

Verizon  
Up To Speed  
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>> HEY, WHAT ARE YOU UP TO?  
>> HEY, JESS, I'M ACTUALLY OUT FISHING.  
>> FISHING? ANDY, THAT'S HORRIBLE.  
>> WAIT... WHAT'S SO HORRIBLE ABOUT -- I THINK I GOT SOMETHING.  
>> SERIOUSLY? I NEVER THOUGHT YOU'D RESORT TO ONE OF THE MOST DETRIMENTAL CYBER CRIMES IN OUR WORLD TODAY.  
>> BUT FISHING'S MY NEW FAVORITE HOBBY.  
>> I GOTTA GO.  
>> WHAT THE HECK WAS JESS TALKING ABOUT? I'M JUST OUT HERE LOOKING FOR RAINBOW TROUT. WOW... IT'S THE IRS, AGAIN. HEY, MOM, CAN YOU HELP ME WIRE SOME MONEY?  
>> ANDY: THANKS FOR JOINING US FOR UP TO SPEED ON THIS WEDNESDAY, I'M ANDY CHOI, A SPECIAL SHOUTOUT TO JESS BONARDI FOR ENLIGHTENING ME ON THE OTHER PHISHING, THE PH-VARIETY. TODAY'S EPISODE FOCUSING ON CYBERSECURITY AND A NEW CAMPAIGN THAT HOPES TO CHANGE THE WAY THAT WE THINK ABOUT STAYING CYBER SECURE. IT'S A CALL FOR ALL OF US TO STAY CYBER HEALTHY AND YOU'LL BE ABLE TO FIND THIS CAMPAIGN ON OUR LEARNING PORTAL AND WITH THAT, LET'S INTRODUCE THE TEAM THAT'S HELPING TO LAUNCH THIS NEW CAMPAIGN. WE HAVE WITH US TODAY... CARLOS RAMIREZ, DAVE TARBET, DENISE FLORY, EARL KELLNER AND MIGUEL REYNOSO. THANKS FOR JOINING US ON UP TO SPEED, TEAM. DENISE, WE'LL START WITH YOU. AN OBVIOUS QUESTION, BUT... WHY SHOULD CYBERSECURITY BE TOP OF MIND? ESPECIALLY FOR FOLKS WORKING AT HOME?  
>> DENISE: IT'S REALLY ABOUT OUR FIRST LINE OF DEFENSE. THAT'S OUR PEOPLE. THEY'RE GOING TO -- ATTACKERS ARE GOING TO TRY TO TAKE ADVANTAGE OF THE FACT THAT WE'VE GOT MORE PEOPLE WORKING FROM HOME, WHICH MEANS THAT IT'S EVEN MORE IMPORTANT FOR INDIVIDUALS TO BE CYBER AWARE RIGHT NOW.  
>> DAVID: WHEN WE THINK ABOUT OUR HOME ENVIRONMENT, NOT ALL OF US ARE SECURITY EXPERTS, RIGHT? WE DON'T ALWAYS HAVE THAT SAME BACKGROUND. IT'S REALLY IMPORTANT THAT WE, WE, AS SECURITY PRACTITIONERS, PROVIDE VALUABLE, ACTIONABLE INFORMATION THAT OUR

EMPLOYEES CAN FOLLOW SO THEY CAN KEEP THEMSELVES SAFE WHILE THEY'RE, WHILE THEY'RE IN THIS NEW WORKING ENVIRONMENT.

>> ANDY: DAVE, I'LL FOLLOW-UP WITH THAT. YOU KNOW... WHEN PEOPLE STARTED WORKING FROM HOME IN DROVES, THERE, WHAT WAS GOING THROUGH YOUR MIND? YOU MUST HAVE THOUGHT "THIS IS THE TIME TO REALLY START THINKING CYBERSECURITY."

