

Verizon
Up To Speed Live
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>>> GOOD AFTERNOON, GOOD MORNING, AND GOOD EVENING.

WELCOME TO ANOTHER EDITION OF OF UP TO SPEED LIVE.

GOOD NEWS TO SHARE, GOOD AT VERIZON.COM.

OUR EMPLOYEE, CHRISTINA WILCOX WHO WORKS AS A SENIOR DATA ANALYTICS PERSON THAT OUR CUSTOMER SERVICE OPERATION TEAM, HER SON WAS 10 WHEN SHE STARTED WORKING AT VERIZON.

HE'S FATHER TO A BEAUTIFUL LITTLE BUNDLE THERE.

BLAKELY WILCOX, 5 POUNDS 7 OUNCES.

CONGRATULATIONS TO THE FAMILY AND WELCOME TO THE FAMILY.

HERE WE ARE LIVE TODAY, WE'LL TALK TO HANS AND CHRISTY ABOUT THINGS GOING ON AROUND THE BUSINESS -- THINGS GOING ON AROUND THE WORLD, BUT... IT IS NOON, LET'S GET STARTED.

HANS, HOW ARE YOU, SIR?

>> HANS: JEREMEY, THANK YOU FOR ASKING.

I'M FINE.

HELLO V TEAMERS, IT'S GREAT TO BE BACK ON UP TO SPEED LIVE TODAY.

JUST WANT TO MENTION A COUPLE THINGS.

FIRST OF ALL... IT'S JUST -- WE ARE STILL IN THESE UNPRECEDENTED TIMES.

WE HAVE SEVERAL CRISIS ONGOING AT THE SAME TIME, WE HAVE THE PANDEMIC, THE COVID-19, WE COME BACK TO THAT, THERE'S ALSO FINANCIAL CRISIS, ACROSS THE GLOBE, WHERE... THE COLUMNS ARE IN NEGATIVE GROWTH AND LOTS OF UNEMPLOYMENT.

THEN... AS WE DISCUSSED LAST WEEK, WE ALSO HAVE THE RACIAL INJUSTICE CRISIS THAT IS SO IMPORTANT FOR US TO CONTINUE TO HAVE A DIALOGUE AROUND.

AND I JUST WANT TO REITERATE WHAT I SAID LAST WEEK.

WE ARE COMMITTED TO DIVERSITY AND INCLUSION.

THAT MAKES THE WORLD A BETTER PLACE.

WE'LL CONTINUE TO KEEP THOSE DIALOGUES UP TO SEE THAT THIS IS NOT JUST ANYTHING THAT WAS LOST -- JUST LAST WEEK.

THE ENGAGEMENT WE'RE SEEING FROM THE TEAM FROM ALL THE V TEAMERS HAS BEEN FANTASTIC.

THE ERG, EMPLOYEE RESOURCE GROUP BOARD, HAS HAD SEVERAL COURAGEOUS CONVERSATIONS.

WE'VE BEEN ATTENDED BY THOUSANDS OF PEOPLE.

JUST AMAZING.

THERE'VE BEEN TWO THIS WEEK.

BOTH OF THEM CAN BE SEEN ON THE WEB, IF YOU WANT TO GO BACK AND LOOK AT THE CONVERSATION.

THESE DISCUSSIONS WE'RE HAVING, IT'S PART OF THE LISTEN AND LEARN.

AND BE ENGAGED IN THE CONVERSATION.

THE DNC HAS, DURING THE LAST WEEK, AS WE DISCUSSED THIS EARLIER, LAST WEEK, WE HAVE CONTINUED TO HAVE CONVERSATIONS WITH ALL THE STAKEHOLDERS, INTERNALLY AND EXTERNALLY.

HOW WE BRING THESE FORWARD -- HOW WE CONTINUE THESE SO-IMPORTANT CONVERSATIONS.

CHRISTY, TODAY, SHARED WITH YOU HOW WE TAKE THIS FORWARD.

I WANT TO REITERATE, IT'S IN OUR CORE VALUES, DIVERSITY AND INCLUSION.

WE'RE BECOMING A BETTER COMPANY.

WE, AS A RESPONSIBLE COMPANY NEED TO CONTINUE TO DO THAT.

AND... OF COURSE... WE TALK ABOUT FORWARD TOGETHER AND FORWARD TOGETHER FOR EVERYONE.

AND THAT'S SO IMPORTANT FOR US AND... I JUST WANT TO ENCOURAGE YOU TO CONTINUE THAT ENGAGEMENT.

WE'LL ENGAGE WITH ALL THE STAKEHOLDERS AND ERGS TO SEE WE HAVE THAT CONVERSATION, DIALOGUE AND LISTENING MODE AT THE SAME TIME TO MAKE A MEANINGFUL CHANGE TO THESE INJUSTICES

SO... THANK YOU AND CHRISTY WILL TALK MORE IN DETAIL ABOUT IT.

LET ME COME BACK TO COVID-19 AND THE PANDEMIC.

I ALWAYS REMIND YOU ABOUT OUR PRIORITIES.

THEY HAVEN'T CHANGED.

NUMBER ONE.

SAFE AND HEALTH FOR OUR EMPLOYEES.

AS THE COUNTRY IS OPENING UP IN THE UNITED STATES AND MANY OTHER COUNTRIES, I WANT YOU TO BE CAUTIOUS.

