

Verizon
Up to Speed Webcast
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>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?
WHAT DID VERIZON BUILD THEIR NETWORK FOR?
PEOPLE.
EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER RAZEED, IT'S THE
PEOPLE.
AND WHEN THE PEOPLE'S EVERYDAY IS BEING CHALLENGED, THAT'S WHEN A
NETWORK STANDS UP AND SHOWS WHAT IT'S MADE OF.
BUSINESSES ARE USING VERIZON'S ADDED CAPACITY TO KEEP THEM
RUNNING AND CONNECTED WITH CUSTOMERS IN ENTIRELY NEW WAYS.
WHEN GOVERNING PUBLIC HEALTH AGENCIES ASKED FOR NETWORK
RESOURCES THEY WERE DELIVERED.
AND VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OTHER 600 MILLION
CALLS AND SENDING NEARLY 8 BILLION TEXTS A DAY, EVERY DAY.
OUR CONNECTIONS MAKE US ALL STRONGER.
AND WHEN YOU KNOW PEOPLE ARE DEPENDING ON YOU FOR THOSE
CONNECTIONS, YOU DO WHATEVER IT TAKES.
>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED SIGNS ON MOST OF
THE BUSINESSES.
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 JUST CLOSE AS THE RESTAURANT, WE
CLOSE AS THE COMMUNITY.
>> MY BUSINESS MEANS THE WORLD TO ME.
>> I'VE ALWAYS JUST BEEN ABLE TO LET MY BUSINESS BE A TRAINING HUB
FOR YOUNG WOMEN.
>> WE HAVE ART AND CRAFTS MADE BY LOCAL REFUGEES THAT WE HELPED
RESETTLE TO PHOENIX.
>> IT'S AN OPPORTUNITY FOR US TO CONTINUE TO PAY OUR EMPLOYEES.

>> IT'S REALLY BEEN A GODSEND.
>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.
>> AND I'M JUST SO GRATEFUL THAT VERIZON PARTNERED WITH US TO PAY IT FORWARD.
>> 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 TO HOW YOU ARE AS A PERSON OUTSIDE OF THE VERIZON.
WE ARE EMBODIED THAT HERE AT HOME.
>> THIS IS REALLY A TIME WE REALIZED JUST BECAUSE WE'RE JUST CHILDREN WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND ANY LITTLE EFFORT GOES SUCH A BIG WAY.
OUR FRIENDS IN HILLSBORO STARTED MEALS FOR HEROES.
WE WORKED WITH THEM TO START A BRANCH IN BASKING RIDGE NEW JERSEY.
>> WE'RE REALLY HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FRONTLINE RESPONDERS THAT ARE SACRIFICING THEIR LIVES.
>> WE THOUGHT IT WAS REALLY IMPORTANT TO SHOW OUR GRATITUDE AND SAY THANK YOU.
OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.
WE STILL WANT TO GIVE BACK TO EVERYBODY WHO IS ACTUALLY WORKING DURING THIS TIME.
>> THIS FUNDRAISER WAS A TRIPLE WIN BECAUSE WE WERE ABLE TO GIVE SUPPORT TO ALL OF OUR FRIENDS AND FAMILY ACROSS AMERICA.
AND WE WANTED TO GIVE BACK TO BUSINESSES BECAUSE OBVIOUSLY DUE TO SOCIAL DISTANCING THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS AND WE WERE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.
>> IT WAS GREAT TO GET THE PICTURES BACK FROM THE NURSES ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN IF IT'S JUST A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM, AND VERIZON.

>> FOR ALL OF THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE OF WEEKS.

>> FOR WHAT YOU HAVE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I THINK YOU GUYS SHOULD GET ALL MY CREDITS AND I LOVE YOUR LADDER TRUCK.

>> I AM A MOTHER OF TWO AND HAVE AN ELDERLY FATHER WHO LIVES WITH ME IN MY HOME.

THANK YOU.

>> I WANT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM AND UPLIFTING ATTITUDE.

>> THANK YOU TO OUR VERIZON PARTNERS WHO HELPED US BRING JOY TO THE MOST VULNERABLE IN OUR COMMUNITY.

>> I WANT TO REPORT TO YOU THE A GOOD SAMARITAN DISGUISED AS A VERIZON LINEMAN.

>> IT'S ALWAYS AN HONOR TO BE WITH YOU AND YOUR TEAM HOW YOU GUYS ARE SYNCHRONIZED IF YOUR VISION.

>> MY THANKS TO ALL OF THE EMPLOYEES, AND PARTICULARLY THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD KIND OF ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE WORLD STAY INFORMED.