>> DAVE: IT REALLY IS. AS YOU THINK ABOUT ATTACKERS AND... EARL CAN PROVIDE PERSPECTIVE ON THIS AS WELL. THEY, THEY THINK OF THAT MENTALITY OF "WHERE'S THAT SOFT TARGET AT?" WHERE, WHERE CAN I GO THAT'S GOING TO BE THE EASIEST PLACE FOR ME TO -- OR THE EASIEST METHOD THAT I CAN YOU KNOW... GET THE INFORMATION I'M LOOKING FOR? AND... AS WE, WE SHIFTED A VAST MAJORITY OF OUR RESOURCES TO THE HOME, YOU KNOW... I THINK ATTACKERS ARE, YOU KNOW... THEY'RE NOT FOOLISH -- THEY LOOK AT THAT AS AN OPPORTUNITY, POTENTIALLY TO TAKE ADVANTAGE OF THAT AND TRY TO CAPITALIZE ON THAT.

>> ANDY: LET'S TAKE A CLOSER LOOK AT THAT OPPORTUNITY, EARL. HAVE WE SEEN ANY INCREASED ACTIVITIES, SINCE MANY OF US WORKED FROM HOME? ARE CYBER CRIMINALS, WHAT EXACTLY ARE THEY GOING FOR RIGHT NOW WHEN WE TALK ABOUT SOFT TARGETS?

>> OF COURSE... RIGHT? THEY'RE TRYING TO DO NORMAL THINGS THEY'VE ALWAYS DONE -- TARGET THE INDIVIDUAL. OVERALL... VERIZON HASN'T SEEN AN INCREASE IN ACTIVITY, BUT... CYBER CRIMINALS ARE ALWAYS OUT THERE TRYING TO DO WHAT THEY DO. THEY'RE RELYING ON PHISHING ATTACKS, BOLD PHISHING TACKS, FRAUD, RANSOMWARE AND... WHAT WE'VE SEEN CONSTANTLY WITH THIS SHIFT IN ALL OF THE, THE NATIONAL EVENTS THAT ARE GOING ON, IS, IS THE TARGETS ARE THE SAME, THE, THE THEME OF THE MESSAGE IS DIFFERENT. SO... COVID-RELATED PHISHING, COVID-RELATED FRAUD, THINGS LIKE THAT, NATIONAL EVENTS GOING ON -- THE TACTICS ARE STILL THE SAME, THE THEME IS DIFFERENT.

>> ANDY: WHAT KIND OF THEMES ARE WE LOOKING AT? IS IT LITERALLY AN E-MAIL THAT TALKS ABOUT SOME IMPORTANT COVID MESSAGE, CLICK HERE. IS IT AS SIMPLE AS THAT.

>> EARL: THAT SIMPLE. COVID RELATED, HERE'S INFORMATION OR UNEMPLOYMENT INFORMATION, ANYTHING THAT'S NATIONAL EVENT RIGHT NOW. THOSE, THOSE KIND OF THEMES ARE GETTING -- ARE WHAT THE ACTORS ARE USING.

>> ANDY: AS A VERIZON EMPLOYEE -- ALL OF US KNOW HOW SUPER SECURE A LOT OF OUR SYSTEMS ARE HERE. WHAT SETS US APART FROM A COMPANY THAT MAY NOT HAVE THE SAME KIND OF SAFEGUARDS?

>> EARL: THERE'S A FEW THINGS. VERIZON HAS ALWAYS HAD INDIVIDUALS WORKING FROM HOME. WE'VE ALWAYS HAD DEFENSES IN PLACE FOR THE REMOTE WORKER. VERIZON USES A DEFENSE AND DEPTH APPROACH. WE HAVE DIFFERENT LAYERS OF CONTROLS THROUGHOUT OUR NETWORK. THAT WAY, WE CAN, WE PREVENT ATTACKERS AT DIFFERENT POINTS IN OUR NETWORK. ON TOP OF THAT -- OUR EDUCATION AWARENESS TEAM HAS DONE A REALLY GOOD EFFECTIVE CAMPAIGN OF, EDUCATING EMPLOYEES ABOUT SECURITY HYGIENE, MAKING THEM AWARE OF SOCIAL ENGINEERING, WHILE, ON AND OFF THE VERIZON NETWORK.

