

UP TO SPEED LIVE

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PROCEEDINGS

>> HELLO.

I'M CURRENTLY AN INDIRECT ACCOUNT MANAGER BASED HERE IN VIVA LAS VEGAS!
I'VE BEEN WITH VERIZON FOR TEN YEARS NOW.

TEN YEARS THIS MONTH.

I WAS BORN AND RAISED IN THE PHILIPPINES, ABOUT 40 MINUTES TO AN HOUR
FROM MANILLA.

I'VE ALWAYS BEEN THAT PERSON THAT'S ALWAYS, LIKE, YOU KNOW, A GO-GETTER.
LET'S GO AFTER IT!

LET'S GO!

I TRAVELED WITH MY FLIP-FLOPS WITH ONE LUGGAGE AND \$500 IN MY POCKET.

ALL I KNEW WAS I WAS GOING TO SAN FRANCISCO.

I HAD A MAP AND MY AMERICAN DREAM.

AND SOMEHOW IT STILL GIVES ME GOOSIES WHEN I THINK ABOUT IT.

I'M LIKE, OH, MY GOD!

WHAT WAS I THINKING!

I ARRIVED THERE, IT WAS FREEZING COLD.

I USED MY \$500 TO GET ME SOME BOOTS.

I WAS FREEZING.

AND THEN I STARTED LOOKING FOR JOBS.

VERIZON SHOWED UP.

THEY SAID THEY'RE HIRING FOR A PART-TIME SERVICE REP, AND SO LONG STORY
SHORT, I GOT THE JOB.

FOR ME, ALONG THE WAY, MY JOURNEY WITH VERIZON:MY JOURNEY IN THE U.S.,
BEING RESILIENT HAVING PATIENCE AND ALSO HUMAN COMPASSION HAS HELPED ME
OUT NOT ONLY IN MY LIFE, BUT IN MY VERIZON AREAS.

SO WHERE I CAME FROM IN THE PHILIPPINES, THERE'S PLACES WHERE THEY DON'T
HAVE ELECTRICITY.

I AM 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 PESOS SO WE COULD BUY BASIC NEEDS, BASIC FOOD
AND BASIC MEDICAL SUPPLIES, AND HERE IN VEGAS, EVERY WEEKEND, I MAKE MASKS
WITH MY MOTHER.

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

DIFFERENT TYPES OF THEM.

THERE'S ONE FOR TEACHERS.

THIS ONE'S FOR NURSES.

AND FOR THEM, WE HAVE A NEUTRAL COLORED RED.

THERE IS SO MUCH FORTUNE WITHIN VERIZON WHERE WE CAN VOLUNTEER.

WE CAN WRITE LETTERS TO SENIOR CITIZENS OR TO OUR MILITARY MEMBERS.

YOU DON'T NEED TO BE MILLIONAIRES TO BE ABLE TO HELP OUT.

>> 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, THE WORLD'S FIRST 5G LAPTOP AVAILABLE EXCLUSIVELY FROM VERIZON ON JUNE 18TH.

LET'S CHECK OUT WHY IT'S SO AWESOME!

FIRST UP, THE LENOVO FLEX 5G IS A COMPUTING PLATFORM THAT GIVES YOU THE SPEED AND PERFORMANCE OF A PREMIUM DESK TOP PC USING AN ULTRATHIN MODERN LAPTOP.

ON TOP OF THAT, IT GIVES YOU ACCESS TO VERIZON'S 5G NETWORK SO YOU CAN COLLABORATE AND CREATE CONTENT WITH MULTIPLE PEOPLE IN REAL TIME.

YOU CAN EDIT VIDEO IN THE CLOUD WHILE VIDEO CHATTING AND GET FASTER RESPONSE TIME.

IT ALSO WORKS GREAT ON WIFI AND ON VERIZON'S 4G LTE NETWORK.

ON THE OUTSIDE, IT IS PRACTICAL PREMIUM ALUMINUM WRAPPED IN SOFT TOUCH WHICH IS SUPER COMFORTABLE TO HOLD WITH A WIDE ANGLE 14-INCH TOUCH SCREEN.

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 ALSO A TWO IN ONE CONVERTIBLE.

SIMPLY FOLD IN HALF, FLIP IT OVER AND IT TRANSFORMS INTO A FULL-SIZED WINDOWS 10 TABLET SO YOU CAN EASILY READ LONG ARTICLES IN BED, WATCH MOVIES IN A PLANE WITHOUT NOT HAVING TO WORRY ABOUT NOT HAVING ROOM FOR A LAPTOP OR USE THE LENOVO STYLUS TO SKETCH OR TAKE NOTES.

YOUR KIDS WITH USE IT AS A TEACH SCREEN DISPLAY FOR REMOTE LEARNING.

YOU CAN KICKBACK AND WATCH YOUR FAVORITE TV SHOWS, WHICH IS EXTREMELY USEFUL IF SOMEONE IN YOUR HOME IS HOGGING THE TV.

FOR BUSINESS USERS, IT'S PACKED WITH SAFEGUARDS TO KEEP YOUR FILES AND PERSONAL INFO AWAY FROM CLIENT EYES, AND IMPROVED SECURITY FEATURES LIKE WINDOWS HELLO, THE INTEGRATED IR FAMILY THAT RECOGNIZES YOU AND ONLY YOU.

VISIT VERIZONWIRELESS.COM AND LEARN MORE ABOUT PRICING, GET INFO ON OUR NEW 5G PLAN, AND LEARN ABOUT ALL THE ACCESSORIES COMING OUT.

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 OF HOW YOU ARE AS AN EMPLOYEE, BUT ALSO THAT SPILLS OVER IN TO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

THIS REALLY IS A TIME WHERE WE REALIZE THAT JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY, AND ANY LITTLE EFFORT GOES SUCH A LONG WAY.

>> OUR FRIENDS IN HILLSBOROUGH FOUNDED MEALS FOR HEROES.

WE WORK WITH THEM TO BRANCH OUT AND START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FRONT-LINE RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS REALLY IMPORTANT TO JUST SHOW OUR GRATITUDE AND SAY THANK YOU.

>> OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.

WE STILL WANT TO GIVE BACK TO EVERYBODY WHO'S ACTUALLY WORKING DURING THIS TIME.

>> THIS FUNDRAISER WAS A TRIPLE WIN BECAUSE WE WERE ABLE TO GET

SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA, AND THEN WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME, BECAUSE OBVIOUSLY DUE TO SOCIAL DISTANCING, THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS.

AND THEN WE WERE ABLE TO USE THOSE MEALS TO HELP FRONT-LINE RESPONDERS.

>> IT MADE US FEEL REALLY GOOD TO GET ALL THE PICTURES AND THE MESSAGES BACK FROM THE NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM, AND I SAID, YOU KNOW, 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 FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

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

>> FOR ALL THE AMAZING WORK YOU'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 CREDIT, AND I LOVE YOU A LOT.

>> 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 HELPED US BRING JOY AND ENCOURAGEMENT TO THE MOST VULNERABLE IN OUR COMMUNITY.

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

>> IT'S ALWAYS A PRIVILEGE AND HONOR TO BE WITH YOU AND YOUR TEAM. YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL 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.

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

IT FELT LIKE WE WERE BUILDING TO SOMETHING.

THIS COVID WAS BECOMING MORE AND MORE OF A NARRATIVE, AND THEN ALL OF A SUDDEN, BAM, WE'RE THERE.

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

AND I'LL TELL YOU, WE NEVER SKIPPED A BEAT.

>> I THINK IT WAS THE FIRST TIME I REALIZED THAT EVEN THOUGH THE WORLD IS CHANGING BY GOING REMOTE, IT IS STILL THE SAME.

LIKE, WE STILL HAVE A JOB TO GET DONE.
AND I GENUINELY THINK AS A COMPANY AND HOW WE'VE RESPONDED, WE'VE EXCELLED.

