

Verizon  
Up To Speed Live  
Tuesday, June 30, 2020  
12 PM ET

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>> HELLO, I'M IN LAS VEGAS.  
I WAS BORN IN AND RAISED IN THE PHILIPPINES, WHICH IS ABOUT 40 MINUTES  
TO AN HOUR FROM MANILA.  
I'VE ALWAYS BEEN THE PERSON WHO IS A GO-GETTER.  
LET'S GO!  
I TRAVELED WITH MY FLIP FLOPS AND ONE LUGGAGE AND \$500 IN MY  
POCKET.  
ALL I KNEW I WAS GOING TO SAN FRANCISCO.  
I HAD A MAP AND MY AMERICAN DREAM.  
AND TO NOW IT STILL GIVES ME GOOSIES WHEN I THINK ABOUT IT.  
WHAT WAS I THINKING?  
IT WAS FREEZING COLD AND I STARTED LOOKING FOR A JOB.  
VERIZON SHOWED UP.  
THEY SAID THEY'RE HIRING FOR A PART-TIME CUSTOMER SERVICE REP.  
LOG STORY SHORT, I GOT THE JOB.  
ALONG THE WAY, HAVING HUMAN COMPASSION, IT'S HELPED ME OUT.  
NOT ONLY IN MY LIFE, BUT IN MY VERIZON CAREER.  
WHERE I CAME FROM IN THE PHILIPPINES, THERE ARE PLACES WHERE THEY  
DON'T HAVE ELECTRICITY.  
I'M SO THANKFUL THAT VERIZON HAS PROVIDED ME THE MEANS OF BEING  
ABLE TO HELP OUT.  
AND SO LAST MONTH, ALONG WITH MY HIGH SCHOOL CLASSMATES, WE WERE  
ABLE TO GENERATE ALMOST 300,000 SO WE COULD BUY BASIC FOOD AND

MEDICAL SUPPLIES.

AND EVERY WEEKEND I MAKE MASKS WITH MY MOTHER.

SO HERE, I HAVE A BUNCH OF THEM ALREADY CUT.

DIFFERENT TYPES OF THEM.

THERE'S ONE FOR TEACHERS.

THIS ONE IS FOR NURSES.

AND FOR MEN, WE HAVE A NEUTRAL COLOR GRAY.

THERE ARE SO MANY OPPORTUNITIES WITHIN VERIZON WHERE YOU CAN VOLUNTEER.

YOU CAN WRITE LETTERS FOR THE SENIOR CITIZENS OR MILITARY MEMBERS.

YOU DON'T HAVE TO BE MILLIONAIRES TO HELP OUT.

KINDNESS IS FREE.

>> HEY, I'M BACK WITH ANOTHER 5G FIRST, BUT THIS TIME I'M NOT SHOWING OFF A NEW SMARTPHONE OR EVEN A HOT SPOT.

TODAY I'VE GOT THE BRAND NEW LENOVO FLEX 5G.

IT'S AVAILABLE EXCLUSIVELY FROM VERIZON ON JUNE 15TH.

WHY IS SO AWESOME?

IT'S POWERED BY THE ACX 5G.

IT'S A COMPUTING PLATFORM THAT GIVES YOU THE SPEED AND PERFORMANCE OF A PREMIUM DESKTOP PC IN A MODERN, THIN LAPTOP.

YOU CAN COLLABORATE AND CREATE CONTENT WITH MULTIPLE PEOPLE IN REALTIME, EDIT VIDEO IN THE CLOUD WHILE VIDEO CHATTING, AND GET FASTER RESPONSE TIME WHILE GAMING.

IT ALSO WORKS GREAT ON WI-FI AND ON VERIZON'S 4G LTE NETWORK.

IT'S CRAFTED FROM PREMIUM ALUMINUM AND WRAPPED IN A SOFT TOUCH MAGNESIUM AND SUPER COMFORTABLE TO HOLD.

AND WITH ALL-DAY BATTERY LIFE, YOU CAN WORK AND PLAY FROM JUST ABOUT ANYWHERE WITHOUT WORRYING ABOUT CHARGING UP.

DID I MENTION THAT THE FLEX 5G IS A TWO-IN-ONE CONVERTIBLE.

FOLD IN HALF AND FLIP IT OVER AND IT TRANSFORMS INTO A FULLSIZE WINDOWS 10 TABLET.

YOU CAN READ ARTICLES IN BED, OR USE A STYLIST TO SKETCH AND TAKE NOTES.

YOUR KIDS CAN USE IT AS A TOUCH-SCREEN DISPLAY FOR REMOTE LEARNING, OR KICK BACK AND BINGE WATCH YOUR FAVORITE SHOWS.

FOR BUSINESS USERS, IT'S PACKED WITH SAFEGUARDS TO KEEP YOUR FILES AND INFO AWAY FROM PRYING EYES, AND INCLUDES WINDOWS HELLO, AND AN INTEGRATED IR CAMERA THAT RECOGNIZES YOU AND ONLY YOU.