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>> 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.

WANTED TO GIVE YOU GUYSES A CALL.

>> HOW ARE MY BABIES?

>> SHE'S WIPING YOUR FACES WITH A TOWEL NOW.

>> OH, NICE.

>> GOOD.

NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> LOVE YOU.

>> YAY!
>> DO YOU MISS ME TOO?
>> I LOVE YOU ALL VERY MUCH!
>> VIRTUAL HUGS.
>> CUDDLES.
>> AWWWWW.
>> BIG HUGS IN A COUPLE MONTHS.
>> I CAN'T DO IT BECAUSE I WILL CRY.
>> THAT'S OKAY!
>> BIG BOY, BIG BOY.

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>> MY NAME IS FRED.
I'M A NETWORK TECHNICIAN OF 21 YEARS.
VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.
AND I SAID WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD IF I
COULD DO IT.
AND THEN ONCE I JOINED MY GOAL WAS TO BECOME AN EMT, OF 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.
A LITTLE NERVOUS BEING MORE ON THE FOREFRONT OF THE VIRUS, BUT I'M
EXCITED.
I'M ENTHUSED.
AND I LOOK FORWARD TO BEING ABLE TO SERVE MY COMMUNITY.
AND TO BE THERE FOR THEM.
OKAY, HERE I GO.
MY FIRST SHIFT.
AS A FULL-TIME EMT.
>> PEOPLE LIKE FRED DON'T COME ALONG VERY OFTEN.
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 DAYTIME COVERAGE AND WEEKEND COVERAGE.
HE SAID IF THEY ALLOW ME TO DO THIS I'M GOING TO BE RIGHT ON THE

FRONT LINES WITH EVERYBODY.

>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.
THE GREAT THING ABOUT THIS LEAVE PROGRAM IS INSTEAD OF FOCUSING
ON TWO JOBS, NOW I ONLY HAVE TO FOCUS ON ONE.

>> FINISHED MY FIRST 11 HOUR SHIFT.

MODERATE.

WASN'T TOO BAD.

I'M TIRED.

TIME TO GET HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

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

AND HERE MY COMPANY IS PAYING ME TO BE A FULL-TIME EMT FOR MY
VOLUNTEER ORGANIZATION.

WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

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>> GOOD TO SEE YOU GUYS.

>> GOOD TO SEE YOU.

>> COME ON NICOLE.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> START STREAMING.

YAY!

>> ENGAGING WITH THE PROCESS THAT WE HAVE.

>> SORRY GUYS.

I'LL JUST GRAB YOU A FILE.

>> THANKS FOR WORKING WITH ME.

>> OKAY, ALL RIGHT.

>> PERFECT.

IT LOOKS LIKE EVERYONE IS REALLY HAPPY.

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

>> THAT IS AWESOME.

THANK YOU SO MUCH FOR REMINDING US ABOUT THAT MILEY.

>> HOW ARE YOU GUYS DOING?

>> LET'S FOCUS ON THE POSITIVE.

SEE YOU TOMORROW.

SAME TIME, SAME PLACE.

>> WE COULD NEVER DO WHAT THEY DO, BUT WHAT WE CAN DO IS BE A
PARTNER THAT NEVER QUILTS.

VERIZON IS THE MOST RELIABLE NETWORK IN AMERICA, BUILT FOR
INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST, GIVING THEM
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, WE'RE COMING TOGETHER. OUR CUSTOMERS ARE MAKING 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.

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>> JEREMY GODWIN: GOOD AFTERNOON, GOOD MORNING, AND GOOD NIGHT. I'VE GOT 12 ON THE EAST COAST.

IT IS THURSDAY, JUNE 4TH.

THANKS SO MUCH FOR JOINING US FOR ANOTHER EDITION OF UP TO SPEED LIVE TODAY.

JOINING US TODAY WILL BE KRISTA BOURNE FROM OUR VERIZON CONSUMER GROUP TALKING ABOUT RETAIL STRATEGY AND SOME OTHER THINGS GOING ON WITH THE TEAM.

BEFORE WE GO TO KRISTA, I WANT TO THANK HER AGAIN FOR BEING PART OF THE PANEL DISCUSSION EARLIER THIS WEEK, SHARING THE REAL-WORLD, REAL-LIFE EXPERIENCES AND CONVERSATIONS THAT SHE'S HAD PERSONALLY.

HOW WE CAN ALL HELP CHANGE THE CURRENT ENVIRONMENT WE'RE IN AND HOW IMPORTANT THAT IS.