FOLLOW ALL THE RULES.

ALL THE SOCIAL DISTANCING AND ALL OF THAT, WE DON'T WANT TO HAVE A SECOND WAVE OF THIS, WE DON'T WANT TO PUT YOU IN ANY RISKS, THAT'S SO IMPORTANT FOR US, ALSO... FOR ALL THE LEADERS AND FOR THE EMPLOYEES, WE DID OUR PULSE SURVEY THAT WE, THAT WE DID LAST WEEK, NOW... IT'S TIME TO WORK WITH THAT.

THAT'S A LOT OF FEEDBACK, PLEASE, RIGHT NOW, IN THESE, IN THIS CRISIS... HOW ACTIVE AS A COMPANY, WHAT MORE INFORMATION WE NEED IN ORDER TO CONTINUE TO DO A GREAT JOB AND... AS -- ASPIRING AND SUPPORTING OUR PURPOSE.

ON THE NETWORK AND CUSTOMER SIDE, WE TALKED TO A LOT OF CUSTOMERS THE LAST COUPLE WEEKS.

SOME CONVERSATION ABOUT NETWORK, BUT... TO ALSO SAY WE TALK A LOT ABOUT WHAT'S HAPPENING IN THE COUNTRY RIGHT NOW AND THE CRISIS.

AROUND THE RACIAL INJUSTICE... I TALKED TO MANY OF THE CEOS, HOW THEY FEEL ABOUT WHAT THEY'RE DOING AS COMPANIES, BECAUSE... THIS IS A COLLECTIVE MISSION WE ALL HAVE

IF WE SUMMARIZE THE NETWORK RIGHT NOW, KYLE AND TEAM HAS DONE AN AMAZING JOB.

I'M JUST GOING TO READ -- THE LAST THREE MONTHS, FROM MARCH TO MAY, 58 BILLION CALLS IN THE NETWORK.

519 BILLION MESSAGES.

IT'S JUST NUMBERS YOU NEVER THOUGHT WERE POSSIBLE IN OUR NETWORK AND THE NETWORK HAS KEPT UP.

RESILIENT, VERY STRONG PERFORMANCE ACROSS ALL THE BORDERS.

MOBILE AND FIBER NETWORKS.

I HAVE TO SAY THANKS TO ENGINEERING TEAM, FRONT LINE THAT IS OUT THERE EVERY DAY TO SEE THE NETWORK KEEPS UP.

WE'RE GETTING SOME HURRICANES AND STORMS IN HERE.

PART OF OUR NORMAL WORK.

WITH ALL OTHER THINGS, I THANK YOU ALL IN THE FRONT LINE FOR KEEPING THOSE NETWORKS UP.

THIRD PRIORITY, OF COURSE; OUR COMMUNITIES.

WE CONTINUE TO DO THAT, THE MOST-VULNERABLE IN OUR COMMUNITIES RIGHT NOW.

SCHOOL, EDUCATION, FIRST RESPONDERS, ALL OF THAT BECOMES SO IMPORTANT TO SUPPORT, BECAUSE THEY'RE OUT THERE DOING A JOB AND OUR CHILDREN, ARE, OF COURSE, NEEDING THE EDUCATION.

ULTIMATELY, WE CONTINUE WITH PROACTIVE BUSINESS DECISIONS AND THAT WE ACQUIRED BLUEJEANS WHICH WE'RE USING TODAY HERE.

WHICH IS STILL AMAZING HOW QUICKLY THAT HAS BEEN IN OUR COMPANY AND WE CONTINUE TO LOOK INTO THAT.

THE MANAGEMENT TEAM, THE VLC, CONTINUES TO HAVE MEETINGS VERY FREQUENTLY.

BASICALLY EVERY MORNING.

WE CONTINUE TO WORK WITH THE CRISIS WE HAVE.

ALL THREE OF THEM, AS WE MENTIONED.

CHRISTY IS LEADING THE CHARGE, KEEPING US UP TO DATE, HOW WE'RE DOING.

THE RULES WE'RE SETTING, THE RETURN TO OFFICE PRACTICE, ET CETERA.

TO ALSO SPEND TIME ON THE BUSINESS AS USUAL.

WHAT'S HAPPENING WHEN WE'RE NOW OPENING MORE STORES?

HOW IS THE BUSINESS GOING IN VERY IMPORTANT FOR US, THAT WE SERVE OUR CUSTOMERS RIGHT NOW AND... I CAN SEE THAT THEY'RE, ALL OUR BUSINESS GROUPS ARE MUCH MORE TRANSFER BUSINESSES.

HOW DO WE DEVELOP THOSE PRODUCTS BECAUSE OF NEW SOCIETAL BEHAVIORS?

I THINK THAT REMOTE EDUCATION, TELEHEALTH AND THINGS WE NEED TO SERVE OUR CUSTOMERS WITH US.

SO... I THINK BOTH, GURU, TAMI AND RONAN ARE EVOLVING THE PRODUCT PORTFOLIO AND SOLUTIONS IN ORDER TO SUPPORT OUR CUSTOMERS BETTER.

WE ALSO, OF COURSE, THINKING ABOUT THE FUTURE OF THE WORKPLACE.