LEARN MORE ABOUT PRICING AND GET INFO ON OUR NEW 5G LAPTOP PLAN AND FIND OUT ABOUT ALL THE NEW ACCESSORIES COMING OUT FOR THE LENOVO FLEX 5G.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> 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 FOR HOW YOU ARE AS AN EMPLOYEE, BUT ALSO THAT SPILLS OVER INTO HOW YOU ARE A PERSON OUTSIDE OF VERIZON.

WE'VE EMBODIED THAT HERE AT HOME.

>> THIS IS WHERE WE REALIZED EVEN THOUGH WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY.

OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

WE STARTED A BRANCH IN BASKING RIDGE.

>> WE'RE HAPPY AND APPRECIATIVE OF THE NURSES AND FRONTLINE RESPONDERS WHO ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SHOW GRATITUDE.

WE WANT TO GIVE BACK TO EVERYBODY WHO IS ACTUALLY WORKING DURING THIS TIME.

THIS FUNDRAISER WAS A TRIPLE WIN BECAUSE WE WERE ABLE TO GET SUPPORT FOR OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA.

DUE TO SOCIAL DISTANCING THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS, AND THEN WE'RE 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 OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

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

AND I SAID NO, 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 A 5-MINUTE MEAL, I FEEL THAT THAT IS SUCCESS.

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>> 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 OF MY CREDITS AND I LOVE YOUR LADDER TRUCK.

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

I JUST WANTED TO SAY THANK YOU.

>> I JUST WANTED TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM, PATIENCE, AND UPLIFTING ATTITUDE.

>> I JUST WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO HELD 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, AN HONOR TO BE WITH YOU AND YOUR TEAM. YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

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

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

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>> IT WAS REALLY RIGHT AT THAT PEAK WHERE EVERYTHING CHANGED IMMEDIATELY.

WE FELT WE WERE BUILDING SOMETHING AS COVID BECAME MORE AND MORE OF A NARRATIVE, AND THEN ALL OF A SUDDEN BAM, WE'RE THERE.

>> IN THE BLINK OF AN EYE WE MOVED FROM WORKING IN THE OFFICE TO THAT HOME-BASED OFFICE.

WE NEVER MISSED A BEAT.

>> IT WAS THE FIRST TIME I REALIZED EVEN THOUGH THE WORLD IS CHANGING BECAUSE IT'S GOING REMOTE, IT'S STILL THE SAME.

WE STILL HAVE A JOB TO GET DONE.

I GENERALLY THINK AS A COMPANY WE'VE EXCELLED.

>> THE ORGANIZATION REALLY LEANED INTO THE SITUATION.

CERTAINLY I'VE SEEN INDIVIDUALS AND TEAMS GO THAT EXTRA MILE.

>> WE RUN TO A CRISIS, WE DON'T RUN AWAY FROM IT AND WE HAVE SHOWN IT TIME OVER TIME.

AND THIS IS NO DIFFERENT.

THE RELATIONSHIP AND THE SERVICE WE PROVIDE WILL MAKE THE DIFFERENCE.

>> THE TRUST WE'VE BUILT UP OVER THE YEARS WAS ABLE TO OVERCOME THE LACK OF BEING WITH SOMEBODY FACE TO FACE.

VERIZON IS, YOU KNOW, AN IMMENSELY CAPABLE PARTNER FOR THEM.

>> WE HAD A THOUSAND DOCUMENTED CALL REACHOUTS TO CUSTOMERS SAYS WE'RE BACK ONLINE, WORKING FROM HOME, WHAT DO YOU NEED NOW.

IT'S MADE OUR CUSTOMERS CLOSER TO OUR EMPLOYEES, I THINK.

BY AND LARGE, THROUGHOUT THE ENTIRE PERIOD.

>> WE SEE THEM AS HUMANS, THAT WE ARE HERE FOR THEM AND VERIZON UNDERSTANDS WHAT THEY'RE FACING, AND WE WILL DO EVERYTHING IN OUR POWER TO HELP THEM THROUGH THIS.

>> CERTAINLY OVER THE LAST COUPLE OF MONTHS WHAT'S IMPRESSED ME IS THE WAY THE TEAM HAS COME TOGETHER.

AND INTERESTINGLY, I THINK IT'S BEEN AN OPPORTUNITY TO LEARN MORE ABOUT THE INDIVIDUALS IN OUR EXTENDED TEAM, AND I THINK INEVITABLY THAT'S GOING TO BE A GOOD THING.

>> I'M FINDING AT ALL LEVELS COMMUNICATION HAS OPENED UP EVEN MORE. IT'S NOT JUST A STATIC CHECK CALL, IT'S A FLUID CONVERSATION THAT'S HAPPENING.

SOMETHING SO SIMPLE COULD BE SO IMPACTFUL.