I WANT TO SHARE A FEW EMPLOYEE COMMENTS BEFORE WE GET TO KRISTA. MIKE, IF YOU WANT TO TAKE THAT FIRST SLIDE THERE.

THIS CAME FROM TWITTER ENGLISH 9 ENGLISH SAID KRISTA THIS IS SO POWERFUL.

THANKS FOR HELPING ME TO UNDERSTAND THE FEAR AS A MOM.

JANET DOWN IN VIRGINIA SAID IT WAS REFRESHING TO SEE OUR LEADERS BE SO TRANSPARENT, EMPATHETIC, ALL WHILE OFFERING SOLUTIONS TO GET US THROUGH THIS TURBULENT TIME.

28-YEAR EMPLOYEE, I'M PROUD TO BE AN EMPLOYEE ADDRESSING SUCH A DIFFICULT TOPIC SUCCESSFULLY.

FINALLY THIS ONE COMING IN FROM TWITTER.

SO PROUD OF VERIZON AND THE RESPONSE OF OUR LEADERSHIP TO CONFRONTING RACISM AND RACIAL DIVIDE IN OUR NATION, AND HAVING A CONVERSATION AND THEIR STORY TO BE HEARD.

THANK YOU ALL FOR SHARING THAT AND THANK YOU ALL FOR TUNING IN.

ALL OF THE RESOURCES IF YOU WANT TO WATCH REPLAYS OF THAT ARE ALL AVAILABLE ON INSIDEVERIZON.COM.

AND COMING UP TOMORROW, MY TEAMMATE, DIANA, WILL BE TALKING TO WILLIE JACKSON FOR WELLNESS FRIDAY.

TALKING ABOUT GOING FURTHER THAN AN ALLY, BUT IT'S ABOUT BEING AN ACCOMPLICE.

TUNE IN TOMORROW AT NOON FOR THAT.

KRISTA, IN SO MANY WAYS YOUR TEAM HAS BEEN IMPACTED THIS WEEK.

HOW IS THE RETAIL TEAM DOING RIGHT NOW?

>> KRISTA BOURNE: YEAH, THANK YOU JEREMY AND THE KIND COMMENTS IN THE OPENING.

THE EMPLOYEES HAVE BEEN KIND, AND APPRECIATIVE.

I THINK ALL OF OUR EMPLOYEES ARE IN THAT BOAT.

WE'RE ALL FEELING THE NEED TO DO OUR PART TO SUPPORT ONE ANOTHER.

WE WANT TO MAKE SURE WE STAY SAFE IN DOING SO.

AND SO WE ARE WORKING TOGETHER TO DO JUST THAT, MAKE SURE WE

MAKE ROOM FOR THE EMOTIONS WE HAVE RIGHT NOW AND THAT WE'RE

PRIORITIZING THE SAFETY OF ALL OUR EMPLOYEES.

BUT WE'RE RESILIENT, AS THEY ALWAYS ARE, AND THEY ARE WORKING

TOGETHER HARDER NOW THAN THEY'VE EVER WORKED BEFORE.

>> JEREMY GODWIN: GOOD.

NOW I KNOW HANS HAS SAID THROUGHOUT THE PANDEMIC THAT IT'S

IMPORTANT FOR US TO STICK TO OUR PLANS, STICK TO OUR STRATEGIES,

STICK TO OUR BUSINESS.

YOU'RE TALKING TODAY MORE ABOUT OUR RETAIL STRATEGY.

TELL US MORE, PLEASE.

>> KRISTA BOURNE: YEAH.

SO I AM HAPPY TO DO THAT.

LET ME WALK THROUGH.

AND I DO WANT TO START BY JUST ACKNOWLEDGING ALL OF THE WORK THAT

OUR SALES ORGANIZATION HAS DONE OVER THE LAST 90 DAYS AND REALLY

ALL OF OUR V-TEAMERS IN TOTAL WHEN YOU THINK ABOUT WHAT WE'VE

EXPERIENCED.

WE WENT INTO THIS GLOBAL PANDEMIC AND WE REALIZED WE HAD AN

EMERGING TEAM IN CUSTOMER SERVICE, IN TELESALLES, AND OUR

CONFERENCING CENTERS, AND THOUSANDS OF YOU ANSWERED THE CALL

AND TOOK US UP ON AN OPPORTUNITY TO DO TEMPORARY WORK FROM

HOME ASSIGNMENTS.

THAT WAS NO SMALL TASK AND A GREAT EXAMPLE OF WHAT WE COULD DO

AS A TEAM.