WHERE WE GET A LOT OF FEEDBACK FROM ALL OF YOU OUT THERE AND CONTINUE TO DO THAT, CHRISTY AND TEAM ARE TAKING THAT IN AND THINKING OF THE NEW NORMAL.

WE KNOW WHAT WE DO IN OUR NORMAL PLACES, RETURN TO OFFICE, AS LEADERS, WE NEED TO THINK OF THE FUTURE.

NEW PRODUCTS, AND SOLUTIONS AND SEEING THAT WE'RE COMING OUT EVEN STRONGER FROM THIS PANDEMIC AND ALL THE OTHER CRISIS AND... THAT ALL STAKEHOLDERS HAS A SORT OF OUTCOME OF THIS -- I DON'T HAVE WORDS FOR IT.

THIS EXTREMELY TOUGH SITUATION WE'RE GOING THROUGH AS A COMPANY, AS A NATION AND AS A WORLD

I THINK THAT'S A LITTLE BIT OF THE UPDATE, JEREMEY.

A LOT IS HAPPENING.

I'M HAPPY TO TAKE QUESTIONS, LATER ON, WHAT WE'RE DOING.

I'LL HAND IT BACK TO YOU, JEREMEY.

>> THANK YOU SO MUCH FOR THAT.

IF YOU HAVE QUESTIONS, SEND THOSE TO LIVE@VERIZON.COM.

I SEE A COUPLE COMING IN RIGHT NOW.

STAND BY FOR THOSE QUESTIONS, HANS.

WANT TO SWITCH GEARS OVER TO CHRISTY.

CHRISTY JOINED US EARLIER THIS WEEK TALKING ABOUT RETURN TO OFFICE.

I KNOW YOU HAVE OTHER UPDATES.

HOW ARE YOU?

>> THANKS SO MUCH, JEREMEY.

GREAT TO BE HERE WITH YOU AND TALKING TO ALL THE V TEAMERS, I WAS ON EARLIER THIS WEEK, TALKING ABOUT A RETURN TO OFFICE PLAN AND A LOT OF THINGS ARE IN MOTION THIS WEEK HAND I'M GOING TO BE HAPPY TO TALK ABOUT THAT, UNDER THE Q&A SECTION OF OUR SESSION TODAY.

WHAT I REALLY WANTED TO DO IS SHARE, AS HANS INDICATED, WHAT WE ARE GOING TO BE CONTINUING TO DO AS A COMPANY TO REALLY ENSURE THAT WE'RE ACTIVE AROUND HELPING RACIAL JUSTICE, COME TO FRUITION AND HELP US HAVE THE WORLD WE WANT TO LIVE IN.

I THINK THE LAST TEN DAYS, YOU KNOW... HAVE BEEN SOME OF THE MOST-MOVING AND POIGNANT IN MY WHOLE CAREER.

IT REALLY IS NOT THE FIRST TIME WE'RE HAVING CONVERSATIONS ABOUT RACISM AND DISCRIMINATION AND INEQUALITY, BUT... IT DOES FEEL LIKE WE HAVE ARRIVED AT A TIPPING POINT AND THERE'S REALLY A SHIFT IN ENGAGEMENT OF PEOPLE FROM ALL PARTS OF THE WORLD AND... THE COMMUNITIES.

REALLY PUTTING FORTH EFFORTS TO SAY WE HAVE TO MAKE SURE THAT WE PUSHED FOR MEANINGFUL CHANGE.

AND SO... AT VERIZON, I THINK YOU HEARD FROM HANS, WE'RE, WE'RE RIGHT IN THIS, WE'RE NOT GOING TO WAIT FOR THE WORLD, WE'RE ACTIVELY DEVELOPING NEW PROGRAMS AND OPPORTUNITIES TO MAKE SURE THAT OUR CULTURE AND BUSINESS REFLECT THE CHANGE THAT WE WANT AND NEED TO SEE.

AND ALSO... YOU HEARD FROM HANS AND I THINK THE MEMBERS OF THE VLC FEEL REALLY PASSIONATELY ABOUT THIS AS WELL.

THE FIRST THING WE NEED TO AND DO WANT ALL OF US TO DO IS START BY LISTENING.

LEARNING AND LEANING IN TO UNDERSTAND WHAT NEEDS TO BE DONE RIGHT NOW AND HOW AND WHAT WE HAVE TO DO TO CARE FOR THIS ON AN ONGOING BASIS.

I WANT TO SHARE A FEW SLIDES TODAY, TO JUST GET A LITTLE MORE OF A SENSE OF WHAT WE'VE DONE SO FAR

SO... IF JEREMEY, THE TEAM COULD PUT UP SLIDE ONE.

I WANT TO SHARE THAT THESE CONVERSATIONS HAVE STARTED.

WE MAY WISH THEY STARTED SOONER, WE'RE EXCITED THEY HAVE STARTED AND SO MANY OF YOU JOINED THE CONVERSATION.

WE FEEL, OVER THE LAST WEEK, WE'VE BEEN ABLE TO ENGAGE QUICKLY AND... THE ENERGY AND RESPONSE FROM THE EMPLOYEES OF THE COMPANY HAS BEEN OUTSTANDING.

I WANT TO THANK THE LEADERS OF OUR BOLD, AFFINITY, EMPLOYEE RESOURCE GROUP WHO HAVE BEEN LEADING THE CHARGE AND HELPING PARTNER WITH US TO BRING THESE COURAGEOUS CONVERSATIONS FORWARD.

