUITE HONESTLY, I'M NOT EVEN SURE HOW YOU WOULD HAVE MISSED IT.

LET'S TALK ABOUT THIS BIGGEST UPGRADE EVER.

EVEN BEFORE YESTERDAY'S OFFICIAL ANNOUNCEMENT, WE TOOK TO THE SKIES OVER THE HOLIDAY WEEKEND TO LET FOLKS KNOW SOMETHING BIG WAS COMING FROM COAST TO COAST ALONG SOME POPULAR BEACHES, SCORES OF PEOPLE WATCHED OVERHEAD AS WE DELIVERED THE MESSAGE VERIZON HAS BIG NEWS FOR YOU TOMORROW.

NOW, THAT WAS MONDAY AND, OF COURSE, TUESDAY WE SHARED THE BIG NEWS.

AS MANY OF YOU KNOW, BEING ON VERIZON 5G IS AN EXPERIENCE LIKE NO OTHER.

AS A MATTER OF FACT, IF YOU SAUTEUSE'S "UP TO SPEED," YOU WOULD KNOW I WAS LITERALLY ON 5G MYSELF, THANKS TO SOME TRICK

PHOTOGRAPHY, SHOUTING FROM THE ROOFTOPS ALL ABOUT THIS LATEST PROMO.

ONCE AGAIN, NEW AND EXISTING CUSTOMERS CAN TRADE IN THEIR PHONE, CRACKED, STICKY, DAMAGED, OLD OR NEW, AND GET A 5G PHONE ON US WITH ONE OF OUR BEST UNLIMITED PLANS.

AND I'D LIKE TO JUST POINT OUT, WHILE I LOVE BEING ON THE NETWORK, ON THE 5G NETWORK, I WASN'T PHYSICALLY ON OUR 5G DISPLAY.

THESE FUN, BEHIND-THE-SCENES PHOTOS REVEAL IT TOOK SOME FORCE PERSPECTIVE AND VIDEO MAGIC TO MAKE IT ALL HAPPEN.

NOW, IN QUESTIONED'S "UP TO SPEED," WE SHARED HOW OUR BIGGEST UPGRADE EVER IS HUGE NEWS FOR SMALL BUSINESSES.

AND TO SHARE MORE ABOUT THE BUSINESS SIDE, INCLUDING SOME OF OUR PARTNERSHIPS DURING THIS WEEKEND'S INDY 500, HERE'S TAMI ERWIN WITH ALL THINGS VERIZON BUSINESS.

TAKE IT AWAY.

>> TAMI: ANDY, WHAT AN EXCITING TIME AT VERIZON.

IN MAY WE HAD A CHANCE TO HIGHLIGHT 5G BUILT RIGHT FOR THE NHL AND NBA PLAYOFFS AND REALLY HIGHLIGHT THE POWER OF 5G.

AS WE NOW MOVE INTO JUNE, WE COUNT DOWN THE QUARTER, 30 DAYS LEFT, WE COUNT DOWN THE QUARTER WITH INCREDIBLE ASSETS IN OUR ARSENAL TO WIN.

WHEN I THINK ABOUT THE SUPER PROMO THAT GIVES OUR CUSTOMERS ACCESS TO THE BEST 5G NETWORK AND UPGRADE CAPABILITY FOR EVERYBODY, WE'VE NEVER BEEN BETTER POSITIONED AS WE LOOK AT HOW WE INVITE OUR CUSTOMERS TO EXPERIENCE THE 5G NETWORK.

YOU KNOW, PEOPLE ARE NOW OUT MOVING AROUND.

PEOPLE ARE DISCOVERING THE 5G NETWORK, AND THEY'RE SUPER EXCITED ABOUT WHAT THEY'RE FINDING.

AND SO THE ABILITY TO RUN THIS CAMPAIGN AND INVITE ALL OF OUR CUSTOMERS TO RECOGNIZE THE POWER OF 5G IS REALLY AN EXCITING TIME. I'M EXCITED BECAUSE WE'VE BEEN VERY SPECIFIC ABOUT HOW WE HELP SMALL BUSINESSES RE-IGNITE THEIR GROWTH.

YOU'RE GOING TO SEE AN SMB SPOT.

YOU'RE GOING TO SEE SMB FRIDAYS AS WE REALLY RALLY TO SUPPORT SMALL BUSINESSES.

AND, OF COURSE, YOU'RE GOING TO CONTINUE TO SEE US SUPPORT NOT ONLY OUR GLOBAL ENTERPRISE CUSTOMERS BUT PUBLIC SECTOR AS WELL, A SPOT THAT HIGHLIGHTS WHEN IT REALLY, REALLY MATTERS, YOU NEED THE 5G NETWORK WHEN IT BECOMES A MATTER OF LIFE AND DEATH FOR FIRST RESPONDERS.

SO, LISTEN, I AM INCREDIBLY EXCITED ABOUT EVERYTHING THAT'S HAPPENING RIGHT NOW AS WE LOOK TO CLOSE OUT SECOND QUARTER. WE'VE GOT THE BEST NETWORK.

WE'VE GOT THE BEST PROMOS.

AND WE HAVE THE BEST PEOPLE.

IT'S TIME TO NOW GO FIGHT AND WIN.

>> GO, FIGHT, WIN INDEED, TAMI.

THANK YOU VERY MUCH.

NOW, TO HELP US DO JUST THAT, WE'VE GOT SOME FAMOUS FRIENDS SHARING THE NEWS.

YOU MAY HAVE SEEN ONE OF OUR SPOTS FEATURING "SATURDAY NIGHT LIVE'S" KATE MCKINNON, AND YES, WE'VE GOT SOME REAL STAR POWER HELPING US SPREAD THE WORD.