>> EXTENDING THAT QUESTION TO ANYONE ON THE TEAM. ANY THOUGHTS ON WHAT SETS US APART FROM OTHER COMPANIES THAT MAY HAVE SEEN A BREACH?

>> DAVE: WHAT SETS US APART, WHY SECURITY IS MORE IMPORTANT TO VERIZON, WE OFFER THESE SERVICES TO OUR CUSTOMERS, RIGHT? WE'RE, WE'RE VERY WELL-RESPECTED IN THE SECURITY INDUSTRY, YOU KNOW... WE, WE PUBLISH OUR DBIR ON AN ANNUAL BASIS -- THAT'S A VERY BIG, VERY POPULAR THROUGHOUT THE INDUSTRY. I THINK, YOU KNOW... FOR US, SECURITY IS MORE IMPORTANT. WE OFFER PROFESSIONAL OBSERVANCES TO CUSTOMERS, WE OFFER A LOT OF SECURITY PRODUCTS AND SERVICES. FROM A REPUTATION PERSPECTIVE, EACH OF US HAS TO BE VERY ENGAGED IN MAKE SURE WE PROTECT OUR SECURITY, SO WE DON'T DAMAGE OUR REPUTATION AND OUR ABILITY TO, TO SERVE OUR CUSTOMERS THAT RELY ON US.

>> DAVE, SPEAKING OF DBIR, WITH CUSTOMERS IN MIND, I WANT TO TAKE A MOMENT TO SHARE A MESSAGE FROM OUR BUSINESS GROUP LEADER, TAMI ERWIN. THIS IS A PORTION OF HER MESSAGE TO OUR ENTERPRISE CUSTOMERS ABOUT OUR DATA BREACH INVESTIGATIONS REPORT AND... OUR MOBILE SECURITY INDEX -- BOTH, OF COURSE, VERY IMPORTANT RESOURCES WHEN IT COMES TO STAYING SAFE IN THIS DIGITAL AGE. HERE'S TAMI NOW WITH A MESSAGE FOR OUR CUSTOMERS.

>> TAMI ERWIN: I WANT TO TALK TO YOU ABOUT VERIZON'S 2020 DATA BREACH INVESTIGATIONS REPORT AND OUR MOBILE SECURITY INDEX. AS WE'VE ALL BEEN PUSHED TOWARDS ACCELERATED DIGITAL TRANSFORMATION, END-TO-END SECURITY HAS BECOME EVEN MORE CRITICAL. THINK ABOUT IT, SECURITY BREACHES ARE ONE OF THE MOST DISRUPTIVE AND CHAOTIC EVENTS THAT CAN HAPPEN TO A COMPANY. THE IMPACT IS FAR-REACHING. DIMINISHING THE CONFIDENCE OF SHAREHOLDERS, EMPLOYEES AND CUSTOMERS, AND ULTIMATELY, IMPACTING YOUR BRAND REPUTATION AND BOTTOM LINE.

IT'S SO CRITICAL THAT YOU'RE ABLE TO SEE THE LATEST GLOBAL CYBERSECURITY THREATS AND TRENDS SO YOU CAN SAFEGUARD YOUR ORGANIZATIONS AS YOU UNDERTAKE YOUR ONGOING TRANSFORMATION.

THE DBIR REPORT IS THE MOST-COMPREHENSIVE LOOK INTO THE WORLD OF DATA BREACHES ANYWHERE. WE'VE ANALYZED MORE THAN 32,000 SECURITY INCIDENTS OF WHICH, NEARLY 4,000 WERE CONFIRMED BREACHES FROM OVER 80 GLOBAL CONTRIBUTORS. AND OUR MOBILE SECURITY INDEX BRINGS TOGETHER SURVEY RESULTS FOR MORE THAN 800 PRACTITIONERS AND DATASETS AND INSIGHTS FROM ELEVEN CONTRIBUTING PARTNERS, ALL LEADERS IN THE FIELD. THE GOAL IS TO HELP YOU UNDERSTAND THE BREADTH AND DEPTH OF THE CHALLENGES FACING YOUR MOBILE AND IOT FLEETS. WITHIN THESE REPORTS, YOU'LL FIND INSIGHTS AND ACTIONS YOU CAN TAKE TODAY, TO PROTECT YOUR ORGANIZATION.