>> THE ORGANIZATION REALLY LEANED IN TO THE SITUATION, AND CERTAINLY I'VE SEEN INDIVIDUALS AND TEAMS GO THE EXTRA MILE TO REALLY SUPPORT THEIR CUSTOMER AND DO THE RIGHT THING FOR THE CUSTOMER.

>> AS OUR CREDO SAYS, WE RUN TO 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 THAT WE PROVIDE WILL MAKE THE DIFFERENCE.

>> THE TRUST THAT WE BUILT UP OVER THE YEARS WAS ABLE TO, YOU KNOW, OVERCOME THE LACK OF BEING WITH SOMEBODY FACE-TO-FACE.
I THINK OUR CLIENTS ARE WAKING UP TO THE FACT THAT, YOU KNOW, VERIZON IS, YOU KNOW, AN IMMENSELY CAPABLE PARTNER FOR THEM.

>> WE HAD THOUSANDS DOCUMENTED, JUST PROACTIVE CALL REACH-OUTS, WHERE WE WERE CALLING OUR CUSTOMERS AND SAYING HEY, WE'RE BACK UP ONLINE, WE'RE WORKING FROM HOME.
WHAT DO YOU NEED NOW.
IT'S MADE OUR CUSTOMERS CLOSER TO OUR EMPLOYEES, I THINK, BY AND LARGE, THROUGHOUT THIS ENTIRE PERIOD.

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

>> CERTAINLY OVER THE LAST COUPLE OF MONTHS, ONE OF THE THINGS THAT'S REALLY 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 GOT TO BE A GOOD THING.

>> I'M FINDING THAT AT ALL LEVELS, COMMUNICATION HAS JUST OPENED UP EVEN MORE.
IT'S NOT JUST A STATUS CHECK CALL.
IT'S A FLUID CONVERSATION THAT'S HAPPENING, AND I THINK THAT'S SOMETHING THAT'S REALLY OPENED MY EYES.
THAT SOMETHING SO SIMPLE COULD BE SO IMPACTFUL.

>> I'VE TALKED TO MORE PEOPLE IN I.T. AND MORE PEOPLE IN THE LOGISTICS DEPARTMENT THAN I THOUGHT I WOULD EVER TALK TO, AND I THINK EVERYONE'S WILLINGNESS TO STEP IN AND HELP OUT AND REALLY MAKE SURE THE CUSTOMER SERVICE IS AT THE FOREFRONT HAS BEEN THE MOST IMPRESSIVE THING I'VE SEEN.

>> COMING OFF THE BACK END OF THIS, I WOULD SAY IT HAS BEEN A CATALYST FOR MORE RADICAL THINKING AROUND THE WAY THAT WE DELIVER SERVICES.

>> IT'S ALMOST PROVING TO 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 ACTION TO EMOTION.

>> I THINK WHAT WILL COME OUT OF THIS IS A RENEWED CONFIDENCE FOR OURSELVES AND RENEWED ASSURANCE FOR OURSELVES THAT WE CAN DESIGN AND DELIVER FOR THESE CLIENTS.

THOUGH THE DIFFERENCE NOW IS RATHER THAN BEING TREATED LIKE A SUPPLIER, MANY MORE OF OUR CLIENTS ARE TALKING TO US AND TREATING US LIKE PARTNERS AND THAT CAN ONLY BE GOODNESS.

>> WE'VE BUILT A NETWORK TO MOVE THE WORLD FORWARD.

THAT HAS NEVER BEEN MORE APPARENT IN THE PANDEMIC AND HELPING OUT A CUSTOMER BECAUSE NOW WE HAVE THE STRONG PURPOSE OF UNDERSTANDING THAT OUR CUSTOMERS ARE VITAL.

>> MY NAME IS BRAD, AND I AM A SOLUTION 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 4 NON-HODGKIN'S LYMPHOMA WITH A TUMOR THAT WAS ENCASING MY TEETH AND VERTEBRAE.

MONTHS PRIOR TO THAT I WAS GOING THROUGH PROBABLY THE MOST EXCRUCIATING PAIN I HAVE EVER DEALT WITH.

A LOT OF FUNCTIONAL MOVEMENTS THAT WE DO THROUGHOUT THE DAY, I WAS NEVER ABLE TO DO FOR MONTHS.

NO ONE COULD TELL ME WHAT WAS GOING ON UNTIL I READ A CERTAIN ARTICLE THAT STATED YOU SHOULD REQUEST AN MRI.

SO THEY TURNED ON THE COMPUTER.

THEY'RE LIKE, ALREADY, SO HERE'S THE IMAGING, AND THEN YOU SEE THAT LITTLE BLACK SPOT RIGHT THERE?

THAT'S A TUMOR.

AND IT'S GROWING AT A VERY EXPONENTIAL RATE THAT IF YOU HAD WAITED JUST, SAY, A FEW MORE WEEKS, IT TOUCHED YOUR SPINAL CORD, YOU WILL NOT BE ABLE TO WALK EVER AGAIN.

THAT RIGHT THERE BROKE ME DOWN.

AND 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 WERE LIKE, HEY, WE WOULD LOVE TO PERFORM THIS SURGERY ON YOU, BUT WE MUST TELL YOU THAT YOU'LL HAVE A 50 PERCENT CHANCE OF WALKING COMING OFF THE TABLE.

THE OTHER OPTION WAS CHEMOTHERAPY, SPINAL TAPS, RADIATION.

YOU NAME IT, I WENT THROUGH IT.

I WAS NEVER ABLE TO LEAVE MY BED OR EVEN SIT UP AT ALL WITHOUT GETTING THE GNARLIEST HEAD RUSH, SPINE PAIN.

I PUT MYSELF THROUGH IT SO THAT I COULD WALK COMING OUT OF IT.

WITH MY SUPPORT SYSTEM THAT I HAD, IT FELT LIKE JUST ANOTHER WALK IN THE PARK FOR ME, AND THAT'S WHAT HELPED ME MAINTAIN THE POSITIVE ENERGY, MAINTAIN THE POSITIVE OUTLOOK.

MY DISTRICT MANAGER, HE 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'S AS LOVING AND CARING FOR THEIR EMPLOYEES AS VERIZON IS.

>> TODAY'S YOUR GRADUATION IS FOR A GOOD CAUSE.

GIVE THE BELL A GOOD RING AND RECEIVE YOUR APPLAUSE.

>> ABOUT A MONTH AGO NOW, I WAS GIVEN THE NEWS I'M IN REMISSION.

THAT'S THE NEWS I'VE BEEN WAITING TO HEAR.
NOW I FEEL AMAZING.
I FEEL UNSTOPPABLE, AND I FEEL I CAN TAKE LIFE HEAD-ON.

>> I WANT TO MOTIVATE OTHERS.
I WANT EVERYBODY TO FEEL THE BEST VERSION OF THEMSELVES.
DON'T LET THE PAST DICTATE WHERE YOU WANT YOURSELF TO BE IN THE FUTURE.
MAKE THIS DAY COUNT, LET'S EMPOWER EACH OTHER AND LET'S BUILD A BETTER
FUTURE.

>> 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 SOLUTION.

>> FOR SOME OF OUR WORLD'S BIGGEST CHALLENGES.

>> TO MAKE THE WORLD IN WHICH WE WORK --
>> BETTER THAN IT WAS YESTERDAY.

>> WE KNOW OUR BEST WAS GOOD FOR TODAY.

>> TOMORROW, WE'LL BE BETTER.

>> THESE ARE JUST SOME OF THE LINES FROM OUR VERIZON CREDO.
AND THIS IS WHO OUR CREDO IS FOR.

>> 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 AT SOME OF WHAT WENT IN TO WHO WE ARE TODAY.

THERE WAS OUR CRISIS RESPONSE TO SEPTEMBER 11TH, 2001.

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

>> A CHARACTER-DEFINING EFFORT WITH V-TEAMERS WORKING AROUND THE CLOCK TO GET THINGS 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.