IN ADDITION, WE'VE ALSO GOT GRAMMY AWARD WINNING ARTIST MEGHAN TRAINOR SHARING THE GOOD NEWS AS WELL.

AND FRIENDS, LOOK FOR A FUTURE "UP TO SPEED" EPISODE COMING UP WHERE MEGHAN HELPS ME LEARN ABOUT THE CONCEPT OF A GLOW UP.

YES, I'VE BEEN LEARNING ABOUT GLOW UPS ALL WEEK, BECAUSE AS MEGHAN POINTED OUT, TRADING IN THAT PHONE FOR A NEW DEVICE DEFINITELY COUNTS AS A GLOW UP.

SO, OF COURSE, THE BIGGEST PIECE OF OUR BIGGEST UPGRADE EVER IS HOW OUR CUSTOMERS AND OUR V TEAMERS ARE FEELING ABOUT THIS NEWS.

SO SEVERAL MEMBERS OF OUR "UP TO SPEED" COMMUNICATIONS TEAM VENTURED OUT YESTERDAY TO GET REACTIONS FROM CUSTOMERS AND OUR RETAIL REPS.

HERE'S WHAT THEY HAD TO SAY.

>> OUR CONTINUING CUSTOMERS ARE MORE HAPPY WITH VERIZON.

THEY'LL BE MORE INCLINED TO TELL THEIR NEIGHBORS AND FRIENDS, NOT ONLY HAVE I BEEN A CUSTOMER FOR A LONG TIME WITH VERIZON, OF COURSE, FRIENDS WHO ARE WITH OTHER CARRIERS, THEY'LL GO, WOW, MAYBE I SHOULD GO AND SEE WHAT THEY CAN OFFER ME.

THERE'S A STIGMA THAT GOOD OFFERS ARE ONLY FOR CERTAIN PEOPLE.

>> I THINK IT'S GREAT.

CUSTOMERS ARE ALWAYS LOOKING FOR GOOD DEALS TO GET INTO NEW TECHNOLOGY.

SO NOW THEY HAVE A BIG OPPORTUNITY TO SAVE SOME MONEY ON NEW PHONES.

>> I HEARD IT THROUGH THE GRAPEVINE THROUGH SOME FRIENDS THAT THEY WENT IN YESTERDAY, AND THEY WENT IN WITH AN I6 OR AN I7, AND THEY GOT UP TO 575, \$585.

SO JUST OUT OF CURIOSITY, I SAID, LET ME STOP AT A VERIZON STORE.

THE TRADE-IN VALUE FOR THIS PHONE WAS VERY SIGNIFICANT.

SO THAT WAS THE BEST I'VE EVER HEARD WITH VERIZON.

SO THAT KIND OF INTRIGUED MY INTEREST TO MAYBE MAKE A MOVE ON IT PRETTY QUICKLY.

>> I THINK THE CUSTOMERS ARE GOING TO REACT GREAT.

I THINK THEY'RE GOING TO BE VERY EXCITED ABOUT IT.

A LOT OF THE TIMES CUSTOMERS WANT TO TAKE HOLD OF PROMOTIONS, TRADE-IN PROMOTIONS SPECIFICALLY, AND THEY CAN'T BECAUSE OF CRACKED SCREENS AND DAMAGED DEVICES.

THIS ALLOWS THEM TO BE A PART OF THE VALUE.

THIS ALLOWS US TO GENERATE MORE TRAFFIC AND, YOU KNOW, GET MORE CUSTOMERS IN.

>> I'M EXCITED ABOUT OUR CUSTOMERS GETTING A CHANCE TO EXPERIENCE THE 5G.

WE HAVE SOME GREAT OFFERS THAT NOW THEY CAN GAIN.

SO THEY'RE GOING TO FEEL THAT EXPERIENCE OF THAT 5G NETWORK, UPLOAD SPEEDS, DOWNLOAD SPEEDS, ESPECIALLY WHEN IT COMES TO GAMING, AND WE HAVE GREAT OFFERS FOR OUR CUSTOMERS ON OUR UNLIMITED 5G PLAN.

>> I'M GOING TO SAY JUMP ON IT NOW BECAUSE IT'S THE RIGHT TIME.

WE DON'T KNOW WHEN WE'RE GOING TO BE OFFERING ANOTHER 5G PHONE FOR FREE.

THIS IS THE TIME.

HOP ON THE TRAIN.

>> ANDY: THIS IS THE TIME, HOP ON THE TRAIN.

YOU HEARD RAMON RIGHT THERE.

I HAD A CHANCE TO VISIT THE STORES MYSELF AND TALK TO OUR REPS AND OUR CUSTOMERS AND A COUPLE OF OUR TEAMMATES DID AS WELL.

AND WE WERE TALKING ABOUT IT THIS MORNING, THAT WE WERE ABLE TO SEE FIRSHTHAND WHAT OUR RETAIL TEAMMATES ARE FEELING AFTER A PROMO LIKE THAT IS RELEASED AND ANNOUNCED.

YOU CAN SEE THE AHA MOMENTS OF THE CUSTOMERS WALKING IN.

AS A MATTER OF FACT, ONE OF OUR TEAMMATES, ANDREW TESTA, TALKED ABOUT A FAMILY COMING IN AFTER LEARNING ABOUT THIS PROMO TO SWITCH THEIR PHONES TO UPGRADE TO 5G.

AND YOU CAN SEE IT.

YOU KNOW, IF YOU GET A CHANCE, WALK INTO ONE OF OUR STORES, AND YOU'LL FEEL THE PRIDE OF OUR RETAIL TEAM, OF OUR COMPANY AT LARGE.

THERE IS AN OPPORTUNITY HERE FOR ALL OF US TO CELEBRATE IN THIS ANNOUNCEMENT TO BRING 5G INTO THE HANDS OF EVERY CUSTOMER AS WE PROMISED, AS WE'RE GOING TO DO.