I'M INCREDIBLY PROUD TO SHARE THESE SECURITY REPORTS WITH YOU AND YOUR TEAM AND I TRUST YOU'LL FIND THIS INFORMATION USEFUL. THANK YOU FOR LETTING ME SPEND A FEW MINUTES WITH YOU AND PLEASE, DON'T HESITATE TO REACH OUT WITH QUESTIONS. BE WELL, AND STAY SAFE.

>> ANDY: OUR THANKS TO TAMI AND THE TEAMS THAT CONTINUE TO MAKE OUR DATA BREACH INVESTIGATIONS REPORT AND OUR MOBILE SECURITY INDEX SUCH VALUABLE TOOLS FOR ALL OF US. CARLOS, I WANT TO KIND OF SHIFT GEARS NOW, WE HAVE THIS GREAT NEW CYBER HEALTH CAMPAIGN, THAT YOU AND YOUR TEAM HAVE LAUNCHED. YOU KNOW... WHAT DOES IT MEAN TO BE CYBER HEALTHY?

>> CARLOS: WE WANT PEOPLE TO UNDERSTAND THEY CAN THINK ABOUT CYBERSECURITY, ESSENTIALLY AS A LIFESTYLE AND WORK STYLE ISSUE, RIGHT? THE CHOICES I'M GOING TO MAKE. JUST LIKE MY PHYSICAL HEALTH... IT'S ABOUT MAKING THE RIGHT CHOICES. SO... I'M GOING TO MAKE CHOICES AT HOME -- I'M GOING TO MAKE CHOICES AT WORK. AS FAR AS MY PHYSICAL BODY IS CONCERNED, I HAVE TO MAKE THE RIGHT CHOICES. IF I WANT TO GO TO WORK AND LIVE AT HOME, NOW WE'RE DOING BOTH AT HOME, RIGHT?

BUT... WHEN YOU THINK ABOUT STAYING HEALTHY, IT'S ACTUALLY JUST EXERCISING, GETTING REGULAR CHECKUPS AND EATING WELL. AND SO... YOU TAKE CARE OF YOUR PHYSICAL SELF. WHY? BECAUSE YOU KIND OF KNOW IT'S GOOD FOR YOU. PEOPLE GET THAT. IT'S INTUITIVE. IT'S AT THEIR CORE.

>> ANDY: MIGUEL, YOU AND CARLOS HAVE BEEN WORKING HARD TO LAUNCH THIS. WHAT ARE YOUR THOUGHTS ON MAKING SURE PEOPLE ARE THINKING ABOUT SECURITY IN A DIFFERENT WAY?

>> MIGUEL: BEING CYBER HEALTHY MEANS TAKING AN ACTIVE APPROACH IN UNDERSTANDING CYBERSECURITY MEASURES IN THE SAME WAY YOU'D CARE FOR YOURSELF PHYSICALLY, RIGHT? TO ECHO WHAT CARLOS

IS SHARING, YOU HAVE TO LEARN TO EXERCISE CERTAIN MUSCLES TO HELP YOU BECOME STRONGER, IN THIS CASE, BECOME MENTALLY FIT IN THE AREA OF CYBERSECURITY. SO... THE CORPORATE INFORMATION TEAM, AS WELL AS PARTNERSHIP WITH THE LEARNING AND DEVELOPMENT TEAM HAS NOW ENABLED US WITH AN APPROACH TO APPROACH THIS TOPIC WITH EASE AND... WE'VE LEVERAGED THE DEGREE LEARNING PORTAL 2.0 PLATFORM THAT HAS JUST IN TIME CONTENT THAT CAN BE DIGESTED AND EXPLORED IN A SELF-PACED MANNER. IT'S A FRIENDLY APPROACH TO PROVIDING RESOURCES, CONTENT AND MATERIALS THAT HELP US EXPLORE THIS TOPIC, TO HELP US GET STRONGER IN CYBERSECURITY CONTENT AND ALSO, BECOME PHYSICALLY FIT AND MENTALLY FIT IN THIS AREA, SO... WE CAN TAKE CARE OF OUR DIGITAL FOOTPRINT AND CARE FOR EACH OTHER ALONG THE WAY.