>> I'VE TALKED TO MORE PEOPLE IN IT AND LOGISTICS.  
EVERYONE'S WILLINGNESS TO STEP IN AND THE CUSTOMER EXPERIENCE IS  
AT THE FOREFRONT HAS BEEN THE MOST IMPRESSIVE THING I'VE SEEN.  
>> COMING OFF THE BACK OF THIS, I WOULD SAY IT'S BEEN A CATALYST FOR  
MORE RADICAL THINKING AROUND THE WAY WE DELIVER SERVICES.  
>> IT'S ALMOST PROVE ON THE OURSELVES WHAT WE CAN ACCOMPLISH.  
AND I THINK THAT'S SOMETHING TO BE SAID.  
I ALSO THINK IT'S MADE US A LITTLE BIT MORE AGILE.  
A LITTLE MORE NIMBLE.  
>> I THINK ONE OF THE LESSONS LEARNED IS AROUND HOW WE OPERATE  
UNDER PRESSURE. WE ARE ABLE TO MOVE FROM EMOTION TO ACTION.  
>> I THINK WHAT WILL COME OUT OF THIS IS A RENEWED CONFIDENCE TO  
OURSELVES, A RENEWED ASSURANCE TO OURSELVES THAT WE CAN DESIGN  
AND DELIVER FOR THESE CLIENTS.  
THERE'S A DIFFERENCE NOW RATHER THAN BEING TREATED LIKE A  
SUPPLIER, MANY MORE OF OUR CLIENTS ARE TALKING TO US AND TREATING  
US LIKE PARTNERS.  
>> WE BUILT THE NETWORKS THAT MOVED THE WORLD FORWARD.  
THAT'S NEVER BEEN MORE APPARENT THAN THE PANDEMIC AND HELPING  
OUT OUR CUSTOMERS.  
NOW WE HAVE THAT VERY STRONG PURPOSE OF HELPING AND  
UNDERSTANDING THAT OUR CUSTOMERS ARE VITAL.

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>> MY NAME IS BRAD AND I'M A SOLUTIONS SPECIALIST AT VERIZON.  
I WORK OUT OF SAN DIEGO, AND I'VE BEEN WITH THE COMPANY FOR THREE  
YEARS NOW.  
AND IT'S ABSOLUTELY AMAZING.  
I WAS DIAGNOSED ON APRIL 20TH OF 2019 WITH STAGE FOUR NON HODGKINS  
LYMPHOMA.  
I WAS IN EXCRUCIATING PAIN.  
A LOT OF THINGS I COULDN'T DO.  
NO ONE COULD TELL ME WHAT WAS GOING ON.  
UNTIL I READ A CERTAIN ARTICLE THAT STATED YOU SHOULD REQUEST AN  
MRI.  
THEY TURN ON THE COMPUTER AND SAY ALL RIGHT.  
HERE'S THE IMAGING.  
SEE THAT LITTLE BLACK SPOT RIGHT THERE?  
THAT'S A TUMOR AND IT'S GROWING AT A VERY EXPONENTIAL RATE.  
IF YOU HAD WAITED JUST A FEW MORE WEEKS, IF IT TOUCHED YOUR SPINAL  
CORD, YOU WOULD NOT BE ABLE TO WALK EVER AGAIN.  
THAT RIGHT THERE BROKE ME DOWN.  
I HAD NEVER BEEN GIVEN NEWS SO DETRIMENTAL.  
THE FOLLOWING DAY, I STARTED HAVING SURGICAL TEAMS COME AND VISIT  
ME IN THE HOSPITAL.  
NOW MY CASE ALONE IS ABOUT ONE IN SEVEN IN THE WORLD.

THEY SAID WE WOULD LOVE TO PERFORM THIS SURGERY ON YOU, BUT YOU WILL HAVE A 50% OF CHANCE OF WALKING COMING OFF OF THE TABLE. THE OTHER OPTION WAS CHEMOTHERAPY, SPINAL TAPS, RADIATION. YOU NAME IT, I WENT THROUGH IT.

I WASN'T ABLE TO SIT UP WITHOUT GETTING THE GNARLIEST HEADACHE. WITH MY SUPPORT SYSTEM, IT FELT LIKE ANOTHER WALK IN THE PARK FOR ME.

THAT HELPED ME MAINTAIN THE POSITIVE ENERGY, THE POSITIVE OUTLOOK. MY DISTRICT MANAGER REACHED OUT TO ME EVERY SINGLE WEEK, CHECKING IN ON ME.

EVERY SINGLE WEEK.

THEY HELPED OUT A LOT.

THEY WERE ALWAYS THERE.

THEY TENDED TO EVERYTHING I NEEDED.

I'VE NEVER WORKED FOR A COMPANY THAT WAS AS LOVING AND CARING FOR THEIR EMPLOYEES AS VERIZON IS.

[BELL RINGING]

>> I WAS GIVEN THE NEWS THAT I'M IN REMISSION.

THAT'S THE NEWS I'VE BEEN WAITING TO HEAR.

NOW I FEEL AMAZING.

I FEEL UNSTOPPABLE.

AND I FEEL LIKE I CAN TAKE LIFE HEAD ON.

I WANTED TO MOTIVATE OTHERS.