SOME OF YOU ARE SO YOUNG YOU MAY 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 PASS SCALE FIBER OPTICS TO THE HOME WITH FIOS.

OUR RECOVERY RESPONSE TO HURRICANE KATRINA.

>> WE'RE OUT HERE TO HELP THE PEOPLE.

WE ARE OUT JUST 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 GROUP'S GLOBAL SCALE.

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

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

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

THERE'S OUR OBSESSION WITH BEING A NETWORK LEADER IN 4G, FIOS, 5G, ONE FIBER AND NET.

IT'S ABOUT THE SUPERIOR EXPERIENCES WE DELIVER FOR TODAY AND THE GROUND-BREAKING ONES WE'RE BUILDING FOR TOMORROW.

OUR PROFOUND SUPPORT OF OUR V-TEAM, 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 HEART-FELT WORK WE DO TO MAKE THE WORLD A BETTER PLACE.

ANNIVERSARIES ARE REMINDER OF HOW FAR WE'VE COME.

THEY'RE ALSO A CELEBRATION OF THE POWER OF STICKING TOGETHER.

IT'S ABOUT THE PAST WE SHARE, THE FUTURE WE'RE BUILDING, AND ALL OUR

EFFORTS TO KEEP THE WORLD MOVING FORWARD.

SO, HAPPY ANNIVERSARY, V-TEAMERS.

HERE'S TO OUR NEXT.

>> HANS, SO GREAT TO BE BACK
WITH YOU TODAY.

HOW ARE THINGS IN YOUR WORLD?

WHAT'S NEW?

HEY, NOW WE'RE IN TO THE THIRD
QUARTER.

WHERE DO YOU WANT US TO FOCUS
FOR THE REST OF 2020?

HANS, THANK YOU SO MUCH FOR
JOINING US.

MORE FROM ME WITH YOUR FINAL
THOUGHTS HERE IN A MOMENT.

THANK YOU.

>> ALL RIGHT, JEREMY.

WE'RE ALL SET.

YOU READY?

>> YEAH, MAN.

YOU BET.

LET'S DO THIS, HANS.

HIGH FIVE.

>> YOU KNOW, YOU ALWAYS GOTTA PREPARE FOR THESE THINGS AND MAKE SURE
YOU'RE AT THE TOP OF YOUR GAME.

STARTING OUT WITH SOME GOOD NEWS TODAY, JIM HOGLE, ONE OF OUR SENIOR
MANAGERS OF NETWORK ASSURANCE, YOU SEE HIM THERE FROM ROANOKE, VIRGINIA,
HELPED SAVE A BOATER A COUPLE WEEKS AGO WITH ANOTHER BOATER CAUGHT ON
FIRE THERE IN SMITH MOUNTAIN LAKE, BUT THANKS TO THE QUICK-THINKING OF JIM AND
THE OTHER PERSON, THEY HELPED THE PEOPLE OUT ON THAT BURNING BOAT.

WAY TO GO, JIM.

HIS STORY WAS FEATURED ON NBC AFFILIATE IN ROANOKE.

AGAIN, OUR FOLKS ARE ALWAYS OUT THERE SERVING OUR COMMUNITIES IN SO
MANY DIFFERENT WAYS, SO AGAIN, HATS OFF TO JIM FOR WHAT HE DID THERE.

AND GOOD MORNING, GOOD NIGHT, AND GOOD AFTERNOON.

I'VE GOT 12:01 HERE ON THE EAST COAST.

WE'RE HERE WITH UP-TO-SPEED LIVE TODAY.

GOING TO BE GETTING SOME UPDATES FROM CHRISTY AND HANS AS WE TALK
ABOUT THE RETURN TO OFFICE AND EVERYTHING ELSE THAT IS GOING ON IN THE
BUSINESS.

SO I WANT TO GET RIGHT TO IT.

HANS, HOW ARE YOU?

>>HANS: I'M DOING FINE, JEREMY!

HOW ARE YOU DOING?

>>JEREMY: I'M WELL.

THANK YOU FOR ASKING.

>>HANS: I LIKE THE JOKE.

>>JEREMY: I'VE GOTTA DO SOMETHING WITH FLAT HANS, SO THERE YOU GO.

HE'LL POP UP EVERY NOW AND AGAIN.

>>HANS: I USUALLY -- IT'S VERY SELDOM I'M SPEECHLESS.

I'M NOT SURE THAT WAS MY CHARACTER PLAYING THERE, BUT HERE I AM.

V-TEAMERS, HAPPY MONDAY, AND FOR THE MONTH, IT HAS BEEN ENJOYING THE
JULY 4TH WEEKEND, I HOPE YOU HAD A GOOD WEEKEND AND YOU RELAXED A LITTLE BIT,
AND LAST WEEK WAS AN EXCITING WEEK.

IT WAS OUR 20 YEARS ANNIVERSARY.

AND OF COURSE A LOT OF HOPES ON WHAT WE'VE DONE, BUT ALSO A LOT OF FOCUS ON WHAT WE WILL DO IN THE FUTURE AND HOW WE PREPARE OURSELVES.

SO MORE ABOUT THAT COMING A LITTLE BIT LATER.

BUT STARTING WITH THE NORMAL UPDATES FROM ME.

HEALTH AND SAFETY OF ALL OUR EMPLOYEES IS NUMBER ONE.

WE SEE THE RISE IN -- ESPECIALLY IN SOME STATES IN THE UNITED STATES RIGHT NOW WHEN COMES TO THE COVID-19 INFECTIONS, AND IT'S VERY DIFFERENT PLACES THAT WE'VE SEEN BEFORE.

WE SEE LESS OUTSIDE U.S. RIGHT NOW IN DIFFERENT COUNTRIES, BUT ALL IN THE WORLD, WE JUST NEED TO TAKE CARE OF EACH OTHER IN THESE TIMES.

WE NEED TO REMIND EACH OTHER ON THE SOCIAL DISTANCING, WEARING MASKS AND ALL OF THAT, AND I THINK THAT'S GOING TO BE EXTREMELY IMPORTANT RIGHT NOW AT THIS COVID-19 IS SPREADING IN DIFFERENT PLACES AND GROWING DIFFERENT PLACES.

AND IN PLACES WHERE IT'S NOW A LITTLE BIT CALMER.

REMEMBER, STILL WE HAVE OUR PROTOCOLS AND THE WAY WE'RE DEALING WITH EACH OTHER.

IT'S CALLED RESPECT FOR EACH OTHER TO WEAR THE MASK AND HAVE THE SOCIAL DISTANCING AND THINK ABOUT ALL OF THAT.

SO IMPORTANT.

ON THE NETWORK SIDE, I THINK WE'RE DOING WELL.

THE NETWORK IS PERFORMING VERY WELL.

WE HAD SOME ANNOUNCEMENT LAST WEEK, I CAN GIVE YOU SOME INSIGHTS FOR TOMORROW.

THERE'S SOME BIG ANNOUNCEMENT ON 5G TOMORROW.

I THINK THERE ARE SOME NEW DEVICES AND PROBABLY SOME IMPROVEMENTS ON THE NETWORK.

SO WE'RE GOING TO CONTINUE WITH A LOT OF ANNOUNCEMENTS ON 5G THE NEXT SIX MONTHS.

AND I JUST WANT TO REMIND YOU, WE ARE NOW IN THE SECOND HALF OF THIS VERY UNUSUAL YEAR, UNPRECEDENTED YEAR.

AND WE HAVE SO MANY COMMITMENTS AND SO MANY FOR OUR CUSTOMERS IN THE SECOND HALF.

JUST TO REMIND YOU OF A COUPLE OF THEM.

WE'RE GOING TO DO TEN 5G MOBILE EDGE COMPUTE CENTERS IN THE SECOND HALF.

WE'RE GOING TO GO NATIONWIDE WITH 5G IN THE SECOND HALF.