>> AWESOME, AWESOME. I KNOW WHEN WE TALK ABOUT HEALTH, THIS IS REALLY FOR THE TEAM, WHEN WE TALK ABOUT HEALTH, YOU KNOW... WE TALK ABOUT SOME OF THE THINGS WE STAND TO LOSE AND GAIN. SO... WE'RE GOING TO LOSE FAT, GAIN MUSCLE, SO... WITHIN THAT CONTEXT, BEING CYBER HEALTHY, WHAT DO WE LOSE AND WHAT DO WE GAIN?

>> CARLOS: YOU'RE GOING TO GET STRONGER, STRENGTHEN YOUR DEVICES, STRENGTHEN THE ACCOUNTS AND PASSWORDS YOU HAVE, YOU'LL BE ABLE TO HAVE A BETTER SENSE OF WHAT YOUR DIGITAL FOOTPRINT IS, THAT'S WHAT MIGUEL WAS ESSENTIALLY TALKING ABOUT. YOU'RE GOING TO LEARN, FRANKLY, HOW TO USE INFORMATION WELL. SO... REMEMBER, I WAS TALKING ABOUT HOW WHEN YOU, WHEN YOU STAY HEALTHY, YOU KIND OF EXERCISE, YOU GET REGULAR CHECKUPS AND YOU EAT WELL. WELL... AS FAR AS YOUR CYBER HEALTHS IS CONCERNED, YOU GET A CYBER HEALTH CHECK, YOU PERFORM CYBER EXERCISES AND YOU USE INFORMATION WELL.

>> EARL: SOME OF THE THINGS YOU'LL LOSE ARE THAT DIGITAL FOOTPRINT, RIGHT? YOU MAY HAVE ACCOUNTS YOU DON'T USE ANYMORE. YOU'LL GET RID OF THEM, SHRINKING THAT DIGITAL FOOTPRINT, PROTECT YOUR DIGITAL FOOTPRINT BETTER AND BETTER-SECURE IT.

>> CARLOS: I HAVE A BOOK IN THE BACKGROUND CALLED DIGITAL MINIMALISM AND... YOU CAN KIND OF TREND DOWN, YOU KNOW? YOU TRIM DOWN THE FAT, I GUESS OR TRIM DOWN SOME POUNDS.

>> EARL: EXACTLY.

>> CARLOS: YOU'RE ESSENTIALLY TRIMMING DOWN THE NUMBER OF ACCOUNTS YOU HAVE. HOW MANY OF US REALLY KNOW HOW MANY ONLINE ACCOUNTS WE HAVE?

>> ANDY: I DON'T EVEN WANT TO THINK ABOUT IT.

>> CARLOS: OR HOW MANY TABLETS WE USE. IT'S OUR DIGITAL FOOTPRINT -- IT'S ALL OVER THE PLACE. WE NEED TO HAVE A BETTER SENSE OF WHAT THAT FOOTPRINT IS. IN OTHER WORDS... WE NEED TO BECOME MORE AWARE OF OUR DIGITAL SELF -- INCORPORATE THAT DIGITAL SELF INTO OUR PHYSICAL SELF AND SAY "YOU KNOW WHAT? I'M ONLINE AN AWFUL LOT, I'VE GOT THESE DEVICES, THE DEVICES HELP ME MEASURE MY HEART RATE, MY SLEEP PATTERNS, YOU KNOW... I CAN DO ALL SORTS OF THINGS WITH THESE DEVICES, AS FAR AS MY HEALTH IS CONCERNED." JUST SORT OF MAKE THAT LEAP. I'VE GOT A DIGITAL SELF, I HAVE TO TAKE CARE OF MY DIGITAL SELF, LIKE MY PHYSICAL SELF. IF I MAKE THOSE GOOD CHOICES, I'M GOING TO PROTECT MY INFORMATION ASSETS AND I'M GOING TO PROTECT VERIZON'S REPUTATION.