SO THERE'S A GREAT SENSE OF PRIDE THERE AND, OF COURSE, A BIG CONGRATULATIONS TO EVERYONE INVOLVED IN MAKING SURE THAT WE RELEASE THIS NEWS, THE BIGGEST UPGRADE EVER AND NOW COMES THE FUN PART.

WE CONTINUE THAT MESSAGE.

WE CONTINUE TO MAKE SURE THAT THIS ENERGY CONTINUES INTO THE SUMMER.

AND ONCE AGAIN, THERE'S A LOT MORE WORK TO DO AND A BIG CONGRATULATIONS, OF COURSE, TO OUR V TEAM FOR GETTING THINGS STARTED.

ALL RIGHT.

SO LAST WEEK, CHRISTY JOINED US TO PROVIDE AN UPDATE ON HOW AND WHEN WE ARE ROLLING OUT WORK FORWARD.

WE HAVE CHRISTY BACK ON TODAY, OF COURSE, TO ANSWER YOUR TOP QUESTIONS ON WORK FORWARD, SHARE ANOTHER EXCITING HR INITIATIVE

THAT WILL PUT YOU IN THE DRIVER'S SEAT OF YOUR CAREER.

CHRISTY, WELCOME BACK.

THANK YOU FOR JOINING US ONCE AGAIN.

IT IS GOOD TO BE WITH YOU ONCE AGAIN.

>> CHRISTY: THANKS, ANDY.

AND ALWAYS HAPPY TO JOIN UP AND CATCH UP WITH THE "UP TO SPEED" PROGRAM AND THE V TEAM.

I WAS ALSO TOTALLY BLOWN AWAY BY THE RESPONSE TO WORK FORWARD LAST WEEK AND THE EXCITEMENT THAT WAS SHARED BY ALL THE V TEAMERS.

>> ANDY: YEAH, WE SHARED A LOT OF INFORMATION, AND WE TOOK A WEEK TO PROCESS.

AND OBVIOUSLY WE HEARD A LOT FROM OUR V TEAMERS HERE.

SO WE WANTED TO JUST DIVE INTO SOME OF THOSE TOP QUESTIONS.

BUT BEFORE WE DO, GIVE US JUST A QUICK RECAP, IF FOLKS ARE CATCHING UP TO THE NEWS OF LAST WEEK.

TELL US WHAT V TEAMERS CAN EXPECT WHEN IT COMES TO WORK FORWARD.

>> CHRISTY: FIRST, THANKS FOR WEARING THE WORK FORWARD T-SHIRT TODAY.

I JUMPED IN WITH MY PRIDE BLING FOR PRIDE MONTH, BUT WORK FORWARD IS VERIZON'S FUTURE OF WORK.

AND WE HAVE THREE MODELS THAT WILL TRANSFORM HOW, WHEN AND WHERE WE WORK.

WE'VE GOT WORK SITE-BASED WHICH ARE V TEAMERS WHOSE WORK IS EXCLUSIVELY PERFORMED AT A DEFINED LOCATION INCLUDING OUR RETAIL STORES, GARAGES OR IN THE FIELD.

HOME-BASED, OUR V TEAMERS WHOSE WORK IS PERFORMED ALMOST EXCLUSIVELY FROM A HOMEWORK SPACE WITH OCCASIONAL IN-PERSON GATHERINGS.

AND THEN WE HAVE HYBRID, WHICH ARE V TEAMERS WHOSE WORK IS DEFINED TO A LOCATION OR AREA BUT ALLOWS FOR FLEXIBILITY TO WORK FROM HOME AND THE OFFICE WITH A SET SCHEDULE, WHICH IS DETERMINED BY THEIR DIRECTOR.

>> ANDY: YEAH.

SO LET'S DIVE RIGHT INTO SOME OF THE TOP QUESTIONS HERE.

AND THIS WAS A QUESTION WE KNEW WAS GOING TO COME UP.

WE ACKNOWLEDGED THIS LAST WEEK.

HOW DO V TEAMERS FIND OUT THEIR WORKING MODELS, IF THEY'RE HYBRID, WHAT WAVE THEY'RE IN?

>> CHRISTY: OKAY, GREAT.

WE KNOW THIS IS TOP OF MIND.

SO FOR U.S.-BASED EMPLOYEES, YOUR LEADERS WILL SHARE YOUR WORKING MODELS BY JUNE 4TH.

SO BY THE END OF THIS WEEK.

AND IF YOU ARE IN THE HYBRID MODEL, THEY WILL ALSO SHARE YOUR WAVE.

SO YOU HAVE A SENSE OF TIMING FOR ONBOARDING INTO WORK FORWARD. I WANT TO ALSO POINT OUT FOR OUR UNION REPRESENTED EMPLOYEES, WE WILL REMAIN IN OUR CURRENT STATE, AND WE WILL KEEP YOU INFORMED ON DISCUSSIONS WITH THE UNION.

>> ANDY: YEAH.

AND SOME OF THE BIG QUESTIONS THAT ALSO CAME UP WAS EXACTLY HOW OUR LEADERS AND OUR HR TEAMS WERE ABLE TO MAP OUT THE WORKING MODELS.

CAN YOU GIVE US A LITTLE MORE ON THAT?

>> CHRISTY: YEAH, I GOT A COUPLE OF NOTES FROM OUR EMPLOYEES AND I'M GLAD WE'RE ABLE TO DISCUSS IT.

WORKING MODELS WERE DEVELOPED BY FOCUSING ON WHAT EACH V TEAMERS DOES AND THE MODEL THAT WOULD SET THEM UP FOR SUCCESS. WHILE COVID-19 ACCELERATED OUR PLANS, WE'VE BEEN WORKING ON THE FUTURE OF WORK TRANSFORMATION FOR SOME TIME.