WE'RE GOING TO HAVE, IN TOTAL, 60 -- ON 5G ON WIDE BAND BEFORE THE YEAR END.

THAT'S BIG NUMBERS.

AND WE'RE ALSO GOING TO HAVE AT LEAST TEN WITH 5G HOME THIS YEAR.

ALL OF THAT IS HAPPENING IN THE SECOND HALF.

SO WE ARE EXCITED WHAT'S GOING TO HAPPEN THE SECOND HALF ON 5G.

THE NETWORK KEEPS UP, OUR TEAM IS EXECUTING, AND WE HAVE A BIG SECOND HALF IN FRONT OF US TO PUT OURSELF IN A REALLY GOOD POSITION IN THE BEGINNING OF 2021, BUT MORE IMPORTANT, CONTINUE TO DELIGHT OUR CUSTOMERS TO SEE THAT THEY GET BOTH THE BEST NETWORK BUT ALSO THE BEST OPTIONALITY, ESPECIALLY ON THE CONSUMER SIDE WORKING A LOT WITH MIX AND MATCH, ET CETERA, WHICH IS IMPORTANT TO US, AS WELL AS ON THE BUSINESS SIDE, WHERE THE TEAM IS REALLY WORKING WITH BOTH LARGE AND SMALL ENTERPRISES, AS WELL AS OUR GOVERNMENTAL OR FEDERAL CUSTOMERS TO SEE HOW WE CAN SUPPORT THEM IN THIS TOTAL NEW WORLD, WHERE TECHNOLOGY AND BROADBAND BECOMES SORT OF ESSENTIAL FOR ACTUALLY DOING BUSINESS AND STAYING CONNECTED.

SO WE'RE GETTING INTO THE SECOND HALF OF THIS YEAR WITH A LOT OF BUSINESS AS USUAL, BUT IT'S A LOT OF -- THERE ARE BUSINESS AS USUAL.

WE ARE, OF COURSE, TODAY STARTING OUR RETURN TO OFFICE STRATEGY AND CHRISTY WILL TALK ABOUT IT LATER ON.

BEEN A LOT OF PLANNING AND WE'RE NOW STARTING WITH SORT OF A STAGGERED MODEL, WHICH HAS BEEN VERY MUCH DISCUSSED AND COMMUNICATED, BUT YOU CAN'T

COMMUNICATE ENOUGH IN THESE TIMES, SO WE WANT TO HEAR A LITTLE BIT MORE ABOUT THAT.

BUT I'M EXCITED FOR THE NEXT SIX MONTHS BECAUSE WE HAVE A LOT IN FRONT OF US, BUT IT CANNOT TAKE AWAY THE IMPORTANCE OF THE CRISIS WE ARE IN FRONT OF US.

AND WE TALKED ABOUT THE PANDEMIC, THE FINANCIAL CRISIS, HOW WE SUPPORT OUR CUSTOMERS, BUT WE ALSO HAVE THE RACIAL INJUSTICE.

AND I JUST WANT TO REMIND EVERYBODY, WE NEED TO CONTINUE THAT CONVERSATION.

AND I'M HAPPY TO ANNOUNCE TOMORROW, THE LEAD DIRECTOR OF VERIZON'S BOARD, CLARENCE OTIS, WILL BE ON UP TO SPEED AND HE WILL CONTINUE THIS RACIAL DISCUSSION FOR HIS ANGLE, AND I THINK THAT WE WILL JUST CONTINUE TO HAVE THOSE DISCUSSIONS.

AND I STILL GET A LOT OF MAILS FROM EMPLOYEES, AND IT CAN BE GOOD, IT CAN BE BAD.

IT DOESN'T REALLY MATTER.

THE MOST IMPORTANT THAT WE ENGAGE IN THESE CONVERSATIONS RIGHT NOW, AND SEE THAT WE ACTUALLY LEAD SOME MEANINGFUL IMPROVEMENT, MEANINGFUL ACTIONS.

AND I SEE SOME OF IT.

WE ARE NOT DONE.

NOBODY'S DONE.

EVERYBODY NEEDS TO CONTINUE TO WORK.

BUT I'M HAPPY TO SAY THAT THE ENGAGEMENT WE HAVE FROM ALL THE V-TEAMERS IN OUR COMMUNITY, AND EVEN EXTERNALLY, IS GOOD, AND WE JUST WANT TO CONTINUE TO HAVE THAT CONVERSATION.

SO THAT'S A SHORT UPDATE FOR WHERE WE ARE.

JEREMY, BACK TO YOU.

>>JEREMY: AWESOME.

THANK YOU SO MUCH FOR THAT, HANS.

NEXT, I WANT TO GET OVER TO CHRISTY FOR SOME OF HER UPDATES.

AS HANS MENTIONED, YOU KNOW, WE'RE IN DAY ONE HERE OF THE RETURN TO OFFICE, AND SHE'S GOING TO GIVE US MORE INFORMATION THERE.

CHRISTY, HOW ARE YOU DOING?

>> I'M GREAT, JEREMY.

LOOK TO HAVING YOU ON UP TO SPEED AND TALKING TO ALL THE V-TEAMERS.

AS YOU'VE HEARD FROM HANS AND JEREMY, THIS IS A BIG WEEK.

WE HAVE BEEN PLANNING SINCE THE BEGINNING OF MAY HOW WE WOULD START TO REOPEN OUR OFFICE BUILDINGS AND GET OUR TEAMS BACK IN.

SO THIS IS THE BEGINNING OF OUR ROTATION.

SO HERE'S THE V-TEAMERS, I THOUGHT I WOULD HIGHLIGHT THAT AND THEN JUST REITERATE OUR ON-SITE SAFETY PROTOCOL.

AND SO I'LL PULL UP A FEW SLIDES, IF YOU WOULDN'T MIND, JEREMY.

ON OUR FIRST SLIDE, JUST AS A REMINDER, WE HAVE HAD PRIORITIES THAT YOU'VE HEARD CONSISTENTLY FROM HANS AND MYSELF, WHICH IS KEEPING AND CARING FOR THE V-TEAM, KEEPING EVERYBODY SAFE, MAINTAINING THE RELIABILITY OF OUR NETWORKS AND MAKING SURE WE'RE DOING OUR PART TO HELP SOCIETY RECOVER.

AND THEN WE HAD A CRISIS RESPONSE, MOVING TO AN ADJUSTED PHASE, AND NOW, FOR JUNE THROUGH SEPTEMBER, OUR NEW TRANSITION STATE OF BUSINESS AS USUAL.

AND SO THAT'S WHERE WE ARE NOW, AND WE'RE GOING TO BE HEADING INTO OUR ROTATING OFFICES.

SO I WANT TO JUST REMIND US WHAT THOSE PRACTICES ARE.

SO IF WE COULD MOVE AHEAD TO SLIDE 3, WHAT I'M GOING TO DO IS JUST HIGHLIGHT.

AS WE START THE ROTATING OFFICES, WE'RE GOING TO HAVE GROUP A THIS WEEK, AND THEN IT WILL BE FOLLOWED BY GROUP B, GROUP C AND GROUP D AND THEN WE'LL START ALL OVER AGAIN.

SO IN THE NEXT SLIDE, REALLY WANT TO JUST HIGHLIGHT ALL OF US HAVE A ROLE IN KEEPING EACH OTHER SAFE.

AND WE KNOW HOW AWESOME THE V-TEAM IS, AND WE KNOW THAT ALL OF US ARE GOING TO DO OUR PART TO KEEP OURSELF SAFE, OUR WORKPLACE SAFE, AND THOSE AROUND US SAFE, AND WE ALWAYS WANT TO START BY SAYING IF YOU ARE NOT FEELING WELL, PLEASE DON'T COME TO WORK.

WE HAVE GREAT SUPPORT PROGRAMS IN PLACE FOR OUR EMPLOYEES THAT ARE UNWELL, AND YOU WILL HAVE SUPPORT AND BENEFITS TO CARE FOR YOURSELF.