I WANTED EVERYBODY TO FEEL DETERMINED TO MAKE THE BEST VERSION OF THEMSELVES.

DON'T LET THE PAST DICTATE WHERE YOU WANT TO BE IN THE FUTURE.

MAKE THIS DAY COUNT, LET'S EMPOWER EACH OTHER, AND LET'S BUILD A BETTER FUTURE.

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>> 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 A CRISIS.

>> NOT AWAY.

>> WE SEE CRISIS AND CHANGE 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 SOLUTIONS.

>> 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 WAS GOOD FOR TODAY, TOMORROW WE'LL DO BETTER.  
>> THESE ARE JUST SOME OF THE LINES FROM OUR VERIZON CREDO. AND THIS IS WHO OUR CREDO IS FOR.

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>> WE MAY THINK OF VERIZON AS BEING LIKE THIS MASSIVE TREE, BUT 20 YEARS AGO, WE WEREN'T NEARLY THIS BIG.  
>> PLANTING THE SEEDS OF SUCCESS BEGAN WITH TWO SUCCESSFUL TELECOM COMPANIES, BELL ATLANTIC AND GTE MERGING INTO ONE.  
>> IN 2001, WE SPROUTED UP QUICKLY, BECOMING AMERICA'S FIRST NETWORK TO POWER UP SMARTPHONES. THEY DIDN'T LOOK LIKE THIS BACK YEAR.  
>> WITH THE ADDITION OF MCI IN 2006, WE THE NATIONAL LEADER IN ADVANCED COMMUNICATIONS AND IT SOLUTIONS.  
>> IS AND IN EARLY 2009, WE BECAME THE LARGEST WIRELESS SERVICE PROVIDER IN THE U.S.  
>> IN 2010, WE LAUNCHED OUR 4G LTE MOBILE BROADBAND NETWORK, THE MOST ADVANCED 4G NETWORK IN THE U.S.  
>> IN 2015, WE LAUNCHED A WHOLE NEW BRANCH, WHAT'S HOW KNOWN AS VERIZON MEDIA GROUP.  
>> SETTING NEW STANDARDS FOR CREATORS AND CONSUMERS ON A MOBILE-FIRST NETWORK PLATFORM.  
>> WE EXTENDED DEEP ROOTS FOR OUR 5G ULTRA WIDEBAND NETWORK.  
>> WE'RE BRANCHING OUT TO 35 CITIES AND COUNTIES.

GET IT?

BRANCHING OUTS?

I LIKE THAT ONE.

>> STEADY GROWTH ISN'T JUST LIMITED TO OUR SUCCESS STORIES AND IT DOESN'T JUST HAPPEN OVERNIGHT.

IT'S NURTURED BY OUR DIVERSE AND DYNAMIC V-TEAM DOING INCREDIBLE WORK EVERY SINGLE DAY.

TEAM, THANK YOU.

I KNOW WE'VE GOT AN ANNIVERSARY TO CELEBRATE.

I HOPE I BROUGHT ENOUGH BALLOONS.

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[APPLAUSE]

[BELL RINGING]

>> JEREMY GODWIN: THERE YOU GO.

RINGING OF THE BELL THIS MORNING BY A COUPLE OF OUR VERY OWN EMPLOYEES TO KICK OFF OUR 20TH ANNIVERSARY.

THAT IS RAQUEL WILSON ON THE LEFT.

THAT'S NIGEL LEUWAISEE ON THE RIGHT.

HAPPY 20TH ANNIVERSARY, VERIZON.

