

Verizon  
Up To Speed Live  
Friday, July 10, 2020  
12:00 PM ET

*Communication Access Realtime Translation (CART) captioning is provided to facilitate communication accessibility. CART captioning and this realtime file may not be a totally verbatim record of the proceedings.*



*Redefining Communication Access*

[www.acscaptions.com](http://www.acscaptions.com)

—

>> Hello my name is Chris I'm currently an indirect account manager based in Las Vegas.  
I've been with Verizon for ten years now.  
Ten years this month.  
I was born and raised in the Philippines.  
Which is about 40 minutes to an hour from Manila I've been that person that's always like a go-getter let's go after it let's go.  
I traveled with my flipflops with one luggage and \$500 in my pocket all I knew is I was going.  
I had a map and my American Dream.  
And until now it still gives me gooseys 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.  
Verizon said they were hiring for a part time service rep so I got the job me along the way my journey with Verizon my journey in the U.S. being resilient and having the patience and human compassion has helped me out not only in my life but also in My Verizon career.  
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 so last month along with my high school classmates we were able to generate almost

300,000 pesos so we can 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 them already cut.

Different types.

This one is for nurses.

And for them we have neutral colored gray.

There's so much opportunity within Verizon where we can volunteer.

Because what matters -- whether it's the senior citizens or military members we don't need to be millionaires 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 hotspot today I've got the brand-new Lenovo Flex 5G the first world's 5G laptop exclusively with Verizon on June 18th let's check out why it's awesome.

First it's powered by Qualcomm's new Snapdragon computing platform that gives you the speed and performance of a premium desktop PC using an ultra thin modern laptop and it gives access to Verizon's 5G network and so you can collaborate with multiple people in real-time you can add video in the cloud while video chatting and get faster response time while gaming and it works great on WiFi and on the Verizon 4G LTE network.

It's Crafted from premium aluminum wrapped in soft touch magnesium comfortable to hold and a 14 inch touchscreen that gives a perfect balance between portability and usability with all day battery life you can work and play from anywhere without worrying about charging did I mention it's also a two in one convertible simply fold in half flip it over and it transforms into a full size Windows 10 tablet so you can read articles in bed watch movies on a plane without having to worry about not having room for a laptop or use a Lenovo stylus to sketch or take notes.

Put it in a mode for your kids to use as a touchscreen for remote learning or kick back and binge watch your favorite TV shows and it's extremely helpful if someone in your house is watching Real Housewives.

You can keep info away from prying eyes Windows Hello the IR camera that recognizes you and only use visit [Verizonwireless.Com](http://Verizonwireless.Com) to get more about pricing and get info on our laptop plan and find out about cool accessories coming out with Lenovo Flex 5G. Until next time, you're up to speed.

>> I joined Verizon in January of 2014 I worked enforcing legal where I'm 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 into how you are as a person outside of Verizon.

We have embodied that here at home.

>> This is really the time where we realized 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 MealsforHeroes we worked with them to branch out and start a branch in Basking Ridge, New Jersey.

>> We're really happy and appreciative of all of the nurses and frontline 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 is 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 are not getting their normal customers.

And then we were able to use those meals to help frontline responders.

>> It made us feel really good to get all of the pictures and the messages back from the nurses. 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 a lunch, even if it's a five minute meal I feel that is success.

[Music].

>> 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 credit 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 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, 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.

[Music].

>> 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 the 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 have responded, we have excelled.

>> The organization really leaned into the situation and certainly I've seen individuals and teams go the extra mile to really support their customer and then 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 relationships and the service that we provide will make the difference.

>> The trust we built up over the years was able to overcome the lack of being with somebody face-to-face.

I think our clients are waking up to the fact that Verizon is, you know, an immensely capable partner for them.

>> We had 1,000 documented just proactive call reachouts where we were calling our customers 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 we see them as humans and we are here for them Verizon understands what they are 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 going 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 logistics than I ever thought I would talk to and I think everyone's willingness to step in help out and make sure the customer's experience is at the forefront has been the most impressive thing I have seen.

>> Coming off the back 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 of 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 about how we operate under pressure.

We are able to move from emotion to action instantly.