I WAS ABLE TO JOIN ONE LAST WEEK AND... AGAIN THIS WEEK.

EACH HAD MULTIPLE THOUSAND EMPLOYEES PARTICIPATING IN THE DIALOGUES AND JUST AMAZING EYE-OPENING AND... THOUGHTFUL SHARING ABOUT EXPERIENCES THAT WE CAN ALL LEARN FROM.

ALSO, HANS HOSTED A LEADERSHIP FORUM PANEL THAT WE SHARED PUBLICLY WITH OUR NEW DIRECTOR, CLARENCE OTIS, FOLLOWED BY AND JOINED BY SENIOR LEADERS IN OUR COMPANY.

KRISTEN, WENDY, RAM, WHO SHARED DEEP PERSONAL STORIES AND REFLECTIONS.

ALSO... LATER IN THE WEEK OBJECTION FRIDAY, WE HEARD FROM A DIVERSITY AND INCLUSION EXPERT THAT JOINED US ON UP TO SPEED.

THE FINANCE TEAM WHO HAD A PANEL DISCUSSION, JENNIFER JOHNSON AND JOE SHARED THEIR PERSONAL ACCOUNTS ON A BIAS IN DISCRIMINATION THEY'VE FACED.

THAT'S ONE OF MANY OF THOSE KINDS OF CONVERSATIONS HAPPENING THROUGHOUT THE COMPANY.

THESE CONVERSATIONS ARE GOING TO CONTINUE SO THAT WE CAN HAVE REGULAR PROGRAMMING AND ALL OF US CAN APPROVE OUR KNOWLEDGE AND AWARENESS.

WE'VE ALSO PUT TOGETHER A TOOLKIT, BASED ON INPUT FROM EVERYONE TO BEGIN TO HELP US REALLY UNDERSTAND HOW THEY CAN START THE CONVERSATION ON RACE.

BECAUSE... A LOT OF FOLKS HAVE REACHED OUT AND SAID "I'M NOT SURE HOW TO AND I DON'T WANT TO DO IT WRONG."

WE KNOW FROM OUR MINORITY OF BLACK AND AFRICAN-AMERICAN EMPLOYEES, THEY'RE WANTING TO TALK TO THEIR OTHER COLLEAGUES IN THE COMPANY.

WE'RE GOING TO HELP TRY TO MAKE SURE PEOPLE KNOW HOW TO HAVE THOSE IMPORTANT CONVERSATIONS

AND LASTLY, ON MONDAY, YOU'LL HEAR FROM ROSE KIRK WHO HEADS UP ALL OF VERIZON SOCIAL RESPONSIBILITY ACTIVITIES.

SHE'S GOING TO JOIN US AND TALK ABOUT THE WORK SHE'S DONE TO HELP CURATE VOLUNTEER EVENTS AROUND RACIAL JUSTICE AND EQUALITY THAT HAVE BEEN ADDED TO OUR VOLUNTEER PORTAL SO ALL EMPLOYEES CAN FIND OUT HOW TO DO THAT.

THIS IS A BRIEF SNAPSHOT OF WHAT WE'VE BEEN ABLE TO DO SINCE LAST MONDAY WHEN HANS GAVE THE OPENING COMMENTS AROUND THIS.

FOR REALLY PUTTING OUR V TEAM ACTIONS INTO MOTION.

IF I COULD ALSO SHARE THE SECOND SLIDE THAT I HAVE TODAY... THE VLC HAS HAD A NUMBER OF CONVERSATIONS ON THIS OVER THE LAST WEEK AND HAVE BEEN OUT DOING THEIR OWN PERSONAL LISTENING AND ENGAGING WITH EMPLOYEES ON THEIR TEAMS.

MEMBERS OF THE BOLT ORGANIZATION AND WE FEEL VERY STRONGLY THAT LISTENING IS THE FIRST STEP OF ANY REACTIVITY FOR ALL OF US TO HEAL.

WE PUT FORTH, WHAT WE CALL OUR ACTION PLAN.

IT'S REALLY ANCHORED IN THREE AREAS.

FIRST IS AROUND CONTINUING THE CONVERSATION.

ALL THE THINGS I SHARED THAT WE WERE ABLE TO DO OVER THE LAST TEN DAYS OR SO, WE WANT TO MAKE SURE CARRY FORWARD.

WE WANT TO MAKE SURE WE HAVE CONTINUED LISTENING AND LEARNING THROUGHOUT THE COMPANY AND IN ADDITION, WE HAVE THESE FINITE CONVERSATIONS LIKE WE HAD LAST WEEK AND PROVIDE RESOURCES FOR OUR LEADERS AND EMPLOYEES

IN THE MIDDLE, WE WANT TO DO A LOT OF WORK AROUND CONTINUING TO BUILD A STRONG ORGANIZATION.

DURING THE BOLD CONVERSATIONS I'VE JOINED, A LOT OF EMPLOYEES POSTED QUESTIONS THROUGH THE CHAT AND SHARED FEEDBACK ABOUT WANTING TO BUILD THEIR CAREER AT VERIZON, WANTING TO TAKE FULL ADVANTAGE OF OUR LEADERSHIP AND SKILLING PROGRAMS.