ALSO, IF YOU'RE EXPERIENCING ANY SYMPTOMS OF COVID, STAY HOME.

PLEASE DON'T COME TO WORK IF YOU'VE BEEN ADVISED TO QUARANTINE BY ANY ORGANIZATION, WHETHER IT'S THE STATE GOVERNMENT OR US OR OTHERS.

AND THEN FINALLY, WE'RE ASKING EMPLOYEES TO CONFIRM THAT THEY DON'T HAVE A TEMPERATURE, AND IF YOU DON'T HAVE A THERMOMETER, WE HAVE A WAY FOR YOU TO ACQUIRE ONE FROM OUR CATALOG, AND YOUR SUPERVISOR OR HR CAN HELP YOU WITH THAT.

AND SO ON THE NEXT SLIDE, WE HAVE A LITTLE BIT OF A KIND OF A CHEAT SHEET TO REMIND EVERYBODY.

I'VE GOT FOUR KEY POINTS TO MAKE.

THE FIRST IS WE'VE GOT THE WEEKLY ROTATING SCHEDULE.

SO THAT FOR OFFICE WORKERS AND SALES TEAMS, THEY'LL BE ABLE TO GRADUALLY RE-INTRODUCE COMING INTO THE OFFICE.

THERE WILL BE A ROTATING SCHEDULE FROM NOW THROUGH SEPTEMBER.

THE COVID WEB PAGE WILL AT LEAST BE THERE TO TELL YOU WHAT ROTATING WEEK IT IS.

YOU'LL ALSO GET E-MAIL REMINDERS AND THINGS SUCH AS THAT.

AND SO YOUR GROUP ASSIGNMENT, AS I MENTIONED, THIS IS GROUP A WEEK, AND THEN NEXT WEEK WILL BE B AND SO FORTH.

AND SO THIS IS REALLY IMPORTANT.

THEN, IF YOU MOVE TO THE NEXT SLIDE, WE'RE ROTATING.

YOU GUYS ARE -- IN ADDITION, WE HAVE A RETURN-TO-OFFICE TOOL THAT WE BUILT SPECIFICALLY TO HELP OUR V-TEAMERS.

HERE, YOU'LL GET AN ALERT THAT IS AN OFFICE ASSIGNMENT WEEK FOR YOU, OR YOUR TEAM, OR ANY OF YOU THAT ARE INVOLVED IN THE ROTATING SCHEDULE, AND THEN THE TOOL WILL PROMPT YOU WITH YOUR TRAINING, WITH YOURSELF, A SECOND QUESTIONNAIRE, AND THEN REMIND YOU AND GIVE YOU CLEARANCE TO COME IN TO THE OFFICE.

AND FINALLY, FACIAL COVERINGS.

YOU'LL SEE IN A MOMENT WHEN I REMIND EVERYBODY OF WHAT OUR ON-SITE PROTOCOLS ARE, WE HAVE PROVIDED FACIAL COVERINGS TO OUR EMPLOYEES SO THAT WHEN THEY'RE ENTERING THE FACILITIES OR MOVING ABOUT THE OFFICE SPACE, THAT YOU WEAR YOUR FACE COVERINGS.

WHEN AN EMPLOYEE IS SEATED AT THEIR WORK STATION PRACTICING PROPER SOCIAL DISTANCING, THEY CAN REMOVE THEIR FACE MASKS.

SO JEREMY, WE KNOW A LOT OF EMPLOYEES HAVE QUESTIONS, HOW IS THIS ALL GOING TO WORK.

SO LET'S GO TO THE NEXT SLIDE AND I'LL TALK A LITTLE BIT ABOUT OUR ON-SITE PROTOCOLS.

SO OUR REAL ESTATE TEAM AND THE HR TEAM HAVE WORKED REALLY CLOSELY TOGETHER TO PUT THESE PROTOCOLS IN PLACE WITH OUR EMERGENCY OPS CENTER.

SO WE HAVE DETAIL PROCEDURES FOR THOROUGHLY CLEANING AND DISINFECTING OUR WORK STATION AND COMMON AREAS.

WE ALSO HAVE DAILY AND WEEKLY CLEANING PROTOCOLS.

WE HAVE HAND SANITIZER STATIONS.

WE'VE ALSO DEFINED MEASURES TO CONTROL THE FLOW OF PEOPLE AROUND THE FACILITY.

WE'VE MOVED WORK STATIONS AND WE'VE PUT SIGNAGE THROUGHOUT THE BUILDING, SOME OF WHICH IS SHOWN IN THE PICTURE HERE.

ON THE NEXT SLIDE, YOU CAN SEE ANOTHER EXAMPLE OF SIGNAGE ON A WORK STATION INDICATING THAT THIS IS THE WORK STATION THAT IS CLEAR FOR WORK AND CAN BE UTILIZED, AND THEN THE NEXT AVAILABLE WORK STATION FROM IT WILL BE SIX

FEET OR 1.8 METERS AWAY.

AND SO THE MARCATIONS WILL BE THROUGHOUT NOT ONLY THE OFFICE SPACE BUT ON THE NEXT SLIDE, YOU CAN SEE PICTURES OF CONFERENCE ROOMS AND SIMILARLY THE DOORS WILL HAVE SIGNAGE INDICATING THAT THE CONFERENCE ROOM IS AVAILABLE.

THERE WILL BE SIGNAGE REMINDING EMPLOYEES OF THE SOCIAL DISTANCING PRACTICES EXPECTED FOR THE JOINT AREAS, SUCH AS CONFERENCE SPACE, AND EVEN IN THE CONFERENCE ROOM, YOU CAN SEE CHAIRS THAT ARE MARKED OKAY TO SIT AT OR NEEDS TO STAY VACANT TO MAINTAIN DISTANCING.

WE ALSO, THROUGH THE PERIOD THAT WE'VE BEEN WORKING REMOTE OR IN OUR NEW DISRUPTED STATE, LEARNED A LOT ABOUT EFFECTIVE VIRTUAL MMO AND DISTRIBUTED TEAMS.

SO WE'VE GOT OFFICE ETIQUETTES, PROTOCOLS THAT WE'VE GLEANED FROM ALL OF YOU OF WHAT'S WORKED BEST AND WHAT'S HELPED OUR TEAMS STAY EFFECTIVE.

AND SO WE ARE RECOMMENDING THAT PEOPLE CONTINUE TO HOST THEIR MEETINGS VIRTUALLY, EVEN IF SOME TEAM MEMBERS ARE AT THE OFFICE AND SOME TEAM MEMBERS ARE REMOTE, BECAUSE WE KNOW THAT'S A WAY THAT PEOPLE CAN BE EQUALLY PARTICIPATING IN THE MEETING.

AND THEN FINALLY ON THE LAST SLIDE, I WANT TO JUST SHARE WHAT IS IT THAT YOU CAN DO?

WE KNOW EMPLOYEES WANT TO KNOW HOW CAN I HELP, WHAT CAN I DO TO BE THE MOST PREPARED OR HELP MY FELLOW V-TEAMERS, AND SO WE WOULD JUST URGE YOU TO PLEASE READ AND UNDERSTAND THE MATERIAL AND THE COMMUNICATIONS THAT WE'RE SENDING TO YOU.

PLEASE COMPLETE YOUR TRAINING IN ORDER TO BE ABLE TO RETURN TO THE OFFICE.

THERE'S VERY GOOD DETAILED INSTRUCTIONS IN THE RETURN-TO-OFFICE TOOL FOR THE DAYS THAT YOU INTEND TO RETURN TO THE OFFICE, AND THEN PLEASE FOLLOW OUR GUIDELINES FOR SOCIAL DISTANCING.

IF WE'VE PROVIDED YOU FACIAL MASK COVERINGS BECAUSE YOU'RE RETURNING TO THE OFFICE, PLEASE WEAR THOSE, BRING THEM WITH YOU.

