

VERIZON
UP TO SPEED LIVE
July 8, 2022 12:00 PM ET

>>> HAPPY FRIDAY, V TEAM.

IT FEELS GREAT TO BE BACK HERE WITH YOU ALL AND THERE'S A LOT TO CATCH UP ON THIS WEEK.

SO WHY DON'T WE GET STARTED WITH THE RECAP.

TUESDAY WE MET MARINE VETERAN KYLE PITMAN WHO HAS LIMITED MOBILITY AFTER YEARS OF PHYSICAL STRESS FROM BEING AN ATHLETE AND MARINE.

BUT KYLE DIDN'T LET IT STOP HIS LIVE FOR ATHLETICS.

AND AFTER A DOUBLE HIP REPLACEMENT, HE CLASSIFIED AS A PARA- ATHLETE GOING ON TO WIN MANY CYCLING CHAMPIONSHIPS.

AND THURSDAY WE SHARED HOW CROWD ANALYTICS CAN TURN A TEN- MINUTE WAIT TIME FOR COFFEE INTO TWO MINUTES.

I LOVE COFFEE, SO I'M REALLY LOOKING FORWARD TO GETTING MY HANDS ON A LATTE EVEN FASTER.

WELL, IT'S BEEN A BUSY COUPLE OF WEEKS FOR A LOT OF MEMBERS OF THE COMMUNICATIONS TR TEAM WHO ARE MIX AND MINGLING FROM CHARLOTTE TO OVERLAND PARK TO TALK ABOUT OUR LATEST 5G PHONE PROMO, OUR NETWORK AND VERIZON HOME INTERNET.

IF YOU'RE PAYING CLOSE ATTENTION, ONE OF THOSE LOCATIONS HAPPENS TO BE IN A CERTAIN MAGENTA COMPANY'S BACKYARD.

THERE'S NOTHING WRONG WITH A LITTLE HEALTHY COMPETITION.

AND YOU KNOW HOW MUCH WE LOVE KINDNESS.

TAMPA, MINNEAPOLIS, PORTLAND ARE AMONG OUR NEWEST CALL FOR KINDNESS MURAL RECIPIENTS.

IF YOU HAVEN'T ALREADY TAKEN THE KINDNESS PLEDGE, YOU CAN LEARN MORE AT [VERIZON.COM/KINDNESS](https://www.verizon.com/kindness) AND SIGN UP.

I SIGNED UP, IT'S SUPER EASY AND WHO DOESN'T WANT TO COMMIT TO BEING KIND?

OUR COMMUNICATIONS TEAM HAS ALSO BEEN HARD AT WORK TO SHARE THE NEWS OF OUR GREAT PROMOTIONS AND THE PERKS YOU GET WITH VERIZON AND IT'S GETTING THE ATTENTION OF SOME OF THE BIGGEST PUBLICATIONS LIKE "WASHINGTON POST," USA TODAY, CNET AND MORE.

AND SPEAKING OF BEING OUT ALL ACROSS THE COUNTRY, RECENTLY IN BROOKLYN OUR V TEAM WAS GETTING CUSTOMERS SIGNED UP FOR THE AFFORDABLE CONNECTIVITY PROGRAM.

THROUGH ACP, VERIZON IS OFFERING INCOME- QUALIFYING FAMILIES ACCESS TO FREE HOME INTERNET, PART OF OUR ONGOING COMMITMENT TO BRIDGE THE DIGITAL DIVIDE IN COMMUNITIES THAT NEED IT MOST.

MORE TO COME ON OUR ACP EFFORTS LATER THIS YEAR AND CONGRATS, TEAM!

AND MORE ON CONNECTIVITY, VERIZON ANNOUNCED IT WILL DELIVER ENHANCED CONNECTIVITY TO APPROXIMATELY 80 BUREAU OF INDIAN

EDUCATION SCHOOLS OPERATED BY NATIVE AMERICAN TRIBES ON 64 RESERVATIONS IN 13 STATES.