>> I think what will come out of this is a renewed confidence for ourselves.

Renewed assurance for 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 and that can only but be goodness.

>> We build the networks that move the world forward that's never been more apparent than the pandemic and helping out our customers because now we have that very strong purpose of helping.

And understanding that our customers are vital.

[Music].

>> My name is Brad and I am a solutions specialist at Verizon I work out of San Diego 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 lymphoma with a tumor that was encasing my T10 vertebrae months prior to that I was going through probably the most excruciating pain I had ever dealt with.

A lot of functional movement 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 are like all right so here is the imaging and you see that little black spot right there, that's a tumor.  
And it's growing at a very exponential pace that if you had waited let's say a few more weeks if it had touched your spinal cord you would 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 1 in 7 in the world.  
They were like we would love to perform this surgery on you but we must tell you that you'll have a 50% 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, migraine.  
Worst pain ever imaginable.  
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 she 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 graduation is for a good cause.  
Give the bell a ring and receive your applause.

(Bell ringing).

>> 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 like I can take life head on.  
I want to motivate others.  
I want everybody to feel determined to make 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.

[Music].

>> 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 do better.

>> These are just some of the lines from our Verizon credo.

And this is who our credo is for.

>> 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 payphones, dialup internet and not so smart wireless phones.

We've made so much history since then.

It's worth a look back at a little bit of who we are today.

>> There was a 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 back 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 a birth of our Verizon credo in 2004.

>> Who is this company that we call Verizon?

>> Our historic pioneering of mass scale fiberoptics to the home with FiOS.

Our recovery response to Hurricane Katrina.

>> We're out here to help the people.

We're out here to give them the opportunity to call their friends and family.

>> 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 of the Fortune 500 partner with us.

There's the most recent acquisitions of Yahoo in the Media Group not only are these iconic loved brands but they 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 MEC.

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 heartfelt work we do to make the world a better place.

Anniversaries are a reminder of how far we've come.

They are 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.

[Music].

>> Here is to our next 20.

[Music].

>> DIANA ALVEAR: Happy Friday everyone.

I'm Diana Alvear.

Welcome to Up to Speed Live.

Yes, we are live right now.

And boy do we have a lot of news to cover and much of it good news.

So Michael, let's roll the top video.

We'll be talking about innovation and how V Teamers are meeting so many challenges, specifically to the Build the Future Idea Challenge.

And the 5G First Responder Lab.

We are also revisiting our first ever Next20 conversation.

So moving.

So inspiring.

And we've got so much more to come.

We're also going to give you some weekend plans along with some inspiration from a very cool and caring V Team leader.

But we're going to start today with something that is happening right now.

Real news happening.

We're talking about Tropical Storm Fay.

Now this is affecting the south through Mid-Atlantic and through New Jersey.

It is raining.

I can hear it in my house right now.

If you're being affected, let us know.

Lots of storms and wind and rain expected and of course our teams are monitoring along the East Coast time and time again the networks are built for what Mother Nature throws at us.

Our response teams are ready if needed.

You can visit this place right here.

The emergency Resource Center.

For more tips on how to stay safe and find out what the Verizon Response Team is doing.

All right.

Let's go ahead and talk about innovation now.

Specifically we want to talk about the Build the Future Idea Challenge.

This is the perfect example of how we are helping individuals and businesses both during the pandemic and after with new technology solutions.

So our 5G lab team with the help of Verizon experts and senior leaders narrowed down

over 1300 amazing submissions.

We have our top three winners first on the screen here.

"Verizon First on Scene."

It was submitted by Jason P Cruz.

A solutions manager from the Consumer Group sales and Operations Team in New York.

Next slide, please.

Now this deploys drones as you see to rapidly assess and livestream emergency situations.

So armed with the right information those first responders can get the right response units to those scenes more quickly.

Next let's recognize "Voice Defense Plus."

It is a business tool intended to protect your voice data.

Keeping sensitive customer data in-house.

So our small businesses don't have to send that out to a third party.

It also reduces the need for their staff to manually block calls using self-service tools and we want to congratulate the VBG team responsible for this.