WE'RE LOOKING PRETTY GOOD FOR 20 YEARS YOUNG.  
RAQUEL AND NIGEL REPRESENTING THE 20 YEARS WE'VE BEEN AROUND, AND  
AS WE LOOK FORWARD TO THE NEXT 20 YEARS.  
I'M JUST ABOVE THE FLOOR OF THE NEW YORK STOCK EXCHANGE, A PLACE  
THAT WOULD NORMALLY BE BUZZING WITH ACTIVITY.  
THERE ARE SOME FOLKS HERE, BUT OPERATING VERY DIFFERENTLY  
BECAUSE OF THE CORONAVIRUS PANDEMIC.  
BUT WHAT A WAY TO KICK OFF THE 20TH ANNIVERSARY WITH THE RINGING  
OF THE NEW YORK STOCK EXCHANGE BELL.  
WE DO HAVE A QUICK UPDATE FROM HANS WHO WILL JOIN US HERE AND  
THEN WE'LL GET ON WITH THE SHOW.  
>> HANS VESTBERG: HELLO, ALL V-TEAMERS.  
I'M SORRY I'M NOT LIVE WITH YOU TODAY.  
WE HAVE OUR BOARD MEETING AT THE SAME TIME AS UP TO SPEED.  
NUMBER ONE PRIORITY IN THIS PANDEMIC HAS ALWAYS BEEN THE  
EMPLOYEES.  
THE HEALTH AND SAFETY OF ALL OF YOU GUYS.  
AS WE SEE A RISING IN INFECTION RATES HERE IN THE UNITED STATES, I  
JUST CAUTION YOU TO FOLLOW ALL THE GUIDELINES AND PROCESSES WE  
HAVE.  
THAT'S SO IMPORTANT.  
SECONDLY, IT'S A VERY IMPORTANT DAY TODAY.  
20 YEARS AGO VERIZON WAS CREATED.  
HERE WE STAND 20 YEARS LATER WITH A FANTASTIC COMPANY, WITH A  
FANTASTIC V-TEAM FAMILY.  
I WOULD LIKE TO THANK EVERYONE THAT HAS BEEN INVOLVED WHO  
CREATES VERIZON FOR WHAT IT IS.  
I DON'T HAVE A 20-YEAR HISTORY IN THE COMPANY, AS YOU ALL KNOW.  
I HAVE THREE YEARS.  
I JOINED THE COMPANY BECAUSE OF THE CULTURE, THE FOCUS ON  
EXCELLENCE, THE LEADERSHIP THAT WE HAVE, AND THAT WE WANT TO  
CONTINUE TO HAVE.  
AND I HAVE NOT BEEN DISAPPOINTED.  
IT'S BEEN A GREAT JOURNEY SO FAR.  
HOWEVER, I'M EVEN MORE EXCITED FOR THE NEXT 20 YEARS BECAUSE WE  
LAUNCHED VERIZON 2.0, HOW WE GO TO MARKET, THE NETWORK, HOW WE  
WORK OUR PROCESSES, HOW WE WORK WITH CULTURE, AND I'VE SEEN A  
GREAT LOT OF ENERGY IN THE COMPANY AROUND THAT.  
AND I THINK WE'RE CREATING AN EVEN STRONGER NEXT 20 YEARS FOR  
VERIZON.  
SO I'M SO PROUD TO BE PART OF IT.  
AND WE HAVE A PURPOSE OUT THERE.  
AND THAT'S, OF COURSE, WE CREATE THE NETWORKS THAT MOVE THE  
WORLD FORWARD.  
AND THAT'S SOMETHING I ASPIRE TO DO EVERY DAY, AND THAT'S WHAT WE



ALL ARE DOING AS V-TEAMERS.

ONCE AGAIN, THANK YOU FOR THE FIRST 20 YEARS, AND LET'S GO WITH THE NEXT 20 YEARS.

BYE.

>> JEREMY GODWIN: THANK YOU FOR THAT, HANS.

AND LIKE HANS MENTIONED, NEXT 20, HOW WE HAVE LOOKED BACK AT WHERE WE HAVE COME FROM.

BUT REALLY FOCUSING ON THE YEARS TO COME.

AND WE WANT TO LISTEN AND LEARN FROM THE TRAILBLAZERS AND THE EMERGING LEADERS THAT WE HAVE IN OUR BUSINESS NOW TO FIND OUT WHAT PATH WE SHOULD TAKE FORWARD, WHETHER IT'S DRIVING MEANINGFUL ACTION TO ADVANCE RACIAL AND SOCIAL JUSTICE, WHILE DELIVERING THE BEST CUSTOMERS EXPERIENCE POSSIBLE.

THE NEXT 20, WE'LL PLAY A ROLE IN REAL SUSTAINABLE CHANGE.

TAKE A LOOK.

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>> THAT IS EXCITING TO SEE THAT.

AS YOU CAN SEE, WE'LL BE HOSTING THAT ON HUFFINGTON POST.

LEADERSWHO LOOK FOR THE INSPIRATION BEHIND THEIR IDEAS.

THE FIRST ONES DROP NEXT WEEK.

LET'S TAKE A LOOK AT SOME OF THE GUESTS WE HAVE COMING UP.

AN ALL-STAR LIST HERE.

ADRIAN WHO IS AN ACTIVIST.

A LONG-TIME CRIMINAL JUSTICE ADVOCATE AND ATTORNEY CHRISTINA.

KYLE.

JAMAL COLE.

THE FOUNDER OF A PROGRAM TO GALVANIZE TEAM.

WE'VE GOT AHMED, CEO OF CONSULTING.

AND XAVIER, WHO IS THE EXECUTIVE DIRECTOR OF THE CAMPAIGN FOR THE FAIR SENTENCING OF YOUTH.

WE'RE EXCITED TO BRING YOU THESE PIECES OF NEXT 20 AND WHAT THEY MEAN TO US AS A COMPANY AND WHAT THEY MEAN TO YOU.

IF YOU HAVE SOMETHING INTERESTING YOU'D LIKE TO SHARE WITH US, CERTAINLY LET US KNOW ABOUT THAT.

EARLIER IN THE SHOW WE KIND OF LOOKED AT RAQUEL AND NIGEL.

NIGEL HAS BEEN A FIELD TECH FOR 23 YEARS.

HE WAS HERE WHEN 9/11 HAPPENED.

HE HELPED RECONNECT LOWER MANHATTAN AND WALL STREET AFTER THAT.

AND RAQUEL, NEW TO THE BUSINESS, AN ADFELLOW.