SO THERE WAS A LOT OF CONSIDERATION AND THOUGHT ON HOW STRUCTURING OUR WORK MODELS WOULD NEED TO COME TOGETHER.

>> ANDY: YEAH.

YOU KNOW, AGAIN, AS A MEMBER OF THE PILOT TEAM, I CAN TELL YOU FIRSHTHAND WHEN YOU START TO KIND OF THINK ABOUT WHAT'S NEXT, ALL THESE QUESTIONS POP UP.

AND SO IN A WAY, IT'S NATURAL FOR US TO HAVE THESE QUESTIONS AND TALK ABOUT THIS AND OPEN AND TRANSPARENT WAYS.

IF A V TEAMER FEELS THEY'RE NOT IN THE CORRECT WORKING MODEL OR THEY HAVE CONCERNS, WHAT SHOULD THEY DO?

>> CHRISTY: THAT'S A GREAT QUESTION.

WE KNOW IT WILL BE ON THE MINDS OF A LOT OF V TEAMERS AS WE'RE BRINGING A LOT OF CHANGE FORWARD.

WORKING MODELS ARE BASED ON THE ROLE OF THE EMPLOYEE.

IF THEY'VE BEEN DESIGNATED AS HOME BASED, HYBRID OR WORK SITE, THEIR MODELS AREN'T LIKELY TO CHANGE UNLESS THE FUNCTION OF THEIR JOB CHANGES.

>> ANDY: LET'S BREAK DOWN FOR OUR HYBRID V TEAMERS, MOST OF THE QUESTIONS FOCUSED ON TIMING, WHEN THEY'LL EXPECT TO HAVE FULL ACCESS TO THE OFFICE.

CAN WE REVIEW THAT TIME LINE SO WE CAN ONCE AGAIN MAKE SURE THAT EVERYONE KNOWS WHAT TO EXPECT?

>> CHRISTY: ABSOLUTELY.

SO THERE'S GOING TO BE FOUR WAVES THROUGHOUT THE THIRD QUARTER TO GRADUALLY INTRODUCE HYBRID TEAM MEMBERS TO WORK FORWARD.

SO WAVE ONE TEAMS ARE GOING TO BE ONBOARDED IN JUNE, AND THEY'RE GOING TO HAVE FULL ACCESS TO THE OFFICES BY JULY.

TEAMS FOR WAVE 2 ARE GOING TO BE ONBOARDED IN JULY WITH FULL ACCESS TO THE OFFICE IN AUGUST.

TEAMS IN WAVE THREE ARE GOING TO BE ONBOARDED IN AUGUST WITH FULL ACCESS TO THE OFFICE IN SEPTEMBER.

AND FINALLY, IN WAVE FOUR, TEAMS ARE ONBOARDED IN SEPTEMBER WITH FULL ACCESS TO THE OFFICE BY OCTOBER.

NOW, I WANT TO IMPORTANTLY NOTE, WE ARE ENCOURAGING THE V TEAMERS THAT ARE IN WAVES ONE AND WAVES TWO TO TEST OUT THEIR SCHEDULES OVER THE SUMMER.

HYBRID EMPLOYEES WILL BE EXPECTED TO FOLLOW THEIR SCHEDULES STARTING SEPTEMBER 7TH FROM ALL FOUR WAVES.

AND WE CAN'T FORGET THE 3200 PARTICIPANTS IN OUR PILOT WHO ARE COMPLETING THEIR TRAINING TO BECOME WORK FORWARD CERTIFIED, AND THEY'RE GOING TO GAIN ACCESS STARTING IN JUNE.

SO LOOK FOR WORK FORWARD BADGES FOR PEOPLE THAT ARE CERTIFIED IN WORK FORWARD.

>> ANDY: I'M LOOKING FORWARD TO MY BADGE AND YES, I'M LOOKING FORWARD TO THE OFFICIAL ACCESS TO THE OFFICES THERE.

A BIG SHOUTOUT, OF COURSE, TO THE DIRECTORS, OF COURSE.

THEY'VE GOT A LOT TO MANAGE AND THINK ABOUT.

SHOUTOUT TO MY DIRECTOR.

JUST A QUICK TEASE THERE.

BUT STAYING ON HYBRID FOR A MOMENT.

WHAT ARE SOME OF THE PARAMETERS OR CRITERIA THAT DIRECTORS SHOULD CONSIDER WHEN SETTING THEIR TEAM'S SCHEDULE?

>> CHRISTY: SO THIS IS A REALLY IMPORTANT POINT.

WE AS A VLC CAME TOGETHER.

AND WHEN WE THINK ABOUT VERIZON NEW WAYS OF WORKING, WE'RE DRIVING EMPOWERMENT.

WE FELT DIRECTOR WAS THE RIGHT LEVEL OF LEADERS WHO WORK ON SCHEDULING.

SO THE PURPOSE OF THE HYBRID WORKING MODEL IS TO OFFER EMPLOYEES PREDICTABILITY SO THEY KNOW WHAT THEIR SCHEDULE IS WITH THE FLEXIBILITY OF WORKING AT HOME OR IN THE OFFICE.

SO DURING ONBOARDING, DIRECTORS WILL LEARN HOW TO SET THEIR TEAMS' SCHEDULES DURING ONBOARDING AND HOW TO LEVERAGE A TOOL THAT PROVIDES A RECOMMENDED SCHEDULE.

AND DIRECTORS SHOULD FOCUS ON THE JOB FUNCTIONS OF THEIR TEAMS.

WHAT DOES THE TEAM DO?

WHO DO THEY NEED TO WORK WITH?