THEY WANT TO BE PART OF HELPING US PIPELINE TALENT FROM SOURCES AROUND THE WORLD THAT CAN BRING FOLKS INTO OUR COMPANY LIKE THE HISTORICALLY BLACK COLLEGES AND UNIVERSITIES AND PROGRAMS THAT HELP HIGH SCHOOL STUDENTS GET INTERNSHIPS AND SUCH.

WE'RE VERY EXCITED ABOUT MAKING SURE WE'VE GOT ROBUST, HR PROCESSES AND MAKING SURE WE'VE GOT GOOD HIRING AND LEADERSHIP PIPE LINES IN OUR ORGANIZATION.

ALSO... LOTS OF COMMENTS FROM THE CONVERSATIONS I JOINED ABOUT CONTINUING UNCONSCIOUS BIAS TRAINING AND RAMPING UP STRONG TRAINING AROUND ALLYSHIPS.

FINALLY, OUR THIRD PLATFORM WILL BE AROUND COMMUNITY ENGAGEMENT.

WE THINK THAT, AS VERIZON, WE HAVE A WHOLE COMMITMENT TO FOUR STAKEHOLDERS AND SOCIETY IS ONE OF THOSE.

IT WILL OCCUR ALONG WITH OTHER LEADERS IN THE COMPANY, ONE IS HELPING LEAD OUR EFFORTS IN THIS SPACE.

YOU SAW, WE'VE GOT, YOU KNOW... WE NOT ONLY ARE CURATING VOLUNTEER ACTIVITIES IN WAYS THAT EMPLOYEES CAN DIRECT THEIR PASSION AND THEIR ENERGY INTO THIS AREA, BUT... WE'VE PUT FINANCIAL RESOURCES BEHIND THIS AND IN DIRECT CONTACT WITH THE LEADERS OF THE SEVEN ORGANIZATIONS WE DONATED TO, TO HELP MAKE SURE THAT OUR EMPLOYEES OF VERIZON ARE SEEING THE MAXIMUM VALUE OF THAT CONTRIBUTION.

TO HELPING BREAK DOWN SOCIAL AND RACIAL JUSTICE ISSUES AND WE'RE GOING TO CONTINUE TO WORK ON CIVICS, AREAS OF INTEREST, IN PARTICULAR, WE FOCUS ON VOTING.

AND MAKING SURE ALL V TEAMERS KNOW HOW TO PARTICIPATE IN THE AMAZING RIGHTS WE HAVE IN THE UNITED STATES DEMOCRACY AND DEMOCRACIES AROUND THE WORLD TO CAST OUR VOTE.

I'D SAY, IN MY CLOSING SEGMENT HERE... WE ARE GOING TO CONTINUE TO TALK ABOUT THESE AREAS.

I'LL BE BACK WITH ROSE AND OTHERS TO SHARE WHAT WE'RE DOING.

I WANT EVERYBODY TO KNOW, THIS IS A MOMENT TO TAKE AND BUILD ON THE AMAZING CONVERSATIONS THAT HAVE STARTED AND... HAVE THIS BE SOMETHING WHERE WE MOVE FORWARD TOGETHER, LIKE WE WANT TO DO WITH EVERYTHING ELSE IN VERIZON AND BE AND MAKE THE WORLD WHAT WE WANT IT TO BE.

I'M HONORED TO BE PART OF THE V TEAM AND BE HERE HELPING WORK WITH ALL OF YOU.

AND YOUR FEEDBACK IS GOING TO BE VITAL TO THAT.

THANK YOU.

>> YOU TALK ABOUT POWERFUL CONVERSATIONS, THE ONE WITH MATT ELLIS AND TEAM EARLIER THIS WEEK.

WE ENCOURAGE EVERYBODY TO WATCH THAT.

HANS STARTED THAT CONVERSATION FOR US AS A COMPANY LAST WEEK.

HANS... SINCE THEN, WHAT HAVE YOU HEARD FROM PEOPLE IN THE BUSINESS?

MAYBE PEOPLE OUTSIDE THE BUSINESS ABOUT THAT?

>> HANS: IT'S BEEN VERY EMOTIONAL, A LOT OF PEOPLE HAVE CONTACTED ME DIRECTLY.

NOT ALL EMPLOYEES.

EXPERIENCES, GOOD AND BAD AND JUST TO GET THAT FEEDBACK IS, IS INVALUABLE.

BECAUSE... THAT IS REALLY WHAT WE NEED TO UNDERSTAND.

SO... WE ACTUALLY TAKE IT TO THE RIGHT DIRECTION.

THE SAME GOES FOR EXTERNAL.

SOMETIMES I GET FEEDBACK FROM YOUR CONVERSATIONS, WHEN WE DO A FINANCIAL DEAL, I'VE NEVER HAD SO MUCH FEEDBACK FROM, FROM COLLEAGUES IN, IN DIFFERENT BUSINESSES OF THE CONVERSATIONS THAT WE HAVE.

IT'S NOT ABOUT WHAT THEY SAID, IT'S MORE ABOUT THE ENGAGEMENT THAT WE SEE.

THAT'S WHAT CHRISTY, AND ALL OTHER STAKEHOLDERS TOGETHER ARE CRAFTING IN WHAT SHE PRESENTED.