HER SECOND WEEK HERE.

CAUGHT UP WITH THEM.

>> NIGEL LEUWAISEE: I'M A FIELD TECHNICIAN WITH VERIZON.

I'VE BEEN HERE FOR 23 + YEARS.

I'M STILL HERE BECAUSE I ENJOY WHAT I DO.

I LOVE CONNECTING PEOPLE WITH OTHERS.

>> RAQUEL WILSON: I STARTED OFF AS AN ADFELLOW.  
THAT GAVE ME THE OPPORTUNITY TO SHAPE MY CAREER GOALS.  
I WANTED TO LAND AT VERIZON.

IT HAD A ROLE IN SOCIETY NOT ONLY FOR TECHNOLOGICAL ADVANCEMENTS,  
BUT ALSO AN AGENT OF CHANGE AND SOCIAL GOOD.

>> NIGEL LEUWAISEE: I WAS DOWN HERE DURING 9/11 AND DID A LOT OF  
WORK WITH OUR CONSTRUCTION TEAM.  
AND I REMEMBER CABLES BEING RUN OUTSIDE TO MAKE SURE THIS PART OF  
TOWN GETS BACK IN SERVICE.

IT MEANS A GREAT DEAL TO BE PART OF THAT.

>> RAQUEL WILSON: I'M GLAD TO BE STANDING HERE AND FEEL HONORED TO  
REPRESENT THE NEXT 20 YEARS OF VERIZON.

I THINK IT'S A GREAT OPPORTUNITY TO AMPLIFY THE NEW VOICES THAT WILL  
BE HERE IN THE NEXT 20 YEARS.

>> NIGEL LEUWAISEE: I'M EXTREMELY EXCITED.  
HONORED TO BE HERE.

THIS IS A GREAT HONOR.

>> JEREMY GODWIN: THANKS TO NIGEL AND RAQUEL.

WHAT A GREAT HONOR TO RING THE BELL AT THE NEW YORK STOCK  
EXCHANGE.

THEY GOT TO SIGN THE WALL, WHICH IS A TRADITION.

ONE OF THE PEOPLE WHO RECENTLY SIGNED THE BOOK IN THE WALL WAS  
NEW YORK GOVERNOR ANDREW CUOMO.

NIGEL'S NAME FALLS NOT TOO FAR DOWN THE LIST FROM HIM.

A LOT OF WHAT WE TALK ABOUT IS WHY PEOPLE ARE STILL HERE.

NIGEL SAID HE LOVES CONNECTING PEOPLE.

RAQUEL IS LOOKING FORWARD TO THE FUTURE.

MY WHY?

I JOINED THE TEAM ABOUT 13 YEARS AGO IN CUSTOMER SERVICE.

A TEAM THAT IS NEAR AND DEAR TO ME IN WILMINGTON, NORTH CAROLINA.

BUT SINCE THEN, I SAW THE AMAZING THINGS THIS COMPANY DOES AND

HOW WE CONNECT PEOPLE AROUND THE WORLD THROUGH NETWORKS AND

THIS IS GOING TO CONTINUE ON OUR NEW MY WHY SERIES.

CHRIS?

TAKE IT AWAY.

>> HAPPY 20TH ANNIVERSARY, VERIZON.

TO CELEBRATE, I'M GOING TO TRY TO DRINK 20 CUPS OF COFFEE.

I WOULDN'T RECOMMEND IT.

BUT I WOULD RECOMMEND THE NEW WEEKLY SERIES, MY WHY.

ON THE NEXT 20 WEEKS ON UP TO SPEED, WE'LL FOLLOW THE MOTIVATIONS  
AND ACHIEVEMENTS OF 20 UNIQUE V-TEAMERS.

TODAY YOU'LL MEET CAROLINE ANCHETA, A HAMPTON, VIRGINIA MANAGER.

SHE ALSO SHOWCASES A HIDDEN TALENT THAT MAY RESULT IN A SUDDEN  
CRAVING FOR DESSERTS.

TAKE IT AWAY CAROLINE?

>> CAROLINE ANCHETA: HI, I'M CAROLINE ANCHETA, I'M A SENIOR MANAGER. I WORK IN HAMPTON, VIRGINIA.

I LOVE TRAVELING AND TO BE OUTDOORS AND GO HIKING, WHICH IS DIFFICULT DURING THESE TIMES.

BUT I JUST WANT TO BE OUT AND ABOUT.

MY FAVORITE PLACES THAT I'VE BEEN TO ARE THE PYRAMIDS IN EGYPT. AND BEING ABLE TO SKY JUMP IN DUBAI WAS ONE OF THE BEST TRAVEL EXPERIENCES EVER.

MY HUSBAND WHO WAS IN ACTIVE DUTY IN THE MILITARY WAS STATIONED HERE IN VIRGINIA.

AND WE'VE BEEN FORTUNATE TO BE HERE SINCE THEN.

I HAVE BEEN DOING THE FIOS BUILDOUT.

I THOUGHT IT WAS GREAT TO BE PART OF THE NEW COOL THING.