THIS IS ALL PART OF THE BUREAU OF INDIAN EDUCATION TO PROVIDE QUALITY EDUCATION OPPORTUNITIES FROM EARLY CHILDHOOD AND WITH VERIZON'S INVESTMENT, DIVERSE TRIBAL LANDS WILL HAVE RELIABLE, HIGH- SPEED INTERNET SERVICE AND CONNECTED DEVICES FOR THOUSANDS OF STUDENTS.

ADDRESSING THIS CHALLENGE PART IS OF CITIZEN VERIZON OUR RESPONSIBLE BUSINESS PLAN WHOSE MISSION INCLUDES EXPANDING DIGITAL ACCESS AND RESOURCES TO PROMOTE DIGITAL EQUITY AND INCLUSION.

AND SOME MORE EXCITING NEWS.

OUR MY VERIZON APP IMPROVEMENTS ARE NOW LIVE AND PROVIDE A SEAMLESS EXPERIENCE FOR OUR CUSTOMERS FROM HOME AND MOBILE ALL IN ONE UNIFIED APP.

LET'S HEAR MORE

>>> HEY, GUYS, IT'S JOSIAH AND I'M SUPER EXCITED TO TELL YOU ABOUT THE MY VERIZON'S READ AUTO APPLICATION.

IT HAS A WHOLE NEW LOOK AND FEEL AND IT LOOKS AWESOME, VERIZON COLORS THROUGHOUT.

BUT IN ADDITION TO THAT, I CAN'T WAIT FOR YOU TO SEE HOW WE'RE ADDING IN THE HOME AND MOBILE PART OF OUR BUSINESS INTO THE APP.

SO THAT WAY WHEN FIXED WIRELESS ACCESS BECOMES AVAILABLE AT YOUR ADDRESS, YOU'LL KNOW ABOUT IT

AND BE ABLE TO ORDER THE AWESOME SERVICE THAT WE PROVIDE.

AND FIOS SERVICES, YOU'RE ABLE TO MANAGE AND ORDER THOSE AS WELL IN ONE SINGLE APPLICATION. CONTENT IN THE APP IS

PERSONALIZE AND WE SHOW YOU EXACTLY WHAT YOU WANT, WHEN YOU NEED IT.

>> THERE'S A MUCH HIGHER RATE OF CUSTOMER SATISFACTION AND MPS SCORE FOR THOSE CUSTOMERS WHO ARE ENGAGED IN OUR APPS.

THERE'S A NEW REFRESH DASHBOARD THAT MAKES MANAGING MOBILE AND HOME ACCOUNTS EASIER THAN EVER. AND ON THE NEW PROFILE AND

SETTINGS SCREENS, CUSTOMERS HAVE JUST ONE PLACE TO UPDATE THEIR PREFERENCES, PERSONAL INFORMATION, PRIVACY, AND LANGUAGE.

>> WE MADE SURE THAT WE WERE ORIENTING THE PATTERNS, THE SCREEN PATTERNS SO THAT THEY

WORKED WELL WITH SCREEN READERS
AND JUST OVERALL DESIGNING IN A
WAY - - DESIGNING NAVIGATION IN A
WAY THAT CARES FOR ALL USERS
THAT, YOU KNOW, HAVE DIFFERENT PHYSICAL AND COGNITIVE ABILITIES.
WE'RE CONTINUING TO MONITOR THE
FEEDBACK THAT WE'VE BEEN SEEING,
YOU KNOW, SINCE THE CUSTOMERS
HAVE STARTED TO DOWNLOAD THIS APP WITH THE THROTTLE THAT WE'VE
BEEN USING.
AND WE'RE GETTING A LOT OF GOOD AND POSITIVE RESPONSES.
CUSTOMERS ARE VERY HAPPY WITH THE NAVIGATION.
REALLY EXCITED ABOUT THE FACT
THAT THEY HAVE SOME JOINT
EXPERIENCES NOW, AND JUST, YOU
KNOW, JUST THE OVERALL EASE OF THE APP.
AND WE'RE REALLY PROUD OF THIS
WORK BECAUSE IT'S A
COLLABORATIVE EFFORT BETWEEN,
YOU KNOW, NOT JUST OUR DESIGN
PARTNERS AND ALL THE OTHER TEAMS, BUT ALSO THE CUSTOMER.
BECAUSE ALL OF THIS WORK IS FOR THEM.