WHEN OUR INDIRECT TEAMS COULD NO LONGER DO ON-SITE VISITS, THAT

DIDN'T STOP US FROM PROVIDING SUPPORT.

YOU ADJUSTED AND SHIFTED AND WENT INTO A VIRTUAL VISIT PROGRAM,

WHICH HAS BEEN VERY, VERY HELPFUL.

AND THEN WHEN YOU THINK ABOUT OUR RESIDENTIAL TEAMS WHEN WE

COULDN'T KNOCK ON DOORS AND GO ON SITE TO INSTALL CUSTOMER HOME

INTERNET CONNECTIONS, WE INNOVATED GAIN AND CAME OUT WITH FIOS IN

A BOX AND USED THE TEXT ME APP.

THAT WAS TRUE INNOVATION IN THE MOMENT WE NEEDED IT MOST.

AND THEN WHEN YOU THINK ABOUT THE CUSTOMER SERVICE AND BUSINESS

SALES AND THOSE WHO WORK IN BUSINESS OFFICES IT FELT LIKE

OVERNIGHT WE TRANSITIONED TO WORK FROM HOME.

FOR SOME OF OUR TEAM, THAT WAS NEW.

TELESALES HAD NOT BEEN WORKING FROM HOME AND WE WERE ABLE TO MAKE THAT HAPPEN VERY QUICKLY.
NONE OF THAT OCCURS WITHOUT PATIENCE, TEAMWORK, THOUGHTFULNESS, AND INNOVATION.
AND ALL OF IT WAS RECOGNIZED BY FORBES AS WE WERE RECENTLY RECOGNIZED BY BEING THE NUMBER ONE CORPORATE RESPONDER IN THE PANDEMIC.
AND WHILE THAT'S GREAT, AND I'M NOT SURPRISED, WHAT I ALSO KNOW IS THAT IT'S NOT WHY WE DID THOSE THINGS.
WE DID THOSE THINGS BECAUSE WE HAVE ALWAYS RUN TO A CRISIS.
WE DID THOSE THINGS BECAUSE WE HAVE ALWAYS SHOWN UP WHEN CUSTOMERS NEEDED US.
WE DID THOSE THINGS BECAUSE WE ALWAYS LOOK AT THE TRENDS HAPPENING AROUND US AND TRY TO FIGURE OUT WHAT MORE WE CAN DO TO PROVIDE AND STREAMLINE BETTER EXPERIENCES NOT JUST FOR CUSTOMERS, BUT FOR EMPLOYEES.
AND SO WHILE HANS TALKS ABOUT KEEPING OUR STRATEGY AND MOVING THE BUSINESS FORWARD AT THE SAME TIME THAT WE MAKE ROOM FOR THE REAL-LIFE THINGS THAT ARE HAPPENING AROUND US, I AM VERY, VERY HAPPY TO SHARE THE JOURNEY WE'RE ON AND WILL CONTINUE TO BUILD.
SO WHY DON'T WE GO AHEAD AND PLAY THE VIDEO AND THEN I'LL COME BACK AND GIVE MORE DETAIL.

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>> A PERFECT SHOPPING EXPERIENCE WOULD BE I COULD DO THE MAJORITY OF MY SHOPPING ONLINE.
ONE-CLICK CHECKOUT IS LIKE MY BEST FRIEND.
I LOVE IT.
>> TARGETED AS, LIKE GIVING ME RECOMMENDATIONS ON THINGS I'D ACTUALLY LIKE.
>> ONLINE SUBSCRIPTIONS.
>> MOBILE ORDER PICKUP IS ONE OF THE BEST TECHNOLOGIES WE HAVE.
>> IF I COULD ONLINE ORDER IN THE STORE AND ORDER RIGHT THERE, TOO, THAT WOULD BE SUPER CONVENIENT.
>> MORE OF THE COUNTRY IS CLOSING DOWN TONIGHT, TRYING TO CONTAIN THE CORONAVIRUS PANDEMIC.
>> HEALTH OFFICIALS SAY COMMUNITIES SHOULD BE READY TO TAKE DRASTIC MEASURES.

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>> CONSUMERS WANT CHOICE.
THEY WANT A QUALITY EXPERIENCE.
AND NO MATTER IF THEY GO TO A STORE, A WEBSITE, OR OVER THE PHONE, THEY WANT A QUALITY EXPERIENCE THAT RESPECTS THEIR TIME IN THAT PROCESS.
AND WE'VE HEARD THAT THERE'S JUST NO ONE SIZE THAT FITS ALL.

SO THAT'S WHAT BRINGS US HERE TODAY.