HERE I AM 13 YEARS AFTER AND BEING PART OF A GREAT COMPANY.

JUST BEING ABLE TO WAKE UP EVERY DAY TO LEAD A GREAT TEAM, I LOVE MY TEAM, BY THE WAY.

JUST TO KIND OF LIKE SEE THEM PERFORM AND BRING IT THEIR ALL EVERY DAY, THAT IS WHAT MAKES MY DAY.

AND THAT IS WHAT MAKES ME SHOW UP FOR WORK EVERY DAY.

BEING ABLE TO BE AN ACTIVE SOCIAL RESPONSIBILITY AMBASSADOR, IT'S A BIG ACCOMPLISHMENT FOR ME, AND THE FACT THAT VERIZON MAKES IT SO EASY TO DO.

I HAVE BEEN ABLE TO DO A LOT WITH WAVE, WHICH IS THE WOMEN'S ASSOCIATION OF VERIZON EMPLOYEES.

ALSO APEX, ALSO EMPLOYEE RESOURCE GROUP FOR ASIAN PACIFIC EMPLOYEES.

AND WE ALSO HAVE BOLD, WHICH SUPPORTS THE ENDEAVORS IN MAKING SURE WE BRING SUPPORT AND AWARENESS FOR OUR AFRICAN AMERICAN EMPLOYEES.

AND WE ALSO HAVE PRISM, WHICH RAISES AWARENESS FOR OUR LGBTQ EMPLOYEES.

I LOVE EVERYTHING ABOUT VERIZON RIGHT NOW AND HOW WE CONTINUE TO DISRUPT THE BUSINESS AND THE INDUSTRY, AND AT THE SAME TIME TAKE CARE OF SOCIETY AND BE ABLE TO BUILD AND MOTIVATE FUTURE LEADERS FOR THE BUSINESS, AS WELL.

CHOCOLATE COVERED STRAWBERRIES.

I'VE BEEN TOLD I SHOULD PROBABLY BE A COMPETITOR FOR EDIBLE ARRANGEMENTS.

VERIZON IS A GREAT PLACE TO WORK.

WE ALREADY ARE A GREAT COMPANY, BUT WE'RE ON THE WAY TO BEING A FANTASTIC ONE.

AND I LOVE THAT.

THE PEOPLE, THE LEADERSHIP, HOW EVERYONE TAKES CARE OF EACH OTHER, HOW WE TAKE CARE OF OUR SOCIETY, OUR SHAREHOLDERS, OUR

CUSTOMERS, OUR EMPLOYEES.  
YOU REALLY WANT TO BE HERE.  
IT'S THE PLACE TO BE.

>> THANKS FOR SHARING YOUR VERIZON STORY WITH US CAROLINE.  
BUT MY WHY IS NOT LIMITED TO CAROLINE.  
IF YOU, YES YOU, ARE INTERESTED IN BEING FEATURE OF AN UPCOMING  
EPISODE OF MY WHY, WE'LL LET YOU KNOW NEXT WEEK HOW YOU CAN  
SUBMIT YOUR STORY FOR CONSIDERATION.  
KEEP WATCHING UP TO SPEED FOR DETAILS.  
IN THE MEANTIME, IN HONOR OF VERIZON'S 20TH ANNIVERSARY, I THINK I  
HAVE TO RUN ABOUT 20 MILES TO BURN OFF ALL THIS ENERGY FROM THE  
COFFEE.

BACK TO YOU, JEREMY.

>> JEREMY GODWIN: CHRIS APPARENTLY HAS A LOT OF ENERGY.  
GOOD LUCK WITH THE 20-MILE RUN AS YOUR WAY TO MARK 20 YEARS OF  
VERIZON.

THANKS FOR SHARING THAT STORY WITH US.

WE TALK A LOT ABOUT THE NETWORKS THAT WERE BUILT.

ANOTHER HIGHLIGHT I WANT TO SHARE WITH YOU FOLKS BEFORE WE WRAP  
TODAY, TWO TOP AWARDS IN THE FIRST 5G USER EXPERIENCE REPORT  
FROM OPEN SIGNAL.

VERIZON 5G RANKS AMONG THE BEST FOR NATIONWIDE SPEED EXPERIENCE.  
THANKS TO ALL OF YOU OUT THERE WHO ARE BUILDING THAT NETWORK AND  
THE NETWORKS TO CONTINUE TO CONNECT FOLKS.

IF I THINK BACK ABOUT MY TIME HERE AND THE 20 YEARS THAT VERIZON HAS  
BEEN AROUND AND WHERE THE COMPANY CAME FROM AND WHERE IT'S  
GOING.

WE HAVE REALLY DONE SOME COOL THINGS, ICONIC MOMENTS ALONG THE  
WAY THEY WANT TO END WITH TODAY.

CONNECT THE PEOPLE IN NEW WAYS.

AND AS OF COURSE MOVING THE WORLD FORWARD. HAPPY 20TH TO  
VERIZON.

AND THANK YOU FOR BEING PART OF THE TEAM THAT MAKES IT POSSIBLE.