WITH WHOM TO BE AS EFFECTIVE AS POSSIBLE?

AND ONCE SCHEDULES ARE SET, ALL V TEAMERS WILL HAVE VISIBILITY INTO THE DAYS YOU OR YOUR TEAM MEMBERS ARE IN THE OFFICE, WHICH WILL PROMOTE GREATER COORDINATION ACROSS TEAMS.

>> ANDY: YEAH.

AND AS DIRECTORS DO THIS, OF COURSE, EVERYONE REALLY SHOULD BE THINKING ABOUT THEIR OWN, YOU KNOW, WORK/LIFE BALANCES, AS THEY SAY.

AND I THINK THIS IS A GREAT OPPORTUNITY FOR US TO CONTINUE THINKING ABOUT WHAT ARE THE SHARPEST WAYS THAT WE CAN WORK, WHAT ARE THE

SHARPEST WAYS WE CAN CONTINUE TO FIND SUCCESS.
SO WHEN WE THINK ABOUT THIS RETURN-TO-OFFICE TOOL, WILL V TEAMERS CONTINUE TO USE THIS TOOL ON THE DAYS THEY ARE ENTERING A WORK LOCATION?

>> CHRISTY: GREAT QUESTION.

WE ARE STILL REQUIRING THE TEAM MEMBERS CERTIFIED THROUGH THE TOOL BEFORE ACCESSING THE OFFICE OR ANOTHER WORK LOCATION. IF WE MAKE ANY CHANGES TO OUR PROTOCOLS, WE WILL, OF COURSE, KEEP EVERYONE INFORMED.

>> ANDY: YEAH, ABSOLUTELY.

NOW, ANOTHER TOP QUESTION, AND I MUST SAY, THIS IS A QUESTION I'VE BEEN THINKING ABOUT MYSELF.

THESE PLACES TO GET FOOD.

WHAT WILL HAPPEN?

BECAUSE, YOU KNOW, I LOVE A GOOD SNACK IN THE MIDDLE OF THE WORK DAY.

SO HOPEFULLY WE'VE GOT AN ANSWER FOR THAT.

ANY TIME LINE FOR THAT?

>> CHRISTY: I GET THAT QUESTION A LOT.

THROUGHOUT THE DEVELOPMENT WE HAVE PARTNERED WITH REAL ESTATE TO DETERMINE WHEN WE CAN REOPEN ON-SITE AMENITIES.

SO A COUPLE OF UPDATES.

PANTRIES WILL BE OPEN IN JULY.

THAT INCLUDES MICROWAVES, FRIDGES AND COFFEE AREAS.

FOR OFFICES WITH STARBUCKS ON SITE, YOU CAN GET YOUR FIX STARTING JULY 6TH.

AND IF THERE IS AN OUTDOOR SEATING AT YOUR WORK LOCATION, WE WILL MAKE SURE IT IS OPEN FOR USE.

WE WILL ALSO SHARE LOCATION-BY-LOCATION FOOD HALL OPENING INFORMATION ON OUR WORK FORWARD MICROSITE, SO YOU CAN TAKE A LOOK DURING YOUR ONBOARDING AND PLAN ACCORDINGLY.

>> ANDY: VERY NICE.

THERE IS A STARBUCKS BEHIND US, AND I'M LOOKING FORWARD TO SMELLING THAT COFFEE AGAIN.

THAT WILL BE VERY NICE.

SO THANK YOU VERY MUCH TO THE TEAMS THAT ARE INVOLVED IN MAKING THAT HAPPEN.

>> CHRISTY: YEAH.

>> ANDY: SO LET'S TALK A LITTLE BIT ABOUT OUR WORK-SITE-BASED AND OUR HOME-BASED V TEAMERS.

WHAT CAN THEY EXPECT IN TERMS OF WORKING MODELS AND THE TIMING OF THOSE MODELS?

>> CHRISTY: SO JUST LIKE THE HYBRID TEAMS, OUR WORKSITE-BASED AND HOME-BASED V TEAMERS WILL NEED TO UNDERSTAND ALL OF OUR WORKING MODELS.

SO WE ARE WORKING CLOSELY WITH THEIR LEADERS, AND THEY'LL BE

PROVIDED UPDATES IN THE COMING WEEKS ON WHAT TO EXPECT.
AND WHEN THEY WILL ONBOARD INTO WORK FORWARD.

>> ANDY: YEAH.

AND WORK FORWARD REALLY KIND OF TOUCHES EVERYBODY IN THE
COMPANY.

SO LET'S TALK ABOUT INTERNATIONAL V TEAMERS.

ANY SENSE OF TIMING ON THEIR END?

>> CHRISTY: GREAT QUESTION, AND I KNOW THIS IS ON A LOT OF OUR
INTERNATIONAL V TEAMERS' MINDS AS WELL AS THE LEADERS THAT HAVE
TEAMS ACROSS THE GLOBE.

FIRST, THE GOAL IS TO HAVE EVERYONE UP AND RUNNING IN WORK
FORWARD BY OCTOBER INCLUDING OUR INTERNATIONAL TEAMS.

SO WE ARE IN CONSTANT COMMUNICATION WITH OUR INTERNATIONAL
LEADERS, AND WE HAVE STARTED TO MAP OUT INITIAL PLANS SIMILAR TO
SOME OF THE PILOT PROGRAMS IN THE UNITED STATES.

ALTHOUGH THERE ARE SOME LIKELY DIFFERENCES IN APPROACH ACROSS
INTERNATIONAL COMPARED TO THE U.S., BECAUSE SOME COUNTRIES AND
MUNICIPALITIES ARE STILL UNDER COVID-RELATED RESTRICTIONS.

WE WILL ALIGN OUR RTO, OUR RETURN-TO-OFFICE STRATEGY, WITH THOSE
LOCAL REQUIREMENTS.