>> ANDY: I LIKE THE IDEA OF THE MINIMALISM, CARLOS. YOU'RE SOUNDED LIKE A CYBERSECURITY MARIE KONDO OR SOMETHING. YOU SHOULD HELP ME WITH THESE DEVICES, IS WHAT I'M SAYING.

>> WE'RE GOING TO HAVE A MARIE KONDO EXERCISE DURING ONE OF OUR MONTHS ON THE CYBER HEALTH CAMPAIGN.

>> ANDY: I'M LOOKING FORWARD TO DIGITALLY-TIDYING UP. DENISE, WHEN YOU TALK TO FOLKS, OUR V TEAM THAT ARE WORKING FROM HOME, YOU KNOW... USING ALL THESE DEVICES LIKE I AM, TWO PHONES, AN IPAD, A COMPUTER -- SOMETIMES I JUST HAVE TO GO WITH THE ONE THAT WORKS. I'M NOT THINKING ABOUT SECURITY, I MEAN -- HOW COMMON IS THAT KIND OF THINKING? I HATE THAT I'M ADMITTING IT TO THIS TEAM.

>> DENISE: I THINK IT'S VERY COMMON, RIGHT? YOU NEED WHAT YOU NEED AT THE TIME YOU NEED IT

SO... I THINK THAT, HOPEFULLY, THE CYBER HEALTH CAMPAIGN WILL HELP INDIVIDUALS, YOU KNOW... UNDERSTAND THAT, WHEN THEY PICK UP A DEVICE, NO MATTER WHICH DEVICE IT IS, HOW TO BEST-SECURE IT FOR THEIR NEEDS. AND... TO, TO YOU KNOW... MAKE SURE THAT THEY ARE THE MOST-SECURE THAT THEY CAN BE.

>> CARLOS: YEAH... TO BETTER-UNDERSTAND THE DEVICE, TO BETTER-UNDERSTAND THE ACCOUNTS. ALMOST THE SAME WAY YOU UNDERSTAND YOUR ARMS, YOUR LEGS, YOUR HEARTBEAT. YOUR BODY. RIGHT? THIS IS JUST KIND OF LIKE -- NOT TO DISMISS IT -- THESE DEVICES, AFTER ALL, ARE EXTENSIONS OF OUR PHYSICAL SELVES NOW. WE WOULDN'T LEAVE ANYWHERE WITHOUT THOSE DEVICES. WE FEEL LOST

IF WE DON'T HAVE OUR PHONE IN OUR HAND. AND... WE HAVE A LITTLE BIT OF PANIC IF WE THINK WE'VE LOST IT.

SO... YEAH... YOU KIND OF WANT TO KEEP THAT LEVEL OF AWARENESS AND THINK ABOUT THESE DEVICES AS REALLY, PHYSICAL, EXTENSIONS OF YOURSELF. OUT THERE IN THE ETHER AND THEY NEED TO BE PROTECTED. NEED TO MINIMIZE YOUR FOOTPRINT, LIKE YOU NEED TO MINIMIZE SOME POUNDS, IF YOU WILL, IN MY CASE.

>> ANDY: DON'T REMIND ME, CARLOS. QUARANTINE FIFTEEN IS A REAL THING. DAVE... LET'S GET TO THAT QUESTION ABOUT SOME IMPORTANT TIPS HERE AND MAYBE WE CAN KIND OF DO SORT OF A ROUND-ROBIN HERE. WE'LL START WITH YOU, DAVE. WHAT ARE SOME OF THE MOST IMPORTANT TIPS WE NEED TO THINK ABOUT WHEN IT COMES TO CYBER HEALTH?