PARTICIPATE IN CLEANING YOUR WORK STATION, AND THEN FINALLY, CONTINUE TO USE THE COVID WEB PAGE.

WE KEEP THAT UPDATED, AND AS YOU KNOW, IT STILL CONTINUES TO BE A VERY FLUID SITUATION.

SO WE WANT TO MAKE SURE OUR V-TEAMERS ALWAYS HAVE THE MOST UP-TO-DATE INFORMATION AS POSSIBLE.

SO JEREMY, THAT'S WHAT I WANTED TO COVER AS KIND OF A REFRESHER OF WHAT WE'VE BEEN BUILDING TOWARD AND WHERE WE ARE.

AND LASTLY, BEFORE I THROW IT BACK TO YOU FOR QUESTIONS, I'VE GOT ONE LAST SLIDE, JUST TO REMIND EVERYBODY, WE WILL BE HEADING IN TO THE BEGINNING OF THE THIRD QUARTER, AND WE WILL HAVE THIRD QUARTER PULSE AND IT WILL BE JULY 29TH TO AUGUST 7TH AND YOU'LL BEGIN TO SEE MORE INFORMATION ABOUT IT.

WE'RE CALLING IT PULSE PLUS.

ONE OF THE KEY ELEMENTS OF OUR EMPLOYEE NORTH STAR OBJECTIVES IS TO GIVE A BENCHMARK -- TO BE ABLE TO BENCHMARK OUR EMPLOYEE PULSE RESULTS AGAINST OTHER COMPANIES AND INDUSTRIES AROUND THE WORLD AND SO WE'VE PARTNERED WITH GALLUP, WHO HAS A LEAVING BENCHMARK AND SURVEY CAPABILITY IN THIS AREA SO WE'RE GOING TO BUILD OFF OF ALL THE SURVEY WORK WE'VE DONE TO DATE.

WE'RE WATCHING PULSE PLUS LATER THIS MONTH SO STAY TUNED.

THERE WILL BE COMMUNICATIONS, THERE WILL BE TRAINING.

THERE WILL BE BENCH MARKS AND CUSTOMIZED SUPPORTS FOR TEAMS FOR ACTION PLANNING COMING OUT THIS NEXT PULSE AND WE'RE VERY EXCITED ABOUT IT SO I WANT TO THANK THE COMS TEAM FOR HELPING US PROMOTE OUR RETURN TO A NORMAL PULSE.

WE'VE HAD THREE COVID PULSE SURVEYS, BUT NOW AS WE HEAD BACK TO Q 3, WE'RE GOING TO DO A NORMAL PULSE AND CHECK ON ALL THE AREAS OF EMPLOYEE ENGAGEMENT AND WORKPLACE SATISFACTION THAT WE WOULD LIKE TO CONCENTRATE ON.

>> GOOD.

CHRISTY, THANK YOU, AS ALWAYS, FOR ALL THE UPDATES, AND REMINDER, IF YOU HAVE A QUESTION, YOU CAN E-MAIL THOSE TO US, JUST SEND US A MESSAGE LIVE@VERIZON.COM.

A FEW WEEKS AGO AN EMPLOYEE POSTED A COMMENT ON KATIE'S VERY SUCCESSFUL BLOG, MOTHERHOOD AND MOUNTAIN DEW, I'M TALKING ABOUT MELISSA DICKSON.

IT'S HELPED HER CONNECT WITH HER CUSTOMERS A LITTLE BIT BETTER THROUGH ALL OF THIS AND REALLY PUT HERSELF IN THEIR SHOES AS TO WHAT SHE'S GOING THROUGH.

SHE'S CURRENTLY REDEPLOYED IN TELESALLES.

HAVE A LOOK AT HER STORY.

>> MY TEAM AT SPRINGFIELD IS LIKE MY FAMILY.

I GENUINELY DON'T KNOW WHAT I WOULD DO WITHOUT THEM.

MY HUSBAND STARTED WORKING FOR THE COMPANY ABOUT SEVEN MONTHS AGO.

IT'S A FAMILY BUSINESS NOW, APPARENTLY.

RIGHT OFF THE BAT, THEY TOLD US, LIKE, HEY, DON'T WORRY ABOUT PAY.

YOU'RE GOOD.

SO THAT WAS I THINK THE BEST PART ABOUT IT WAS KNOWING RIGHT AWAY THAT THE COMPANY WAS GOING TO TAKE CARE OF US, AND THAT MY HUSBAND AND I DIDN'T HAVE TO WORRY.

OUR HR REP AND OUR DM GOT TOGETHER WITH US AND THEY WERE LIKE JUST, YOU KNOW, YOU CAN SIGN UP FOR A LEAVE OF ABSENCE, AND MY HUSBAND DID, AND IT WAS JUST LIKE IMMEDIATELY APPROVED, AND SO AT THAT POINT, LIKE, ALL OF OUR STRESS IS GONE, AND I'M LIKE, OKAY, BRING IT ON.

LIKE, I'M GOING TO DO TELESALLES.

I'M SO EXCITED.

LIKE, I WAS PUMPED.

THAT WAS HUGE FOR ME, GETTING TO SEE WHAT THEY DO IN A COMPLETELY DIFFERENT CHANNEL WITH THIS COMPANY.

MY SON IS PROBABLY THE MOST OUTGOING CHILD IN THE ENTIRE WORLD.

HE JUST WILL RUN RIGHT IN HERE, AND HE'S ALWAYS WANTING TO BRING ME FLOWERS AND, LIKE, TELL ME ABOUT WHAT, YOU KNOW, HAPPENED OUTSIDE.

AND SO I'LL BE ON THE PHONE AND BE LIKE, SHHHHH MOMMY'S ON THE PHONE!

AND HE'LL BE LIKE WHAT!

YOU'RE ON THE PHONE?
CAN I TALK TO THEM, CAN I SAY
HI?
I'M LIKE, NO, KEEGAN.
NO, KEEGAN.
I THINK THAT'S PART OF THE WHOLE
BEING A MOM THING LIKE MY SON
BUSTING IN HERE, AND I'M LIKE,
YOU KNOW, OH, SORRY, I WORK FROM
HOME, AND THEN THEY'RE
IMMEDIATELY LIKE, OH, I HAVE TWO
KIDS AT HOME!
IT COMPLETELY CHANGES LIKE THE
WHOLE TONE OF THE CONVERSATION
AND IT GOES FROM, YOU KNOW, LIKE
POLITE CUSTOMER SERVICE TO,
OKAY, I'M TALKING TO THIS PERSON
ON THE PHONE, LIKE THEY'RE MY
FRIEND.
WE ARE SO LUCKY THAT WE WORK FOR
A COMPANY THAT NOT ONLY HAS
TAKEN CARE OF US AND MADE SURE
THAT, LIKE, NOBODY DEALT WITH
ANY FINANCIAL REPERCUSSIONS OF A
NATIONWIDE PANDEMIC, BUT WHO
GOES OUT OF THEIR WAY TO MAKE
SURE THAT WE'RE DOING OKAY
MENTALLY THROUGH ALL OF THIS,
AND, YOU KNOW, THEY GIVE US A
CHOICE EVEN, LIKE IT WASN'T EVEN
LIKE OKAY, WELL, WE'RE GOING TO
RE-DEPLOY YOU AND HERE YOU GO.
LIKE, THEY GAVE US A CHOICE,
LIKE, YOU KNOW, WHAT DO YOU WANT
TO DO?
LET'S JUST LIKE, YOU KNOW, ONE
TO FOUR, LIKE, WHAT YOU WOULD
LIKE TO DO.
I THINK, LIKE, GOING BACK TO THE
STORE, THIS IS GOING TO BE HUGE
FOR US KNOWING WHAT THE OTHER
CHANNELS DO ON A DAY-TO-DAY
BASIS.
I HAVE A GOOD WORK-FROM-HOME
TEAM, TOO, BUT I MEAN, YEAH, I'M
ANXIOUS TO GET BACK TO THE
STORE.
I MISS MY FRIENDS.