>> ANDY: YEAH.

I KNOW WE TALKED ABOUT THIS LAST WEEK, HOW THIS REALLY ISN'T
NECESSARILY VAU BECAUSE IT IS COMPLETELY NEW CHAPTERS.

WE'RE COMING OUT OF THIS WITH A LOT OF NEW LEARNINGS.

WE KNOW A NUMBER OF POLICIES AND RESOURCES WERE EXPANDED
DURING THOSE EARLY WEEKS OF COVID-19 LAST YEAR.

SO WE MOVE INTO THIS NEW BUSINESS MODEL, AS USUAL, BUSINESS AS
USUAL, FOR WHAT IT IS.

ARE THERE ANY CHANGES THAT WE CAN FLAG THAT WERE CHANGED LAST
YEAR FOR THE V TEAM?

>> CHRISTY: THAT'S A GREAT QUESTION.

IN FACT, A LOT OF FOLKS WROTE ME OVER THE LAST WEEK ABOUT THIS.

I THINK CONTEXTUALLY, WHEN COVID FIRST HIT, ONE OF THE CHALLENGES
WE FACED WAS A NEAR-TOTAL SHUTDOWN OF SOCIETY, OF SCHOOLS, OF
CARE FACILITIES.

AND FOR THAT REASON WE EXPANDED OUR BACKUP CARE.

WITH MANY CARE FACILITIES NOW REOPENING, WITH SCHOOLS PLANNING TO
REOPEN, WE ARE REINSTATING WHAT IS OUR PRE-PANDEMIC FOR
EMERGENCY BACKUP CARE STARTING JULY 1ST.

NOW, WE'VE GOT A GREAT PARTNER IN BRIGHT HORIZONS.

AND SO EMPLOYEES WILL BE ELIGIBLE FOR 80 HOURS OF EMERGENCY
BACKUP CARE THROUGH THE REMAINDER OF 2021.

ADDITIONALLY, FOR EMPLOYEES LIVING IN AREAS WHERE CAREGIVING
OPTIONS ARE BROADLY NOT AVAILABLE YET, WE'RE GOING TO RETAIN OUR
UNCAPPED BACKUP PROGRAM THAT ALLOWS EMPLOYEES TO TAP INTO
THEIR PERSONAL NETWORK AND GET REIMBURSED \$15 PER HOUR OR \$100

PER DAY.

AND THEN ANOTHER EXCITING ANNOUNCEMENT IS WE ALSO ARE PARTNERING WITH CARE.COM, AND WE'RE GOING TO HAVE EXTRA RESOURCES FOR EMPLOYEES TO FIND FURTHER CAREGIVING OPTIONS. AND THERE'S A LOT OF PROGRAMS AVAILABLE UNDER CARE.COM FOR V TEAMERS.

THAT'S ALSO BRAND NEW.

SO PARTNERSHIP WITH BRIGHT HORIZONS AND CARE.COM GIVING OUR EMPLOYEES ACCESS TO TWO OF THE BIGGEST NETWORKS.

NOW, ONE OF THE OTHER THINGS I KNOW IS ON THE V TEAMERS' MIND IS VACATION.

AND THROUGHOUT THE PANDEMIC, A LOT OF OUR V TEAMERS WROTE US AND SAID, WHAT CAN YOU DO?

CAN YOU GIVE ME SOME RELIEF ON THE CAP?

ET CETERA.

AND SO AS A REMINDER IN 2020, WE INCREASED THE MAXIMUM VACATION LEVEL FROM 150% TO 175% FOR MANAGEMENT EMPLOYEES.

NOW, THAT LIMIT WAS SCHEDULED TO RUN THROUGH THE END OF 2021.

TODAY ON "UP TO SPEED" WE ARE ANNOUNCING THAT WE'RE GOING TO EXTEND THAT TO THE END OF 2022.

SO EMPLOYEES WILL HAVE MORE TIME TO USE THEIR ACCUMULATED VACATION DAYS.

AND I WANT TO JUST STRESS THAT IT'S SO IMPORTANT THAT OUR V TEAMERS TAKE THE TIME OFF THAT THEY NEED, TAKE THAT VACATION TO REST AND RECHARGE.

>> ANDY: BREAKING SOME NEWS ON "UP TO SPEED" ONCE AGAIN, MS. PAMBIANCHI.

WELL, THANK YOU VERY MUCH FOR THAT.

THAT'S SO IMPORTANT.

THAT'S SUCH A BIG PART OF WHO WE ARE.

TAKING CARE OF EACH OTHER.

AND WITH THAT IN MIND, LAST QUESTION ABOUT WORK FORWARD HERE.

AND THIS IS ONE THAT I THINK THESE ARE CONVERSATIONS HAPPENING ALL OVER THE COMPANY WITH OUR FRIENDS, WITH OUR FAMILY, WITH OUR COLLEAGUES.

WHAT IS YOUR ADVICE FOR ANYONE FEELING NERVOUS ABOUT COMING BACK TO THE OFFICE?

>> CHRISTY: YEAH.

I THINK FIRST IT'S COMPLETELY UNDERSTANDABLE.

YOU KNOW, GUINN ALL THAT'S HAPPENED OVER THE LAST YEAR, AND REALLY 15, 16 MONTHS, IT'S GOING TO TAKE ALL OF US SOME TIME TO SETTLE IN.

AND THERE'S GOING TO BE A LEARNING CURVE.

AND I THINK THAT'S WHY WE'VE DEVELOPED THIS ONBOARDING PROCESS.

WE'VE GOT NEW TOOLS.

AND WE'RE GOING TO DO TRAINING TO ENSURE THAT EVERY V TEAMER IS SET UP FOR SUCCESS.