>> SUPER COOL.

AS OF YESTERDAY, THE NEW VERIZON APP HAS HAD OVER 10 MILLION VISITS
WITH 88 MILLION PAGE VIEWS.

WAY TO GO, TEAM.

NOW ON TO VERIZON BUSINESS NEWS.

DO YOU REMEMBER WHEN WE ANNOUNCED THAT A VERIZON MASTERCARD
WOULD SOON BE AVAILABLE TO SMALL BUSINESS CUSTOMERS?

IT'S NOW HERE.

VERIZON BUSINESS HAS TEAMED UP WITH MASTERCARD AND THE FIRST
NATIONAL BANK OF OMAHA TO LAUNCH A CUSTOM CREDIT CARD DESIGNED
TO BRING EXCLUSIVE VALUE TO SMALL BUSINESSES NATIONWIDE.

EXISTING VERIZON BUSINESS WIRELESS CUSTOMERS WITH LESS THAN 100
LINES WILL BE ELIGIBLE TO APPLY FOR THE VERIZON BUSINESS
MASTERCARD AND RECEIVE UNIQUE PERKS LIKE UP TO 5% BACK ON THEIR
BUSINESS PURCHASES IN THE FORM OF VERIZON BUSINESS DOLLARS WHICH
CAN BE USED TO PAY TOWARDS THEIR BUSINESS WIRELESS BILL OR
TOWARDS THE PURCHASE OF DEVICES OR ACCESSORIES.

EASY TO EARN, EASY TO REDEEM.

AND A SPECIAL SHOUT- OUT TO SAMPATH WHO HAS COMPLETED HIS FIRST
WEEK AT CEO OF VERIZON BUSINESS.

WE THOUGHT THIS WOULD BE THE PERFECT TIME TO GET TO KNOW HIM
MORE AND WE CAUGHT UP WITH HIM FOR A QUICK 60 SECONDS.

LET'S TAKE A LOOK.

>>> 60 SECONDS WITH SAMPATH,
LET'S PUT SOME TIME ON THE CLOCK
AND HERE WE GO. SAMPATH, TEXT OR EMAIL?
>> TEXT, TEXT, TEXT.
>> BEST WORD TO DESCRIBE YOU.
>> ENERGY.
>> DO YOU HAVE A NICKNAME?
>> YES.
>> AND THAT NICKNAME IS?
>> HEYMANTH.
>> FAVORITE MOVIE OF ALL TIME?
>> HUNT FOR RED OCTOBER.
>> MOST OVERUSED EMOJI FOR YOU?
IS THERE AN EMOJI YOU LIKE?
>> [THUMBS UP]
>> THUMBS UP.
EXCELLENT.
FAVORITE SPORT.
I THINK I KNOW THE ANSWER.
>> YEAH, IT'S CRICKET.
IT'S CRICKET.
>> DO YOU HAVE A FAVORITE TEAM?
>> YEAH, YEAH, IT STARTS WITH I,
INDIA.
>> ARE YOU A MORNING PERSON OR A
NIGHT OWL?
>> MORNING PERSON.
>> IS THERE A FOOD THAT YOU
HATE?
>> I LIKE TO EAT THE FAVORITES,
I LIKE MOST FOOD.
I'M A VEGETARIAN SO ANYTHING
VEGETARIAN I LIKE A LOT.
>> AND FAVORITE THING TO DO TO
UNWIND?
>> I READ A LOT AND I SPEND A
LOT OF TIME WITH THE KIDS.
>> ANY BOOK RECOMMENDATIONS?
>> "PSYCHOLOGY OF MONEY."
IT'S NOT A PAGE TURNER BUT IT'S
A REALLY GOOD BOOK.
>> BEST CONCERT YOU'VE BEEN TO.
>> I REALLY LIKE THE BRUCE
SPRINGSTEEN CONCERT.
I'VE BEEN A COUPLE OF TIMES.
EACH ONE'S BETTER.

OH, HE CAN ROCK.

>> ANY TUNES YOU'D SING HERE FROM THE BOSS?