AS OUR GOAL CONTINUES TO BE THE SAME, BRINGING A WORLD-CLASS, BEST-IN-CLASS EXPERIENCE TO CUSTOMERS, AND ENABLING THAT THROUGH OMNI EXPERIENCES THAT ARE ABSOLUTELY MEANINGFUL TO THE EXPERIENCES CUSTOMER EXPECT FROM A PREMIUM PROVIDER.

IN ORDER TO ACCOMPLISH THAT, WE FEEL LIKE WE NEED TO FURTHER BREAK DOWN OUR SILOS AND ALIGN AS ONE TEAM, WITH ONE COMMON GOAL TO TRULY SHOW UP AS ONE VERIZON, AN ORGANIZATION THAT IS OBSESSED WITH DELIVERING THE BEST-IN-CLASS CUSTOMER EXPERIENCE EVERYWHERE.

SO BEGINNING TODAY, WE ARE MOVING AWAY FROM OUR THREE-AREA STRUCTURE INTO ONE CONSUMER GROUP.

THIS ONE CONSUMER SALES ORGANIZATION WILL BE MADE UP AS FOLLOWS.

STRATEGIC OPERATIONS WILL CONTINUE TO BE RUN BY ROBIN.

FIELD OPERATIONS WILL BE RUN BY MATT CARR.

STRATEGIC SALES WILL BE RUN BY BRIAN PASCO.

WITHIN STRATEGIC SALES IS TELESALES, RESIDENTIAL, AND OUR NATIONAL RELATIONSHIP WITH INDIRECT.

AND THEN OUR CONSUMER FIELD SALES WILL BE LED BY KEVIN ZAVAGLIA IN THE INTERIM.

HE IS RIGHT NOW OUR EAST AREA PRESIDENT AND HE WILL SERVE AS THAT CONSUMER FIELD LEAD THROUGH THE REST OF THE YEAR.

JOHN AND JONATHAN WILL MOVE INTO STRATEGIC ADVISORY ROLES SERVING THE BUSINESS IN OTHER WAYS THROUGH THE REST OF THIS YEAR.

OUR CURRENT RETAIL VICE PRESIDENTS WILL BECOME CONSUMER SALES VICE PRESIDENTS IN THEIR SIX REGIONS.

AND THE RETAIL DIRECTORS AND INDIRECT DIRECTORS WILL REPORT DIRECTLY INTO OUR CONSUMER VPS.

THIS TEAM IS GOING TO ENSURE FURTHER ALIGNMENT TOWARDS OUR COMMON GOALS.

SO, AGAIN, OUR RETAIL VICE PRESIDENTS WILL BECOME CONSUMER VICE PRESIDENTS.

THE RETAIL DIRECTORS AND THE INDIRECT DIRECTORS WILL REPORT TO THE CONSUMER VICE PRESIDENTS.

THE CONSUMER VICE PRESIDENTS WILL REPORT TO KEVIN IN THE CONSUMER FIELD ROLE THAT I JUST DESCRIBED.

TELESALES WILL CONTINUE TO OPERATE AS THEY ARE NOW, WORKING FROM HOME THROUGH SEPTEMBER.

AND OUR SUPPORT TEAMS LIKE FINANCE, LEARNING AND DEVELOPMENT, HR, TECH, NETWORK, THOSE STRUCTURES WILL STAY AS THEY ARE TODAY.

TEAM, I CAN'T TELL YOU HOW EXCITED I AM FOR THE ONE-TEAM STRUCTURE, BECAUSE IT'S IMPORTANT THAT WE MOVE TO SCALE, THAT WE MOVE OUR STRATEGY WITH SPEED.

AND WE DO SO AS A SINGLE TEAM.

BUT I'LL TELL YOU, THOUGH, WE CANNOT DELIVER A BEST-IN-CLASS

EXPERIENCE FOR CUSTOMERS WITHOUT A BEST-IN-CLASS EXPERIENCE FOR EMPLOYEES.

SO I WANT TO TALK TO YOU ABOUT WHAT'S IN IT FOR YOU.

SO, A FEW THINGS.

LET'S START WITH COMPENSATION.

WE ARE EVOLVING COMPENSATION FOR RETAIL, TELESALLES, AND OUR INDIRECT TEAMS TO REFLECT THE OMNI CAPABILITIES THAT WE ARE BUILDING AND THE EXPERIENCES THAT CUSTOMERS EXPECT FROM EACH CHANNEL.

IN RETAIL, WE'RE GOING TO INTRODUCE OUR NEW EXPERIENCE-BASED COMPENSATION PLAN.