IT COMES FROM THOSE CONVERSATIONS, BUT... FIRST OF ALL, I THANK ALL THE V TEAMERS THAT HAVE MAILED ME, PERSONALLY, WITH THEIR STORIES.

SO MOVING AND... SO... IMPORTANT.

SO... JUST TO SHARE AND... AS I SAID, FOR ME, SOMETIMES, I NEED TO LISTEN.

I HAVE ALSO A RESPONSIBILITY THAT WE WE DO SOMETHING WITH IT AND WE CONTINUE TO DIALOGUE AND... DO WHAT WE'RE SUPPOSED TO DO AS A RESPONSE TO THE COMPANY AS WE HAVE.

WE HAVE THIS AS A CORE VALUE.

DIVERSITY AND INCLUSION, THAT'S WHY WE'RE GREAT.

I'M SO UPSET THAT WE JUST NEED TO MAKE THIS HAPPEN AND TAKE THESE ACTIONS.

IT HAS BEEN EMOTIONAL FOR MANY, MANY PEOPLE.

NOW THAT EMOTION NEEDS TO BE ACTIONS.

THAT'S WHERE WE ARE.

I THANK EVERYONE THAT HAS CONTRIBUTED TO WHAT WE DO IN THE NEXT STEPS.

ALL THE BOLD ERGS.

[INDISCERNIBLE] HAS BEEN PULLING THIS TOGETHER.

>> ROSE WILL BE JOINING US MONDAY TO TALK MORE ABOUT THAT.

ALL THE PIECES WE HAVE OUT THERE THAT YOU CAN WATCH AND LEARN AND EDUCATE YOUR FAMILY AND FRIENDS ABOUT THAT WE'VE GOT FOR FOLKS ONLINE.

CHANGING THE TOPIC OF DISCUSSION A LITTLE BIT, BASED ON QUESTIONS I SEE COMING IN, CHRISTY, I WANT TO SWING THIS ONE YOUR WAY.

ABOUT THE RETURN TO OFFICE.

YESTERDAY... OFFICE-BASED EMPLOYEES LIKE MYSELF, YOU KNOW... GOT E-MAILS ABOUT DIGITAL EYE, RETURN TO OFFICE, WHAT SHOULD THEY BE EXPECTING NEXT AND HOW HAS THE FEEDBACK BEEN FOR THAT SO FAR?

>> WE DID HAVE A LOT OF INFORMATION ON MONDAY'S UP TO SPEED.

WE'VE UPDATED THE WEBPAGE AND WE KNOW WE PUT SOME ADDITIONAL COMMUNICATIONS OUT TO OUR EMPLOYEES, SO... THIS IS SPECIFICALLY FOR EMPLOYEES WHO HAVE BEEN PRIMARILY WORKING FROM HOME, OFFICE-BASED AND STARTING JULY 6TH, WILL BE ASSIGNED ONE EVERY FOUR WEEKS IN THEIR GROUPINGS, A, B, C OR D WHERE THEY CAN ACCESS THE OFFICE IF THEY HAVE BUSINESS-CRITICAL REASONS TO DO SO OR UNABLE TO CONTINUE WORK AT HOME.

THIS ALLOWS US BETWEEN NOW AND END OF SEPTEMBER, EVERY EMPLOYEE WILL HAVE THREE WEEKS OUT OF THOSE 12 THAT THEIR GROUP WILL HAVE THEIR TURN AT THE OFFICE.

THE IDEA HERE, IS FIRST... MANY EMPLOYEES HAVE REACHED OUT AND SAID "I REALLY HAVE TO BE ABLE TO WORK IN THE OFFICE, I CAN'T WORK REMOTE FOR A VARIETY OF REASONS" AND SECOND... WE ARE SEEING SHELTER IN PLACE RESTRICTIONS REMOVED AND BUSINESSES BEGINNING TO REOPEN.

WE WANT TO DO THIS GRADUALLY AND LEARN LIKE WE DID WITH TOUCHLESS RETAIL AND TEXTING, FOLKS IN THE FIELD AND ON THE FRONT LINES THROUGH THIS WHOLE CRISIS.

WE ARE 25% OCCUPANCY AND HAVE NEW SAFETY PROCEDURES, NEW SIGNAGE IN THE BUILDING.

WE'RE BEGINNING TO BUILD PEOPLE'S AWARENESS OF WHAT WORKING IN THIS NEW NORMAL IS GOING TO LOOK LIKE.

PEOPLE WOULD HAVE RECEIVED A LETTER YESTERDAY AND THROUGHOUT THE DAY FROM THEIR MANAGER, TALKING ABOUT HOW THIS AFFECTS THEIR TEAM AND... I WOULD SAY, KEEP THE DIALOGUE GOING.

IF THERE'S QUESTIONS, THERE'S AN ASK CHRISTY BOX.

THERE'S YOUR SUPERVISOR, HR TEAM MEMBER AND COVID WEBPAGE

THE IDEA IS THAT WE'RE BEGINNING TO PHASE BACK IN -- ONLY GO IN IF YOU NEED TO BE ABLE TO WORK FROM THE OFFICE.

WE'VE ALREADY COMMUNICATED THAT OUR CALL CENTER TEAMS ARE GOING TO CONTINUE TO BE HOME-BASED.