SO REMEMBER, WHATEVER WAVE YOU'RE IN, YOU'RE GOING TO GET FOUR WEEKS' ADVANCE THE NOTICE AND TIME TO PREPARE AND TRAIN IN ADDITION FOR V TEAMERS IN HOME SITED OR HOME SITE IS MORE TRAINING. AND KEEP COMMUNICATION OPEN WITH YOUR LEADERS.

ASK QUESTIONS, SHARE YOUR INSIGHTS AND IT WILL BUBBLE UP TO THINGS LIKE "UP TO SPEED" OR MESSAGES TO HANS OR VLC OR YOUR SUPERVISOR.

>> ANDY: ABSOLUTELY.

GOING INTO THE STORE YESTERDAY FOR THE PROMO MADE ME THINK I NOT ONLY HAVE TO THINK ABOUT MY OWN WORKING MODEL BUT I NEED TO KNOW ABOUT EVERYONE ELSE'S BECAUSE WE ALL -- THERE'S SUCH A PREMIUM ON WORKING TOGETHER.

THERE'S A GREAT OPPORTUNITY FOR US AS YESTERDAY'S PROMO SHOWED US AND, OF COURSE, AN OPPORTUNITY FOR US TO CONTINUE TO CHALLENGE OURSELVES AND SUCCEED.

CHRISTY, THANK YOU AGAIN FOR TAKING SOME OF THESE WORK FORWARD QUESTIONS.

SO LET'S GO FROM OUR WORKPLACE TRANSFORMATION TO OUR WORKFORCE TRANSFORMATION.

WE HAVE ANOTHER LAUNCH COMING UP SOON.

TALENT GPS.

CHRISTY, YOU ALREADY HAVE BROKEN SO MUCH NEWS HERE ABOUT CARE.COM, THE VACATION.

LET'S LEARN A LITTLE BIT MORE ABOUT TALENT GPS.

AND YOU'VE GOT A LITTLE PREVIEW FOR TOMORROW, CORRECT?

>> CHRISTY: SO VERY, VERY EXCITED ABOUT TALENT GPS.

WHAT I WANT TO HIGHLIGHT IS WE HEARD LOUD AND CLEAR THROUGH OUR VZ PULSE SURVEYS AND OTHER TOUCH POINTS THAT WE HAVE WITH V TEAMERS THAT THEY WANT MORE DEVELOPMENT OPPORTUNITIES AND RESOURCES.

AND SO WE'VE DEVELOPED SOMETHING CALLED TALENT GPS.

AND THIS IS REALLY INTENDED TO EMPOWER OUR V TEAMERS TO OWN AND DRIVE THEIR CAREERS.

AND SO TALENT GPS IS GOING TO OFFER ALL THE V TEAMERS VISIBILITY INTO WHAT JOBS THERE ARE WITHIN VERIZON AND THE POSSIBILITIES WITHIN REACH BASED ON THE SKILLS AND COMPETENCIES NEEDED TO SUCCEED IN THOSE ROLES.

>> ANDY: YEAH.

I MEAN, THIS IS SOMETHING THAT I THINK SO MANY CIRCLES IN OUR COMPANY TALK ABOUT.

HOW DO WE CONTINUE NAVIGATING OUR CAREERS?

SO WHAT CAN V TEAMERS EXPECT IN TERMS OF DETAILS ON TALENT GPS?

>> CHRISTY: TOMORROW WE'RE GOING TO SHARE A TALENT GPS 101 VIDEO ON THE MULTIYEAR PHASE, MULTIYEAR JOURNEY INCLUDING THE INITIAL PHASE THAT'S GOING TO FOCUS ON A MARKET-DRIVEN JOB ARCHITECTURE WITH CONSISTENT JOB FAMILIES AND JOB TITLES.

NOW, WHEN THIS IS FULLY ROLLED OUT, V TEAMERS WILL USE TALENT GPS

TO DETERMINE WHERE THEY ARE ON THEIR CURRENT CAREER PATH AND THEN DECIDE, DO THEY WANT TO STAY THE COURSE? DO THEY WANT TO EXPLORE OTHER PATHWAYS AND ENTIRELY NEW DIRECTION.

AND THE FRAMEWORK OF TALENT GPS IS GOING TO GIVE THEM ALL THE INFORMATION THAT THEY NEED TO THINK ABOUT AND DEVELOP AND BE IN CONTROL OF WHAT IS IT THEY WANT TO DO.

SO WE REALLY WANT TO EMPOWER EMPLOYEES SO THEY CAN REALIZE THEIR GREATEST AMBITIONS AND TALENT GPS WILL PUT THEM IN THE DRIVER'S SEAT TO OWN AND BUILD THEIR FUTURE AT VERIZON.

>> ANDY: YEAH.

AND I'D LIKE TO THINK THERE IS NO BETTER TIME THAN RIGHT NOW.

WE ARE THINKING SO MUCH ABOUT SORT OF WHAT HAPPENS NEXT.

THERE'S GREAT ENERGY MOVING FORWARD INTO THE SECOND HALF OF THE YEAR.

THIS IS AWESOME, CHRISTY.

THANK YOU SO MUCH.

AND LIKE I SAID EARLIER, THERE IS NO BETTER TIME.

SO AS WE THINK ABOUT WORK FORWARD, TALENT GPS, THOSE ARE JUST TWO EXAMPLES OF HOW WE ARE LISTENING TO OUR EMPLOYEES, DELIVERING ON WHAT MATTERS MOST TO THEM, AND CHRISTY, WE'LL CHECK BACK IN WITH YOU FOR SOME FINAL THOUGHTS.

I HAVE A COUPLE OF EXTRA ITEMS OF NEWS.

I'VE GOT TO COMPETE WITH CHRISTY'S BREAKING NEWS.