THIS PLAN IS DESIGNED TO EMPOWER AND REINFORCE THE BEHAVIORS THAT DRIVE BEST-IN-CLASS WORLD-CLASS EXPERIENCES.

AS PART OF THIS NEW COMPENSATION PLAN IN RETAIL, YOU'LL SEE MORE OF YOUR TOTAL TARGETED COMPENSATION GUARANTEED THROUGH YOUR BASE PAY, ENSURING MORE PREDICTABLE INCOME FOR OUR RETAIL PROFESSIONALS.

AGAIN, YOU'LL SEE MORE OF YOUR TARGETED COMPENSATION GUARANTEED THROUGH YOUR BASE PAY, WHICH WILL GIVE YOU MORE PREDICTABLE INCOME.

ANOTHER IMPORTANT ELEMENT OF THIS PLAN FOR OUR RETAIL TEAM IS THE INTRODUCTION OF TEAM PERFORMANCE MEASUREMENTS, WHICH ALIGNS WITH OUR ONE-TEAM ASPIRATION.

WHEN CUSTOMERS VISIT A STORE, EVERYONE IN THE STORE MAKES A DIFFERENCE.

THE TEAMWORK BEING DISPLAYED MATTERS, THE ENERGY LEVEL, THE CLEANLINESS OF THE LOCATION, ALL OF THAT MAKES AN IMPRESSION AND GOES INTO A WORLD-CLASS CUSTOMER EXPERIENCE, WHICH IS WHY I BELIEVE IT'S IMPORTANT TO INTRODUCE PERFORMANCE MEASUREMENTS IN OUR RETAIL CHANNEL.

AND AS SOME OF YOU KNOW WE'VE HAD A VARIETY OF COMPENSATION PILOTS OVER THE YEAR.

THROUGH EACH PILOT WE'VE LEARNED A LOT ABOUT WHY COMPENSATION IS PART OF A SYSTEM.

WHY WE'VE MADE CHANGES TO OUR COACHING MODELS, RECOGNITION PROGRAMS, RETENTION TOOLS, ALL INTENDED TO BETTER ALIGN HOW WE OPERATE OUR STORES AND COMPENSATE OUR TEAMS, AGAIN WITH A GOAL OF CREATING A WORLD-CLASS BEST-IN-CLASS CUSTOMER EXPERIENCE.

FOR THOSE THAT ENJOY INDIVIDUAL QUOTA GOALS, WE ASK YOU TO CONSIDER BECOMING A PART OF OUR GROWING TELESALLES TEAM.

AND TELESALLES, YOU TOO, WILL SEE MORE OF YOUR TOTAL TARGETED COMPENSATION GUARANTEED THROUGH BASE PAY.

BUT YOU WILL REMAIN ON AN INDIVIDUAL QUOTA STRUCTURE.

FOR OUR INDIRECT TEAM, WE'VE BEEN WORKING THROUGH MODEL ENHANCEMENTS OVER A SERIES OF YEARS.

AND WE ARE NOW GOING TO MOVE FROM A COMMISSION-BASED SALES MODEL TO A SHORT-TERM INCENTIVE MODEL.

AND IN THE PROCESS, INCREASING YOUR GUARANTEED BASE PAY, AS WELL. THIS IS IN ORDER TO BETTER ALIGN WITH THE JOB RESPONSIBILITIES OF THIS GROUP.

WE SEE THAT WILL YOU SPEND MOST OF YOUR TIME PROVIDING SUPPORT TO OUR AGENTS AND PROVIDING ACCOUNT MANAGEMENT.

WE FEEL IS WELL SERVED IN AN STI, SHORT TERM INCENTIVE MODEL.

NOW LET'S TALK ABOUT WORK-LIFE BALANCE.

AND AS YOU ALL KNOW, WE TAKE A LOT OF SURVEYS AND WE FIND A LOT OF WAY TO COLLECT FEEDBACK AND MOST RECENTLY AS WE GO THROUGH OUR PULSE SURVEY PROCESS WE'VE HEARD FROM YOU IN OUR RETAIL CHANNELS THE NEED FOR MORE FLEXIBILITY.

MORE CHOICE.

SO I'M VERY HAPPY TO SHARE WITH YOU TWO ENHANCEMENTS.

ONE IS A NEW SET OF SCHEDULES THAT YOU CAN CONSIDER.

SO WE'LL CONTINUE TO HAVE OUR 40-HOUR SCHEDULE, BUT WE'LL ALSO INTRODUCE TWO PART-TIME SCHEDULES.