REMEMBER... THEY HAVE A LOT OF EQUIPMENT THAT WE SENT HOME FOR THEM TO BE ABLE TO WORK FROM HOME.

A LOT OF THE EQUIPMENT THAT WOULD BE IN THE OFFICE IS DISTRIBUTED TO EMPLOYEES IN THEIR HOMES.

IT'S NOT PARTICULARLY REALISTIC THAT PEOPLE CAN STOP AND TRANSITION THAT EVERY TIME THEY NEED TO COME IN OR OUT OF THE OFFICE.

THOSE TEAMS WILL STAY WORKING FROM HOME THROUGH SEPTEMBER.

WE HEARD FROM KRISTA AND OTHER LEADERS FROM NETWORK OVER THE LAST TEN DAYS HOW THEY'RE CONTINUING TO RAMP UP THE NUMBER OF STORES THAT ARE OPEN.

WE'RE CONTINUING TO WORK AT OUR DISPATCH CALLS AND BEGIN TO SERVICE CUSTOMERS IN HOMES.

AND SO... LOTS GOING ON, JEREMEY, BUT... AS YOU HEARD REPEATEDLY FROM HANS... AND OTHER MEMBERS OF THE VLC, SAFETY AND EMPLOYEE HEALTH IS OUR TOP PRIORITY.

EACH STEP OF THE WAY, WE START GRADUALLY, WE LEARN.

WE GET V TEAMER INPUT, IMPROVE AND GO FROM THERE.

>> CHRISTY, THANK YOU SO MUCH FOR THAT.

HANS, GOING TO YOU FOR THIS QUESTION HERE.

WE'RE NEARING THE END OF THE SECOND QUARTER, IF YOU CAN BELIEVE IT OR NOT.

WHAT SHOULD WE BE FOCUSING ON AS A BUSINESS RIGHT NOW?

>> HANS: THAT'S HAD A GOOD QUESTION.

HOW I STEER MY TEAM IS THAT WE HAVE A HUGE RESPONSIBILITY TO DRIVE OUR BUSINESS.

WE HAVE OUR CORE BUSINESS AND SEEING THAT WE SERVE OUR CUSTOMERS THAT ONE -- THAT SORT OF -- ONE PRIORITY.

WE NEED TO BE CLOSER AT THESE TIMES AND I THINK WE'VE DONE A GREAT JOB.

SECONDLY, WE NEED TO LEVERAGE OUR NEW ASSETS.

WE'RE NOW DEPLOYING MORE 5G THAN EVER AND SEEING THAT WE HAVE A WINNING CONCEPT IN 5G FOR CONSUMERS.

THOSE ARE THE BUSINESSES WE'RE DRIVING RIGHT NOW.

THE BUSINESSES WE'RE CREATING, BASED ON SOCIETY AND BEHAVIORS WE'RE SEEING, THEY HAD TO COME OUT, WE'RE PUSHING THEM AS SOON AS POSSIBLE.

BECAUSE... THAT'S WHAT OUR CUSTOMER NEEDS IN ORDER TO CONTINUE TO OPERATE THE BUSINESS.

WE'RE RUNNING ACROSS WHAT NEEDS TO BE DONE ON OUR BUSINESS SIDES.

I SPEND A LOT OF TIME WITH MY BUSINESS LEADERS AND THEIR TEAMS TO TALK ABOUT HOW WE'RE NOW CONTINUING TO RUN THIS COMPANY AND LEADING THESE MARKETS AS WE'VE DONE FOR A LONG TIME AND WE'RE NOT PLANNING TO GIVE UP THAT, THAT NUMBER ONE POSITION, EVER.

>> YEAH... AND YOU KNOW, INTERESTINGLY, YOU TALK ABOUT THIS 5G HOME, NEW MARKET ANNOUNCED YESTERDAY IN DETROIT.

GOOD EXPECTATION OF WHAT WE SHOULD BE DOING AS A BUSINESS.

WRAPPING ON THIS ONE, HANS, BEFORE YOUR FINAL THOUGHTS, I KNOW YOU HAVE TIME WITH A FORMER PRESIDENT CLINTON TOMORROW.

WHAT SHOULD WE EXPECT TO HEAR IN THAT ADDRESS TOMORROW?

>> HANS: I'M STILL WORKING ON IT.

THIS IS... OF COURSE, SOMETHING THAT IS SEEN ACROSS ALL THE -- I MEAN, I THINK THAT MANY OF THE GRADUATES, ALL THEIR PLANS HAVE BEEN TOTALLY CHANGED.

WHATEVER WE CAN DO AS A COMPANY TO GIVE THEM THEIR DIGNITY AND... SHARING IN GRADUATING FROM SCHOOL, THIS IS THE LAST SORT OF COMMENCEMENT SPEECH.

I GOTTA SPEAK A LITTLE BIT FIRST.

I GUESS PRESIDENT CLINTON WILL COME AFTER ME. AS WE KNOW, HE'S A GOOD SPEAKER, SO... I HAVE A HARD TIME BEING AHEAD OF HIM.

I WILL TALK ABOUT THE SITUATION.

LEADERSHIP IN THIS SITUATION AND... YOU KNOW... GIVE SOME COMFORT THAT CHALLENGING TIMES THAT WE HAVE, THERE ARE OPPORTUNITIES ARISING.