>> NO, I WASN'T BORN IN THE USA SO I WOULDN'T KNOW.

[BUZZER]

>> THERE YOU GO. VERY GOOD.

>> OKAY.

THANKS, SAMPATH, I'LL HAVE TO CHECK OUT "PSYCHOLOGY OF MONEY." FOLKS, JULY IS DISABILITY PRIDE MONTH AND OUR THEME IS ADVANCING ACHIEVEMENTS.

THIS IS A CHANCE TO LIFT UP OUR VOICES IN SUCH THOSE WHO ARE DISABLED, WHETHER A PERSON'S DISABILITY CAN BE SEEN OR UNSEEN. TOGETHER WE CAN ADVOCATE FOR ACCESSIBILITY, SHARE STORIES OF ACHIEVEMENT AT HOME AND IN THE WORKPLACE AND REFLECT ON MEANINGFUL OPPORTUNITIES TO ADVANCE ACHIEVEMENT.

RECENTLY ON VZWEB WE SHARED THE STORY OF KRISTOPHER OULLETTE WHO WAS PARALYZED FROM THE CHEST DOWN PRIOR TO WORKING FOR VERIZON.

HE JOINED OUR TEAM AND MADE A DIFFERENCE BY SHARING HIS UNIQUE PERSPECTIVE AND NEEDS AS AN EMPLOYEE.

HE REALIZES THAT WE NEED TO ENCOURAGE DIALOGUE AND ALLOW PEOPLE TO ASK QUESTIONS SO THEY CAN BECOME BETTER INFORMED ABOUT OUR DISABILITY COMMUNITY.

NOW HE ENCOURAGES V TEAMERS TO SPEAK UP WHEN THEY REQUIRE SPECIFIC EQUIPMENT THAT WILL IMPROVE THEIR WORK EXPERIENCE.

READ MORE ABOUT HIS EXPERIENCE ON VZWEB AND FIND THE LINK ON OUR STORY.

AND WE HAVE A GREAT EVENT PLANNED FOR THIS MONTH AND YOU CAN ENCOURAGED TO PARTICIPATE.

YOU CAN SHOW YOUR SUPPORT THROUGH VOLUNTEER ACTIVITIES LIKE LOCAL LITTER CLEANUPS AND SHARING YOUR VOICE WITH THOSE LIVING WITH SPEECHLESSNESS.

ON MONDAY, JULY 11TH, YOU CAN JOIN A.D.V.A.N.C.E. AND DISABILITY:IN FOR AN EVENT HOSTED BY BECKY KEKULA WHO SERVES AS THE VERIZON DISABILITY ADVISORY BOARD AND IS THE DIRECTOR OF DISABILITY QUALITY INDEX AS SHE SPEAKS TO THE V TEAM ABOUT THE FUTURE OF ACCESSIBILITY.

ON THURSDAY, JULY 21, A.D.V.A.N.C.E. WILL BE JOINED BY THINKSELF AN ORGANIZATION WHICH OFFERS AUDIT EDUCATION TO THOSE WHO ARE DEAF AND HARD OF HEARING.

AND THEN WE DISCUSS WHAT THE FUTURE HOLDS FOR VERIZON IN THE DISABILITY INCLUSION SPACE.

THESE AND MANY MORE EVENTS CAN BE FOUND IN THIS MONTH'S DISABILITY PRIDE MONTH ARTICLE.

AND BEFORE WE END TODAY, CHECK OUT THIS WEEK'S PURPOSE CHAMPION, KAYLEIGH ADAMS.

SHE SAYS LIVES WITH PURPOSE MEANS CONNECTING EVERYTHING SHE DOES TO THE BIGGER PICTURE AND TAKING A MOMENT TO REFLECT ON WHAT WE ARE TRYING TO ACHIEVE AS A BUSINESS.

CONGRATULATIONS, AND THANK YOU FOR REMINDING US OF HOW WE SHOULD ALL STEP BACK AND CONNECT OURSELVES TO A LARGER PURPOSE. THAT'S ALL I HAVE FOR NOW, THANK YOU FOR WATCHING AND I'LL SEE YOU NEXT WEEK.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.