ALL OF YOU MAKE VERIZON THE GREAT PLACE IT IS TO WORK AND THE  
REASON IT STILL EXISTS TODAY.

CLOSE OF THIS VIDEO, WE'LL BE BACK WITH YOU AGAIN TOMORROW.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE.

WE ARE LIVING THROUGH UNPRECEDENTED.

>> UNPRECEDENTED.

>> UNPRECEDENTED.

>> UNPRECEDENTED.

>> UNPRECEDENTED.

>> I'M NOT SURE HOW MANY TIMES I'VE USED THE WORD "UNPRECEDENTED"  
BUT IT'S A REALLY GOOD WORD.

>> SO MUCH OF WHAT WE DO NOW IS VIRTUAL.  
MEETINGS, HAPPY HOURS, GRADUATIONS, EVEN WEDDINGS.  
NOW IT'S TIME FOR A VIRTUAL ANNIVERSARY.  
WON'T YOU JOIN ME?

20 YEARS AGO ON JUNE 30TH, VERIZON WAS BORN.  
IT WAS AN ERA OF PAY PHONES, DIAL-UP INTERNET, AND NOT SO SMART  
WIRELESS PHONES.

WE'VE MADE SO MUCH HISTORY SINCE THEN, IT'S WORTH A LOOK BACK INTO  
SOME OF WHAT WENT INTO WHO WE ARE TODAY.

THERE WAS OUR CRISIS RESPONSE TO SEPTEMBER 11, 2001.

>> I HAVE SEEN PEOPLE FROM EVERYWHERE DOWN THERE WORKING  
TOGETHER, PULLING TOGETHER, AND WE'RE GOING TO GET THIS UP AND  
RUN.

>> A CHARACTER-DEFINING EFFORT WITH V-TEAMERS WORKING AROUND  
THE CLOCK TO GET EVERYTHING BACK UP IN A LITTLE MORE THAN A WEEK.  
THERE WAS THIS ICONIC CAMPAIGN BEGUN IN 2002.

>> CAN YOU HEAR ME NOW?

>> CAN YOU HEAR ME NOW?

CAN YOU HEAR ME NOW?

GOOD.

YOU MIGHT NOT KNOW THIS GUY ACTUALLY WORKED FOR US FIRST.

THERE WAS THE BIRTH OF OUR VERIZON CREDO IN 2004.

>> WHO IS THIS COMPANY THAT WE CALL VERIZON?

OUR HISTORIC PIONEERING OF MASS-SCALE FIBER OPTICS THROUGH THE  
HOME WITH FIOS.

OUR RECOVERY RESPONSE TO HURRICANE KATRINA.

>> WE'RE OUT HERE TO HELP THE PEOPLE AND GIVING THEM AN  
OPPORTUNITY TO CALL THEIR FRIENDS AND FAMILIES.

>> RUNNING TO A CRISIS IS SOMETHING THAT WILL CONTINUE TO DEFINE US  
YEAR AFTER YEAR AFTER YEAR.

OUR ACQUISITION OF MCI, WHICH EXPANDED OUR VERIZON BUSINESS  
GROUPS GLOBAL SCALE.

WE NOW REACH MORE THAN 150 COUNTRIES AND ALMOST ALL OF THE  
FORTUNE 500 PARTNER WITH US.

THERE'S OUR MORE RECENT ACQUISITIONS OF AOL AND YAHOO IN OUR  
MEDIA GROUP.

NOT ONLY ARE THEY ICONIC AND LOVED GLOBAL BRANDS, BUT THEY ALSO  
HAVE SOME OF THE MOST FORWARD-THINKING CONTENT WHEN IT COMES TO  
ANALYTICS AND NEXT-GEN PLATFORMS.

THERE'S AN OBSESSION WITH BEING A NETWORK IN 4G, FIOS, 5G, ONE FIBER.  
IT'S ABOUT THE EXPERIENCES THAT WE DELIVER TODAY AND THE  
GROUNDBREAKING ONES WE'RE BUILDING FOR TOMORROW.

DAY BY DAY, WE KEEP CREATING A MORE AUTHENTIC, EMPOWERING, AND  
INCLUSIVE ENVIRONMENT, BECOMING THE COMPANY EVERYONE WANTS TO  
BE A PART OF.

AND OUR COMMITMENT TO SOCIETY, SUCH AS OUR VERIZON INNOVATIVE  
LEARNING SCHOOLS, OUR SUSTAINABILITY LEADERSHIP, AND THE  
HEARTFELT WORK WE DO TO MAKE THE WORLD A BETTER PLACE.  
ANNIVERSARIES ARE A REMINDER OF HOW FAR WE'VE COME.  
THEY'RE ALSO A CELEBRATION ABOUT THE POWER OF STICKING TOGETHER.  
ALL OUR EFFORTS TO KEEP THE WORLD MOVING FORWARD.  
SO HAPPY ANNIVERSARY V-TEAMERS.  
HERE'S TO OUR NEXT 20.