>> MELISSA, THANKS SO MUCH FOR SHARING YOUR STORY.
AND, YOU KNOW, IF I WAS CALLING IN AND HEARD YOUR SON, I WOULD BE OKAY
WITH THAT.
THAT'S A GOOD THING TO SHOW PEOPLE THE REALITY OF THE WORLD THAT WE'RE
LIVING IN.
SO MANY OF OUR FOLKS ARE RE-DEPLOYED.
SO MANY OF OUR FOLKS ARE OUT IN THE FIELD TAKING CARE OF CUSTOMERS IN
VARIOUS DIFFERENT WAYS, SO THANK YOU FOR SHARING YOUR STORY.
WANT TO JUMP IN TO A COUPLE OF QUICK QUESTIONS HERE STARTING WITH HANS.
HANS, YOU MENTIONED, OBVIOUSLY, WE'RE INTO THE SECOND QUARTER NOW, AND
YOU GAVE US THE LIST OF THINGS THAT WE'RE LOOKING FORWARD TO.

EARLY ON IN THIS, WE TALKED ABOUT THE BUSINESS ROUND TABLE AND HOW YOU'RE CONNECTING TO OTHER BUSINESS LEADERS AROUND THE WORLD.

AS THIS CONTINUES TO GO ON AND ON, HOW HAVE THOSE CONVERSATIONS CHANGED OVER THE PAST COUPLE OF MONTHS AS REAL-TIME AND THEN LOOKING INTO THE FUTURE FOR WHAT BUSINESS LEADERS ARE DOING IN OTHER INDUSTRIES.

>>HANS: IT HAS CHANGED QUITE DRAMATICALLY.

I THINK IN THE BEGINNING, THE BUSINESS ROUND TABLE WAS VERY MUCH HOW TO SHARE BEST PRACTICES BETWEEN THE COMPANIES, HOW TO DEEM IN THE BEST WAY THE SAFE AND HEALTH FOR THE EMPLOYEES.

THEN IT QUICKLY TURNED INTO SORT OF THE ECONOMIC DOWNTURN, HOW TO SUPPORT BUSINESSES, HOW TO SUPPORT SUPPLIERS, ET CETERA, AND THEN HURDLES THAT WAS CREATED IN THE WHOLE SORT OF CRISIS OR PANDEMIC AS WELL AS WHEN WE'RE TALKING ABOUT HOW WE DELIVER OUR SERVICES, ET CETERA.

SO THERE WAS A LOT OF TALK ABOUT THAT, PROBLEMS AND IMPORTING OF GOODS FOR MANY OF THE COMPANIES, ET CETERA, AND THEN, OF COURSE, A LOT OF TALK ABOUT VACCINES.

THAT STILL IS HAPPENING, BUT I THINK WE HAVE A MEETING EVERY WEEK.

IT HAS BEEN DOMINATED OF THE RACIAL INJUSTICE.

I THINK THAT'S WHERE WE HAVE FOUR SUBCOMMITTEES WORKING WITH EVERYTHING FROM EDUCATION AND LEARNING TO POLICE REFORM, ET CETERA, BROADBAND IN ORDER TO MAKE THIS A BETTER PLACE FOR EVERYONE.

AND I THINK IT HAS CHANGED, AND IT'S CHANGED WHAT IS HAPPENING IN OUR SOCIETY BECAUSE RIGHT NOW IT'S MORE ABOUT RACIAL INJUSTICE AND WHAT'S THE LARGEST CORPORATION OF THIS COUNTRY CAN DO TOGETHER, BUT ALSO WE BELIEVE THAT THE POLITICIANS SHOULD DO, AND EARLIER, LAST WEEK, OR LATE LAST WEEK, WE ACTUALLY SENT A LETTER TO CONGRESS ABOUT WHAT WE THOUGHT WAS IMPORTANT CHANGES THAT WE THOUGHT NEED TO BE CHANGED IN THE REFORMS.

SO THAT'S HOW THE VR TEAM HAS ENGAGED AND HAS BEEN MOVING, BUT IT'S A GOOD PLACE TO SHARE WITH OTHER CEOS AND OTHER LARGE CORPORATIONS.

AND THEN, OF COURSE, CHRISTY AND HER TEAMS TOUCHED WITH THE HR TEAMS IN THESE ORGANIZATIONS, CRAIG TALKED WITH THE POLICY PEOPLE SO WE ARE LEARNING FROM ALL OF THEM IN ORDER TO BE AS GOOD AS POSSIBLE FOR ALL THE STAKEHOLDERS WE'RE MANAGING, AND WE'RE LEARNING ANYTHING ALL THE TIME, AND NEW THINGS ALL THE TIME FROM OTHER COMPANIES, AND I THINK THAT THIS IS -- I'M NOT SURE I'M GOING TO -- IT'S UNPRECEDENTED TIMES AND YOU NEED TO WORK IN UNPRECEDENTED WAYS.

SO IF I CAN LEARN SOMETHING FROM OTHER COMPANIES, IF CHRISTY CAN LEARN FROM OTHER COMPANIES, WE CAN SHARE WHAT WE'RE DOING IN ORDER TO DO IT BETTER FOR THE SOCIETY, FOR OUR EMPLOYEES, FOR OUR CUSTOMERS, AND EVEN FOR OUR SHAREHOLDERS, THEN WE WILL DO IT, AND THAT'S WHAT WE HAVE REALLY DONE THESE LAST COUPLE OF MONTHS, AND I'VE BEEN PART OF MANY OF THESE TYPE OF NETWORKS, BUT IF I'M IN THIS TYPE OF CIRCUMSTANCES, THE NETWORK BECOMES EXTREMELY IMPORTANT.

>>JEREMY: GOOD.

THANK YOU FOR THAT, HANS.

CHRISTY, THIS IS A QUESTION FOR YOU.

AND I KNOW HANS, I MEAN, IF YOU WATCHED NEWS, NEWS, YOU KNOW THAT THE PANDEMIC IS NOT SLOWING DOWN IN CERTAIN PARTS, IN FACT IT'S PICKING UP.

SO NANCY, WHO IS IN EL PASO, TEXAS WANTS TO KNOW FOR FOLKS WHO HAVE STUDENTS IN SCHOOLS, WHEN THAT COMES BACK AROUND IN THE FALL, DEPENDING ON WHAT HAPPENS, HOW WILL THE BUSINESS BE THERE TO CONTINUE TO HELP PARENTS OR FOLKS WHO HAVE OTHER NEEDS, EVEN MEDICALLY TO GET THEM THROUGH THIS TIME?

>>CHRISTY: THAT'S A GREAT QUESTION, NANCY, THANKS FOR ASKING IT AND FOR WATCH UP TO SPEED.

ONE OF THE THINGS WE'RE MONITORING CLOSELY IS WHAT'S HAPPENING EVERY DAY IN THE STATES, AS WELL AS IN THE COUNTRIES AROUND THE WORLD, AND AS YOU

KNOW, THE NUMBER OF CASES CONTINUES TO RISE.

SO WE ARE VERY, VERY CLOSELY MONITORING THE STATES.

THEY'RE TRYING TO FIGURE OUT WHAT THEY ARE GOING TO DO WITH THEIR SCHOOL SYSTEMS.

UNIVERSITIES ARE TRYING TO FIGURE THAT OUT, AND THAT'S ACTUALLY WHY WE PUT SOME OF OUR PLANS TOGETHER FROM NOW THROUGH OCTOBER 1ST, SO THAT DURING THE OCTOBER AND SEPTEMBER TIME FRAME WHEN TYPICALLY SCHOOLS AND UNIVERSITIES RETURN TO CAMPUSES, OR TO THEIR REGULAR SCHEDULE, WE WOULD HAVE THE BENEFIT OF THAT KNOWLEDGE AS WE BEGIN TO MAKE SOME OF THE LONGER-TERM DECISIONS OF WHAT WE BELIEVE OUR OPERATING MODEL WILL BE AFTER OCTOBER 1ST.