32 HOURS AND 24 HOURS.

ALL OF THOSE COME WITH BENEFIT PACKAGES THAT HAVE CHANGES THAT ARE DIFFERENT THAN THE 40-HOUR PACKAGE, BUT WE'LL BE ABLE TO WALK YOU THROUGH THOSE DETAILS WHEN YOU MEET WITH YOUR LEADERS AFTER THIS CALL.

FOR OUR RETAIL EMPLOYEES THAT CURRENTLY WORK IN A 40-HOUR SCHEDULE, IF YOU ARE INTERESTED IN A 32 OR A 24-HOUR SCHEDULE BECAUSE THINGS ARE CHANGING AROUND YOU EVERY DAY, YOUR SITUATION IS DIFFERENT TODAY THAN IT WAS WHEN YOU GOT HIRED, YOU SHOULD KNOW YOU HAVE AN OPPORTUNITY TO OPT INTO ONE OF THESE OPTIONS IF IT WORKS BEST FOR YOU.

FOR OUR CURRENT PART-TIME EMPLOYEES, YOU'LL BE ASKED TO CHOOSE ONE OF THOSE TWO SHIFTS.

32 OR 24.

I'M ALSO HAPPY TO TELL YOU ABOUT A SCHEDULING TOOL.

AS YOU KNOW, WE'VE BEEN DIGITIZING OUR WORKPLACE FOR A LONG WHILE.

SO IF YOU'VE BEEN HERE LONG ENOUGH, YOU MAY REMEMBER VERIZON EXPRESS OR THE DAYS OF TRACKING E-MAIL CAPTURE OR VCAST MUSIC.

ALL OF THOSE WERE MOMENTS WHERE WE PLAYED IN THE DIGITAL SPACE AND I'M EXCITED TO OFFER YET ANOTHER DIGITAL MOMENT.

THIS IS A DIGITAL TOOL DESIGNED FOR OUR RETAIL TEAM.

WE'RE INTRODUCING A NEW SCHEDULING SYSTEM THAT WILL ALLOW OUR RETAIL TEAMS TO HAVE MORE ADVANCED SCHEDULING NOTICE.

THEY'LL BE ABLE TO USE THE SHIFT MARKETPLACE TO SWAP SHIFTS WITH COWORKERS AND HAVE MORE CONTROL, ALL FROM A DIGITAL TOOL THAT WAS DESIGNED FOR YOU.

AS I MENTIONED EARLIER, WE LEARNED FROM OUR PREVIOUS EXPERIENCES

THAT WE NEED TO CARE FOR THE ENTIRE SYSTEM.

WE WILL ALSO BE INTRODUCING A NEW EARN THE RIGHT SALES MODEL THAT IS SIMPLER AND IS MORE HUMAN IN NATURE, DESIGNED TO REALLY MEET CUSTOMERS WHERE THEY ARE.

WE'RE ALSO IMPLEMENTING OUR GROW EMPLOYEE DEVELOPMENT PROGRAM AND UPDATING OUR 2020 PERFORMANCE GOALS TO ALIGN WITH ALL THAT I'VE JUST SHARED.

THERE ARE SO MANY UPDATES AND SO MANY GREAT DETAILS THAT I WANT TO MAKE SURE YOU GET ALL THE ANSWERS THAT YOU HAVE FOR THE QUESTIONS THAT YOU'RE HAVING IN YOUR MIND RIGHT NOW SO YOUR DIRECTORS WILL BE REACHING OUT TO YOU THIS AFTERNOON TO SET UP SOME MEETINGS WITH YOU ALL TO TALK THROUGH WHAT ONE TEAM MEANS TO YOU SPECIFICALLY.

IT'S IMPORTANT THAT AS EXCITED AS I AM AND AS THE TEAMS MIGHT BE THAT WE MAKE ROOM FOR YOU TO LEARN WHAT IT MEANS TO YOU SPECIFICALLY. SO PLEASE, ANTICIPATE THAT COMING YOUR WAY SOON.

YOU'LL GET A MOMENT WHEN YOU GET AN INVITE AND/OR ADVANCED NOTIFICATION SO YOU'LL SEE WHEN THOSE MEETINGS ARE TAKING PLACE. AND I WANT TO MAKE SURE YOU TAKE THAT TIME TO ASK EVERY QUESTION YOU HAVE SO WE CAN MAKE SURE WE GIVE YOU THE ANSWERS THAT YOU NEED.