I THINK THAT'S WHAT WE CAN GIVE THEM.

IT'S A TOUGH TIME TO BE GRADUATING IN THESE TIMES.

YOU ARE SO EXCITED FOR WHAT'S GOING TO HAPPEN IN THIS GRADUATION AND ALL OF THAT -- IF YOU'RE GRADUATING FROM COLLEGE, YOU WERE EXPECTING TO COME OUT TO WORK AND... IN THE WORK MARKET, THAT'S GOING TO BE TOUGHER, SO... THAT'S GOING TO HAPPEN.

I'M STILL WORKING ON MY SPEECH, BUT BY 11:00 TOMORROW, IT'LL BE THERE.

>> JEREMEY: THAT'S WHAT MATTERS.

LIVE TOMORROW AT 11:00, WATCH THAT ON THE VERIZON LINKEDIN CHANNEL, AS WELL AS... WE'LL BE STREAMING THAT THROUGH UP TO SPEED.

THERE'LL BE OPPORTUNITIES FOR QUESTIONS THERE FOR FOLKS TO ASK AS WELL

HANS, WITH THAT, FINAL THOUGHTS FOR US, PLEASE?
>> HANS: I -- WHEN I TALKED TO THE LEADERSHIP FORUM LAST WEEK,
I TALKED ABOUT THAT I UNDERSTAND THAT THE SITUATION IS
OVERWHELMING.

THERE ARE SO MANY THINGS HAPPENING AT THE SAME TIME.

WE HAVE BUSINESS AS USUAL -- WE NEED TO CONTINUE TO INNOVATE AS
A COMPANY.

I TOLD HIM THAT, WE CANNOT DEPRIVE THESE THINGS.

WE, AS A RESPONSIBLE COMPANY NEED TO BEHAVE TO ADDRESS ALL OF
THEM.

THE ONLY WAY TO ADDRESS THEM IS THAT WE STAY TOGETHER AS A TEAM.

WE TALK TO OUR COLLEAGUES -- WE -- IT'S CLEAR, WE CAN BE
OVERWHELMED WITH THINGS HAPPENING AT THE SAME TIME AND PERSONAL
SITUATIONS, WHICH IS EVEN TOUGHER.

I CAN ONLY SAY, THE ONLY WAY TO GET THROUGH IT, TALK TO FRIENDS,
TALK TO COLLEAGUES.

IF YOU FEEL IT'S TOO MUCH, TALK TO THEM.

I'M GOING TO CONTINUE TO DO THAT -- I UNDERSTAND THERE'S SO MUCH
THINGS HAPPENING AND... I CAN ONLY REASSURE YOU, WE CANNOT SAY
THAT WE'RE PRIORITIZING THAT.

WE'RE NOT DOING THAT.

THAT'S NOT THE TIME.

AS A RESPONSIBLE BUSINESS, WE'LL ADDRESS ALL THE CRISIS WE HAVE.

WE'LL EMERGE STRONGER OUT OF THAT.

WE NEED TO DISTRIBUTE THE BURDEN AND WORK TOGETHER AND... I'VE
SEEN, DURING THIS 12, 13, 14 WEEKS AS V TEAMERS HAVE COME
TOGETHER AND HOW WE'RE DOING IT IN A FANTASTIC FASHION.

PLEASE CONTINUE.

USUALLY... I TELL YOU, REMEMBER TO TALK TO YOUR FRIENDS, YOUR
COLLEAGUES, GIVE A CALL, IT DOESN'T NEED TO BE SCHEDULED.

JUST HEAR WHAT'S HAPPENING AND HOW WE CAN SUPPORT EACH OTHER.

I THINK THAT'S MY SUMMARY OF TODAY.

IT'S SO IMPORTANT AND THEN... I WILL ALWAYS REMIND YOU ALL, BE SAFE AND HEALTHY.

ALL OF YOU.

IN THE STORES, YOU HAVE YOUR PROTOCOLS, SEE THAT YOU CONTINUE TO FOLLOW.

OTHERS, THERE ARE OTHER PROTOCOLS FOR CONTINUING TO ACHIEVE THIS PANDEMIC COMING DOWN AS FAST AS POSSIBLE.

THE CONVERSATION ABOUT INTERRACIAL INJUSTICE, WE NEED TO CONTINUE TO HAVE THAT.

I'LL CONTINUE TO PUSH FOR IT.

YOU ALL NEED TO DO IT -- THIS IS A COLLECTIVE ACTION WE NEED TO TAKE.

DIVERSITY AND INCLUSION IS SO IMPORTANT FOR OUR COMPANY.

FOR THE WORLD.

TO MAKE THIS A BETTER PLACE TO BE.

BACK TO YOU, JEREMEY.

>> THANK YOU, HANS.

SO MANY IMPORTANT THINGS FOR US TO FOCUS ON, TO KEEP IN MIND.

I WILL LEAVE IT AT THAT TODAY -- LIKE I SAID -- WE'LL BE LIVE AT 11:00 TOMORROW, A.M. EASTERN FOR HANS AND BILL CLINTON AS THEY CLOSE OUT OUR COMMENCEMENT SERIES.

LOOKING FORWARD TO THAT.

HOPE YOU HAVE A GOOD DAY.

TOMORROW, 11:00 A.M. EASTERN.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

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