>> DAVE: SPECIFICALLY IMPORTANT TIPS, TO THINK ABOUT, WORKING FROM HOME... YOU KNOW... I'LL JUST PUT OUT, YOU KNOW... A COUPLE OF MY FAVORITES. I DON'T WANT TO STEAL ANYBODY ELSE'S THUNDER -- JUST... AS SIMPLE AS... KEEPING YOUR DEVICES UP TO DATE. WITH THE LATEST SECURITY PATCHES, GOES A LONG WAY. TO HELPING, HELPING US KEEP OUR SECURITY, WHETHER THAT BE, YOUR, YOUR LAPTOP OR YOUR MOBILE DEVICE. THAT'S, THAT'S ONE THAT'S A BIG ONE. AND THEN... YOU KNOW... JUST MAKING SURE THAT WE'RE AWARE OF THE PASSWORDS YOU'RE USING AND KEEPING THOSE PASSWORDS UNIQUE FOR YOUR, FOR YOUR VARIOUS ONLINE ACCOUNTS. DON'T MAKE IT EASY FOR ATTACKERS TO, YOU KNOW... TO COMPROMISE YOUR ACCOUNTS BECAUSE YOU REUSE THAT PASSWORD OVER AND OVER AGAIN. THOSE ARE TWO OF MY FAVORITES.

>> ANDY: COOL. CARLOS, WE'LL GO TO YOU FOR TIPS.

>> CARLOS: MY TIP THAT I LIKE IS THE -- MAKING SURE YOU DON'T HAVE SMART SPEAKERS IN YOUR OFFICE. AND... THAT YOU KEEP YOUR OFFICE DOOR CLOSED. YOU KIND OF SECURE YOUR PHYSICAL WORK SPACE, RIGHT? SO...

>> ANDY: THAT'S A GOOD THOUGHT. YEAH.

>> CARLOS: WE OFTEN HEAR FROM PEOPLE ABOUT THE SMART SPEAKER THING AND THIS KIND OF FORGET ABOUT IT. SO... YOU WANT TO BE CAREFUL WITH THAT. THAT'S A COUPLE -- THAT'S A COUPLE, RIGHT THERE, FOR YOU, ANDY.

>> ANDY: THANK YOU, DENISE, ANY THOUGHTS OR TIPS?

>> DENISE: I WANT TO STRESS THE PASSWORD ONE. I THINK, PARTICULARLY, YOU KNOW... WHEN WE LOOK AT OUR PERSONAL PASSWORDS, I THINK THERE'S A TENDENCY, AND... YOU KNOW, TALKING

WITH FAMILY AND FRIENDS, TO REUSE ONE PASSWORD FOR ALL ACCOUNTS. AND... SO... I THINK, YOU KNOW... MOVING AWAY FROM THAT --

>> ANDY: EARL, TO YOU FOR TIPS.

>> EARL: BE AWARE OF YOUR ONLINE PRESENCE. ACTORS ARE ALWAYS TRYING TO FIND WAYS OUTSIDE OF THE BUSINESS TO COMPROMISE VERIZON EMPLOYEES. SO... IF YOU HAVE FACEBOOK, MAKE SURE THAT ALL YOUR CONTACTS, YOU KNOW. IF SOMEBODY'S TRYING TO REACH OUT TO YOU ON LINKEDIN THAT YOU'RE NOT AWARE OF AND THEY'RE ACTING A LITTLE SUSPICIOUS -- MAKE SURE YOU REPORT THAT TO SECURITY SO WE CAN TAKE A LOOK. THOSE ARE THE TIPS I REALLY HAVE.

>> ANDY: EXCELLENT. MIGUEL HAS THE LAST WORD ON TIPS HERE. COUPLE TIPS FOR OUR FRIENDS AT HOME, MIGUEL?