SO THAT'S PART 1.

PART 2 IS THAT, OF COURSE, AS WE GET MORE INFORMATION, WE'RE GOING TO LOOK AT THAT AND MAKE DECISIONS AROUND THAT CONSISTENT WITH HOW WE HAVE EVERYTHING UP UNTIL NOW MAKING SURE THAT OUR V-TEAMERS HAVE A WAY TO CONTINUE TO CONTRIBUTE AT WORK AND HELP KEEP VERIZON ABLE TO SERVE AND KEEP OUR CUSTOMERS CONNECTED WHILE ALSO HELPING ALL THE V-TEAMERS THRIVE AND CONTRIBUTE ON THE JOB.

AND I THINK WE SHOULD EXPECT A CONTINUED ENVIRONMENT OF UNCERTAINTY, AND THAT'S WHY WE USE MECHANISMS LIKE UP TO SPEED AND OUR COVID WEB PAGE TO SHARE TRANSPARENTLY WITH EMPLOYEES, WHAT IS IT WE KNOW, WHAT ARE THE PRINCIPLES WE ARE APPLYING TO MAKE DECISIONS, WHAT DECISIONS HAVE WE MADE, AND IT'S A LITTLE BIT WHY WE'RE NOT MAKING DECISIONS NOW FOR WHAT'S GOING TO HAPPEN IN OCTOBER BECAUSE WE JUST DON'T KNOW.

>>JEREMY: YEAH.

CHRISTY, THANKS FOR THAT.

AND LIKE YOU SAID, THIS IS A PROCESS YOU'RE ALMOST LEARNING REAL-TIME AS HOW THE BUSINESS NEEDS TO RESPOND, AND A REMINDER FOR FOLKS, YOU CAN ALWAYS SEND THOSE QUESTIONS ON TO ASK CHRISTY IF THERE'S SOMETHING SPECIFIC, AND LIKE SHE SAID, THE RESOURCES PAGES INSIDE VERIZON.COM AND INSIDE THAT VERIZON APP THAT YOU CAN DOWNLOAD.

THANK YOU BOTH FOR THE Q & A.

WE'LL CONTINUE GETTING THOSE OVER AS THEY COME IN.

HANS, WANT TO GO TO YOU FOR YOUR FINAL THOUGHTS TODAY.

>>HANS: THANK YOU, JEREMY.

FIRST OF ALL, YOU KNOW, WE KNOW THAT YOU HAVE BEEN WORKING FROM HOME FOR A LONG TIME, NOW THE PROCEDURES THAT CHRISTY TALKED ABOUT, IF YOU WANT TO GO BACK TO OFFICE, BUT I ALSO WANT TO SAY TO THE EMPLOYEES IN THE STORES AND OUR FRONT-LINE EMPLOYEES WHEN IT COMES TO ENGINEERS, WE ARE -- WE HAVE BEEN OUT THERE SERVING OUR CUSTOMERS IN SUCH AN IMPRESSIVE WAY AND BOTH INNOVATIVE AND CONTINUE DOING THAT SO I ALWAYS COME BACK TO THANK YOU FOR THAT, AND THAT'S GOING TO BE EXTREMELY IMPORTANT.

WE HAVE A SECOND HALF OF 2020 THAT PROBABLY IS GOING TO CONTINUE TO BE UNUSUAL.

THE FIRST HALF WAS JUST SOMETHING I HAVE NEVER EXPERIENCED.

I'VE NEVER BEEN PART OF THAT.

I'VE BEEN PART OF MANY THINGS, CRISIS IN MY LIFE, BUT I'VE NEVER SEEN ANYTHING LIKE THIS, AND I WOULD LIKE TO THANK THE WHOLE V-TEAM FOR THE FIRST HALF OF 2020, FOR THE FANTASTIC JOB.

YOU HAVE BEEN AMAZING IN THESE TIMES, DELIVERING SERVICES, INNOVATING, KEEPING FRIENDS, COLLEAGUES CONNECTED, SEEING THAT WE FIND NEW WAYS TO HAVE VIRTUAL MEETINGS AND GREETINGS AND ALL OF THAT.

I HAVEN'T SEEN SO MUCH JOY IN SUCH A DIFFICULT SITUATION AS I'VE SEEN IN THE FIRST HALF OF 2020.

SO LET'S HOPE AND PRAY THAT THE SECOND HALF IS GOING TO BE A BIT LIGHTER.

I DON'T THINK IT'S GOING TO BE NORMAL, LET'S BE CLEAR ON THAT, BUT I HOPE THAT WE'RE GOING TO GO TO SOMETHING CALLED NEW NORMAL IN MANY CASES.

SO I THANK YOU VERY MUCH AGAIN FOR ALL OF THAT.

AND SECONDLY, WE ARE, AS I SAID, IN THE SECOND HALF HERE, A LOT OF THINGS TO DO.

I'VE ALWAYS TALKED ABOUT WE NEED TO TAKE CARE OF THE CRISIS, BUT WE ALSO NEED TO EVOLVE AS A COMPANY, TAKE CARE OF OPPORTUNITIES THAT IS CREATED IN THIS TIME, AND I THINK WE'RE DOING IT, BUT WE NEED TO CONTINUE TO EXECUTE ON OUR STRATEGY AND OUR BUSINESS AS USUAL BECAUSE THAT'S GOING TO MAKE US COMING OUT EVEN STRONGER AFTER THIS PANDEMIC AND FINANCIAL ECONOMIC DOWNTURN AND THIS RACIAL INJUSTICE AND ALL OF THAT, WE SHOULD COME OUT STRONGER, AND SERVE ALL OUR STAKEHOLDERS EVEN IN A DIFFERENT WAY.

THAT'S MY TARGET AND THAT'S THE WHOLE LEADERSHIP TEAM AND THE BOARD COMMITTED TO DO.

SO THAT'S MY SUMMARY FOR TODAY, AND REMEMBER TOMORROW'S UP TO SPEED WITH CLARENCE OTIS, THE LEAD DIRECTOR OF THE BOARD.

I THINK THAT'S GOING TO BE AN INTERESTING TO LISTEN TO HIM.

BACK TO YOU, JEREMY.

>>JEREMY: THANK YOU SO MUCH, HANS.

LOOKING FORWARD TO THAT CONVERSATION WITH CLARENCE TOMORROW THAT DIANA WILL BE LEADING FOR US.

ONE THING BEFORE WE WRAP HERE, MICHAEL, IF YOU WANT TO TAKE THIS VIDEO.

LAST WEEK THIS WAS ANNOUNCED OUR WORK WITH THE BLACK INFORMATION NETWORK.

IT LAUNCHED LAST WEEK AND IT'S NOW ON THE AIR.

FIRST OF ITS KIND, 24/7 NATIONAL AND LOCAL ALL-NEWS AUDIO SERVICE FOR THE BLACK COMMUNITY DISTRIBUTED NATIONALLY THROUGH THE IHEART RADIO APP.

SMART TVS, AS WELL AS DEDICATING SOME ALL NEWS AM/FM BROADCAST RADIO STATIONS AROUND THE COMPANY PROVIDING NEWS, WEATHER, TRAFFIC AND SPORTS.

SO I WANTED TO MAKE SURE YOU ALL SAW THAT AND HOW WE ARE PART OF THAT AND CONTINUING THAT CONVERSATION SO GIVE THAT A LISTEN WHEN YOU CAN.

WE'LL BE BACK WITH YOU AGAIN TOMORROW, LIKE HANS SAID.

REMINDER, IF YOU HAVEN'T TALKED TO SOMEONE IN A WHILE, SHOOT THEM A TEXT, TELL THEM YOU'RE THINKING ABOUT THEM, AND TELL THEM HELLO AND YOU'RE THINKING ABOUT THEM.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.