Kaitlynn Davis, Shawn McGowan, Hans van Arkel.

All based out of Colorado Springs, Colorado.

Congratulations to them.

And finally we'll move to the third winner, "Verizon Retail Evolution."

This is a mobile hub that provides safe Verizon services for customers, such as device check-in via our My Verizon app, a self-service kiosk with a live solution specialist and onsite pickup ensuring seamless transaction and that enhance the customer experience.

On the next slide you will see this was a huge and fantastic collaboration among V Teamers in New York, North Carolina and Texas.

They are all listed on the screen but we're going to say their names.

Rajat Sharma.

Vips Jha.

Ivan Moreno.

Daniel Newman.

Sheik Liakathali.

Chris Falcon.

Alexis Treviso.

And Bea Catapang.

Now, these winning ideas will advance to prototyping this summer for potential implementation in the fall.

And Verizon is going to be making a \$10,000 donation to an approved COVID-19 relief organization at the recommendation of these winning teams.

So you know, in-person I would just like to thank all of you, congratulate you for your innovative minds and making all of this stuff come to fruition.

We are so proud of your creativity and ingenuity.

Now speaking of ingenuity, we have more exciting news from the First Responder Lab.

We're announcing five new companies for the lab who are going to develop 5G enabled solutions for EMS.

So let's see and see those names.

Congrats to Biotricity, Rave Mobility Safety, DispatchHealth, Vuzix and Visionable.

All of these companies will be focusing on solutions along the patient journey from emergency response to treatment and recovery.

These teams are also going to work alongside Verizon 5G specialists on the 5G ultra-wideband network.

So we want to congratulate them and we are expecting incredible things from their work.

Now let's switch gears a little bit and talk about building the future through technology.

But we also need to build the future through conversation and action and that's exactly what's going to be happening with our Next20 movement.

On Wednesday we debuted our first conversation and it was so good it was focusing on criminal justice reform and learning the personal stories of the participants.

I have to tell you, to be honest, I started to cry.

Because they revealed so much of the trauma that has affected them but then you also find out why they are now inspired to make a difference.

So go ahead and take a listen.

[Music].

>> There's something that's just taken away from you in that moment that you can't get back.

It makes you a part of a family nobody wants to be a part of.

You know what I'm saying?

Like there's a lot of families impacted families in Valayo whose loved ones weren't as lucky to survive and I did.

So as I like -- I came across these mothers at these protests and I didn't even know who they were.

And they would just run up on me.

They would just grab me and say, baby, I saw your video.

I'm so happy you're alive.

I'm so happy you're here.

I love you.

Take down my phone number if you need anything.



Just -- it does something.

And I think that I couldn't -- you know, once you're a part of a family, you rise for that family.

So that's pretty much just what I've been doing.

Going to the protests, documenting as much as I can.

I made a short film called "Favor and Grace." That's in post-production right now.

That kind of brings a little bit of attention and shines the light of what's going on in have a lay I can't and just try to continually find different ways to be a catalyst for and help get those voices out there.

>> It hurts not to be free.

It hurts not to be with my family.

It hurts to see my family still struggling.

It hurts to wake up every day and seeing myself change as a person, knowing in my heart that I'm a caring, compassionate person, I'm not a monster like they said I was.

I just felt like there was something deeply existentially wrong with what I was going through.

I couldn't quite put words to it.

But I knew that this was just not the reality that I should be living.

Because I was never truly a monster.

And I just felt as much as I changed, if only the world had conformed to that, if only the world had seen me for who I was and responded to that in so many words if only there was another chance and fortunately for me I had a light at the end of the tunnel.

I knew I would be able to get out in a matter of years.

>> For me, I find the people I represent and their families and their resilience and their extraordinariness of what they have endured inspiring and it makes me, you know, so it shuts up whatever -- in my head whatever concerns or complaints I may have about its late and its work.

Because people have endured so much more than I have.

And the resilience and the humor, right, the grace.

Like you know the people I represent are unfailingly really remarkable people and interesting and fascinating.

You know, they are just whole human beings.

>> DIANA ALVEAR: Whole human beings.

If you are inspired or motivated that's the point.