I GUESS I'LL DELIVER SOME NEWS MYSELF HERE.

AS CHRISTY TALKS ABOUT CAREERS, WE WANT TO REMIND YOU THAT OUR POPULAR LINKEDIN LIVE SESSIONS ARE BACK, AND YOU MAY RECALL DIANA HOSTED A COUPLE OF THESE LINKEDIN LIVES OFFERING TIPS ON NETWORKING AND PRESENTATION SKILLS.

WELL, THIS THURSDAY, WE ARE IN FOR A SPECIAL TREAT AS OUR VERY OWN PETE CASALE, THE MASTERMIND BEHIND THIS VERY SHOW, "UP TO SPEED," AND MY BOSS WILL BE TALKING ABOUT STORYTELLING, PROBABLY THE GREATEST GUEST THIS SHOW HAS EVER HAD, RIGHT, BOSS?

NOW, PETE DOES NOT GET IN FRONT OF THE CAMERA VERY OFTEN, AND IF YOU HAVE WORKED OR EVEN BEEN ON A CALL WITH HIM, YOU KNOW THIS IS GOING TO BE A FUN ONE.

SO CHECK IT OUT THIS THURSDAY ON OUR "INSIDE VERIZON" HANDLE ON LINKEDIN LIVE.

THAT'S HAPPENING 2:00 P.M. EASTERN.

THAT WILL BE MUST-SEE TV FOR OUR TIME "UP TO SPEED" TEAM.

IN CASE YOU MISSED IT, YESTERDAY WAS THE OFFICIAL START OF HURRICANE SEASON.

AND THIS FRIDAY TO HELP US ALL GET PREPARED, WE WILL BE SPEAKING WITH ACCUWEATHER HURRICANE EXPERT DAN KOTTLOWSKI AND ONE OF OUR SOLUTIONS SPECIALISTS ABOUT WHAT WE CAN EXPECT THIS HURRICANE SEASON AND WHAT VERIZON DOES TO ENSURE CONNECTIVITY

AND THE PRODUCTS YOU CAN GET TO MAKE SURE YOU STAY CONNECTED. ALSO DURING THIS MONTH OF JUNE, WE ARE SHOWING OUR PRIDE AS CHRISTY IS SHOWING TODAY AS WE COME TOGETHER TO CELEBRATE OUR LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUEER COMMUNITIES. YOU LIKELY SAW AN EMAIL FROM OUR PUBLIC POLICY LEADER CRAIG SILLIMAN REMINDING US THAT THIS YEAR'S THEME IS WORDS OF PRIDE WHICH WE'LL BRING TO LIFE BY AMPLIFYING THE VOICES OF OUR LGBTQ COMMUNITY AND THAT INCLUDES A PANEL DISCUSSION LED BY OUR OWN CHIEF MARKETING OFFICER DIEGO SCOTTI ABOUT THE CHALLENGES IN REPRESENTATION OF THE LGBTQ COMMUNITY.

SO LOOK FOR MORE ON THAT.

AND, OF COURSE, WE WILL BE SHARING MORE STORIES OF PRIDE, OF COURSE, ON "UP TO SPEED" AS WELL.

SO WE'VE GONE THROUGH A LOT TODAY.

WE'VE BROKEN SOME NEWS TODAY.

WE WANT TO THANK YOU, CHRISTY, FOR JOINING US AND, OF COURSE, THE WORK FORWARD CONVERSATION CONTINUES.

AND WE ENCOURAGE YOU FOLKS TO TALK WITH YOUR LEADERS, TALK WITH YOUR COLLEAGUES, YOUR FAMILIES AND FRIENDS.

THERE IS A LOT TO DISCUSS.

BUT THERE'S A LOT TO BE EXCITED ABOUT AS WELL IN THIS NEW CHAPTER. YOUR FINAL THOUGHTS BEFORE WE GO.

>> CHRISTY: SO, I MEAN, WOW!

WHAT AN ACTION-PACKED PROGRAM.

SO FIRST, THE PROMOTIONS, THE CUSTOMER, NEW EMPLOYEE REACTIONS TO IT.

I'M SUPER CHARGED UP ABOUT IT.

AND I'M EXCITED TO BE BACK HAVING HAD THE OPPORTUNITY TO ANSWER YOUR QUESTIONS ABOUT WORK FORWARD.

WE ARE BRINGING TO LIFE THE FUTURE WAYS OF WORKING FOR VERIZON STARTING JULY, AND I THINK IT'S INCREDIBLY EXCITING.

AND WE'VE GOTTEN THROUGH THIS PANDEMIC TOGETHER AS A V TEAM.

WE ARE FOREVER STRONGER AND BETTER BECAUSE OF IT.

AND WE'RE GOING TO COME OUT WITH NEW AND AMAZING THINGS TO SUPPORT YOU IN YOUR JOURNEY AND YOUR CAREER WITH US LIKE TALENT GPS.

SO LOOK FORWARD TO MORE CONVERSATIONS, ANDY.

>> ANDY: LOOKING FORWARD TO THAT, CHRISTY.

THANK YOU VERY MUCH.

I ALMOST CAN HEAR THE ESPRESSO MACHINE, THE COFFEE, THE SMELL, THE ENERGY OF THE PEOPLE.

I'M LOOKING FORWARD TO THIS.

>> CHRISTY: COLD BREW.

>> ANDY: COLD BREW?

I'VE GOT TO GO WITH MY ICED CARAMEL MACCHIATO.

LOOKING FORWARD TO THAT.

THANK YOU VERY MUCH AND THANK YOU, EVERYONE, FOR WATCHING.
HAVE A FANTASTIC WEDNESDAY.
AND UNTIL NEXT TIME, YOU'RE "UP TO SPEED."