SO JUST TO RECAP, WE HAVE INTRODUCED ONE TEAM STRUCTURE, MORE PREDICTABLE INCOME FOR RETAIL, TELESales, AND INDIRECT, TWO PART-TIME SHIFTS FOR RETAIL, 24 AND 32 HOURS, AND A NEW SCHEDULING TOOL.

AND AGAIN, AS EXCITED AS I AM FOR ALL OF THESE CHANGES AND AS PROUD AS I AM FOR THE TEAM THAT HELPED BUILD THIS PLAN, I RECOGNIZE THAT CHANGE CAN BE DIFFICULT.

FOR SOME, IT REPRESENTS THE END OF SOMETHING AND THE BEGINNING OF SOMETHING NEW.

AND TO HELP WITH THIS TRANSITION, WE WILL NEED TO STAY MORE CONNECTED NOW THAN EVER.

SO, AGAIN YOU WILL HEAR FROM YOUR DIRECTORS AND YOUR VPs, BUT I ALSO MADE THE CHOICE TO OFFER THIS INFORMATION PUBLICLY HERE TODAY BECAUSE I WANT TO MAKE SURE EVERYONE KNOWS THE INTENT BEHIND THESE CHANGES, THE PURPOSE BEHIND THESE CHANGES.

AND IT REALLY IS TO MAKE SURE WE LEAN IN ON AN INCREDIBLE CUSTOMER EXPERIENCE, FUELED BY AN AMAZING EMPLOYEE EXPERIENCE.

THAT'S WHAT WE'RE TRYING TO ACHIEVE HERE.

SO WE'LL ALSO HAVE A SERIES OF CONVERSATIONS AND CONNECTIONS THAT I'LL HOLD.

SO THAT I CAN STILL HEAR FROM YOU DIRECTLY AS WE GO THROUGH THESE CHANGES, WHAT QUESTIONS YOU HAVE, WHAT IDEAS YOU HAVE, AND WHAT SUPPORT YOU NEED.

THAT FIRST SESSION WILL BE HELD ON TUESDAY, JUNE 9TH AT 3 P.M.

WE ALSO ASK THAT YOU SEND QUESTIONS TO ONETEAM@VERIZON.COM SO WE CAN COLLECT YOUR THOUGHT.

TEAM, I WILL LEAVE YOU WITH THIS.

I HAVE BEEN AT VERIZON FOR 20 YEARS AND I SEEN A LOT OF CHANGE.

I HAVE NEVER BEEN MORE EXCITED FOR THIS MOMENT.

I HAVE NEVER BELIEVED MORE IN THIS PROGRAM AS I HAVE BELIEVED IN ANY PROGRAM.

WE ARE CAPABLE OF DOING AMAZING THINGS AND WE HAVE SHOWN THAT TO OURSELVES, TO OUR CUSTOMERS, AND TO OUR COMMUNITIES OVER OUR YEARS, BUT CERTAINLY OVER THE LAST 90 DAYS.

I KNOW WITH ONE TEAM THERE IS NOTHING WE CAN'T DO.

SO, I THANK YOU FOR YOUR TIME TODAY AND I LOOK FORWARD TO HEARING FROM YOU AS WE GO THROUGH THIS JOURNEY TOGETHER.

BACK TO YOU, JEREMY.

>> JEREMY GODWIN: KRISTA, THANK YOU SO MUCH AND THANKS FOR EVERYTHING YOU AND YOUR TEAM ARE DOING.

IF YOU HAVE QUESTIONS ABOUT THIS, YOU CAN E-MAIL

ONETEAM@VERIZON.COM TO GET SOME OF YOUR QUESTIONS ANSWERED.

AND LIKE SHE SAID, LOOK FOR OTHER INVITES COMING YOUR WAY FOR OTHER INFORMATION SESSIONS AS THAT GOES ON.

SO, I WANT TO PLUG AHEAD TO TOMORROW.

REMINDER OUR WELLNESS FRIDAY WILL FEATURE A CONVERSATION ABOUT BEING NOT ONLY AN ALLY, BUT AN ACCOMPLICE.

AND ALSO SOMETHING FOR OUR FOLKS TO LOOK OUT ALONG THE GULF COAST, THERE'S A TROPICAL STORM OUT THERE.

OUR TEAMS ARE PUTTING PLANS INTO PLACE AS TO HOW TO SUPPORT THAT AND BEING READY FOR OUR CUSTOMERS DOWN THERE ALONG THE GULF COAST IF THAT PRESENTS ISSUES.

BUT NOW IS THE TIME TO PREPARE FOR THAT.

WE'LL BE BACK WITH YOU AGAIN TOMORROW AT NOON.

KRISTA, THANK YOU FOR JOINING US.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.