>> MIGUEL: ABSOLUTELY. ONE OF MY FAVORITE TIPS WOULD BE JUST NEVER LEAVE YOUR DEVICE UNATTENDED, RIGHT? ESPECIALLY NOW THAT WE'RE WORKING FROM HOME. WE MAY HAVE YOU KNOW... VARIOUS PEOPLE ENTER OUR SPACE, SO... BE CAREFUL ABOUT HOW WE SAFEGUARD FROM HAVING THE WRONG EYES ON OUR INFORMATION. SO... IF YOU'RE STEPPING AWAY FROM YOUR LAPTOP OR YOUR WORK STATION, MAKE SURE YOU LOCK IT UP. YOU KNOW... MAKE SURE IT'S, NO SENSITIVE INFORMATION IS BEING OUT THERE. AND... THEN ALSO, WITH REGARDS TO PHISHING, JUST BE CAREFUL ABOUT WHAT YOU CLICK. A LOT OF, YOU KNOW... WE GET A LOT OF EXTERNAL E-MAILS AND SOMETIMES, THOSE E-MAILS COULD HAVE PHISHING APPROACHES, AND LINKS TO PLACES WE SHOULDN'T BE CLICKING, SO... JUST BE CAREFUL WHAT YOU CLICK AND MAKE SURE TO NEVER LEAVE YOUR DEVICE UNATTENDED.

>> ANDY: LOTS OF GREAT TIPS TO STAY CYBER HEALTHY. WANT TO THANK ALL OUR GUESTS TODAY. LOOKING FORWARD TO DEVELOPING GOOD CYBER HEALTHY HABITS IN THE FUTURE. V TEAM, CHECK OUT THE LEARNING PORTAL TO FIND OUT MORE ABOUT THE CYBER HEALTH CAMPAIGN. A FEW REMINDERS BEFORE WE GO, HAPPENING AT 3:00 P.M. EASTERN, THE SERIES PREMIER OF NEXT 20, IN HONOR OF VERIZON'S 20TH ANNIVERSARY. WE'RE HIGHLIGHTING CONVERSATIONS ABOUT RACE, SOCIAL JUSTICE, TECHNOLOGY, AND BUSINESS, THAT WILL DEFINE THE NEXT 20 YEARS. EPISODE ONE FOCUSES ON CRIMINAL JUSTICE REFORM, HOSTED BY MARQUISE FRANCIS OF YAHOO NEWS. 3:00 P.M. EASTERN TODAY. THE PREMIER OF NEXT 20, WATCH ON TWITTER AT VZ UP TO SPEED. BIG SHOUTOUT TO THE CONSUMER GROUPS, YOUR VOICE MATTERS, TEAM AND CONGRATULATIONS TO THEIR NEW WAVE OF PARTICIPANTS. HERE THEY ARE. THESE 131 NEW MEMBERS MADE IT THROUGH AFTER MORE THAN 2,000 APPLICATIONS. OVER THE NEXT SIX MONTHS, THIS GROUP WILL HELP GATHER FRONT LINE FEEDBACK AND THEIR VOICES WILL, OF COURSE, HELP SHAPE THE FUTURE OF VERIZON. SPEAKING OF MAKING



YOUR VOICES COUNT, YOU HEARD CHRISTY TALK ABOUT THIS ON MONDAY, KEEP YOUR EYES OPEN FOR A NEW PULSE SURVEY HAPPENING THIS QUARTER. WE'RE CALLING IT VZ PULSE + FROM BENCHMARKING RESULTS AGAINST COMPANIES AROUND THE WORLD, WORKING WITH GALLOP TO ENHANCE TRAINING AND MUCH MORE. THIS IS A PULSE SURVEY YOU'LL WANT TO BE PART OF. MORE DETAILS ON VZ PULSE + COMING SOON, LATER THIS MONTH. THAT'LL DO IT FOR NOW. THANK YOU SO MUCH FOR JOINING US. DON'T FORGET TO STAY CYBER HEALTHY AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.