We want you to take action as a result of the conversations.

Look at the screen.

These are all things you can do today to make a difference from donating phones and gift cards and of course you can always donate to these organizations.

Be out there doing the work.

Making the change happen.

And once again, this is just the start of our Next20.

We started strong.

We'll keep it going.

In fact, I'm so honored and privileged to honor the next conversation we're going to be talking about voting.

This is a banner year for that.

Presidential Election.

With so many important races and issues.

Down ballot in so many different places.

We want to be as informed as possible and we also want to be inspired to go out and take action so be on the lookout for that.

And many more conversations to come.

All right, finally, this is the weekend, right, we want to give you some weekend plans.

We're talking about the Rave Family Block Fest.

It is summertime.

It's a big music festival happening right now, the Rave Family Block Fest.

It is a four day music and dance festival happening on Minecraft.

It is completely virtual.

It features over 900 artists performing across 65 virtual stages.

This comes after rapper Travis Scott drew 12 million fans to the Fortnite concerts in April.

This is a big deal.

These kind of things are gaining a lot of traction especially now that we can't be altogether when we're watching concerts.

So it's a big deal on these gaming platforms.

But we need to think about is this the future or is this going to change, are we going to go back to doing concerts the old way?

So Michael, let's roll that shot.

We have our LinkedIn article where we address this very thing.

We're going to be talking about this on LinkedIn.

We're talking about all of these issues and you can go ahead and weigh in with your own opinion.

All right, finally, it's always fun to get to know our V Team family members.

And My Why is the perfect way to do so we get to hear what drives our V Teamers.

What makes them tick.

Why they are a part of this V Team community.

And feel so passionate.

And Belinda Harris, you are just incredible.

It's so fun to meet you.

She's been the -- she's in the Verizon Business Group.

She's a leader.

But she's also committed to empowering and mentoring the leaders of tomorrow.

So Chris, take it away.

>> What's up V Team it's Chris again with another installment of My Why if you're not familiar with My Why, where have you been it's a 20 part Video Series that debuts every week on Up to Speed.

We explore the journeys, ambitions, accomplishments and futures of some of our most dynamic and diverse V Teamers from around the world.

This week we've got Belinda Harris of the Business Group.

She works in product management in Cary, North Carolina.

Belinda, take it away.

[Music].

>> BELINDA HARRIS: My name is Belinda Harris.

I'm a product in the VBG organization and I've been with Verizon for 16 years.

[Music].

>> BELINDA HARRIS: Right now my favorite thing to do is probably bird watch.

I've really enjoyed going out in the yard with the kids setting up birdhouses and feeding the birds.

Before I joined Verizon, I was actually a college student.

I was on the campus of New Jersey Institute of Technology majoring in computer engineering and I actually interned for two summers with MCI Worldcom, which is as many of you know is owned by Verizon.

Because we purchased it.

I was really impressed with how we were constantly iterating at that time our big product was DSL.

I was really impressed because even though we were a big company already, Bell Atlantic, we were trying to push the envelope and reinvent ourselves with FiOS.

So it made me feel like it was a company that had longevity.

What inspires me at Verizon is just how we're always looking to push the envelope and also how we're always thinking about how do we use our bigness and our strength to actually impact the world for good.

I'm really inspired by how we always look outward.

And how that strategy has continued to grow as we grow as a company.

The work I've been able to do with ERG, with WAVE, and launching the next Women in Tech conference, it will be next year.

It started off with having a vision of a conference for women to come together and develop some emerging tech.

I'm really excited at how it's grown and how we go down to the next generation of female leaders and continue to expand.

I would love to be in a place where I'm empowering people more consistently.

Like that's my -- as my full-time job.

There's always been this element of helping people to achieve whatever it is they want to accomplish and I can do that in a variety of ways.

Whether it just be leading or whether it be something to do with development or diversity and inclusion, I really have this passion around helping people to develop and to empower them to do things they may not, you know, otherwise have known they were able to do.

I have pictures in my background.

I've taken all of those photos.

I like to take pictures.

I like to paint.

I don't know if it's a power.

I'm not going to demonstrate it.

And I also like dancing.

But same thing, I'm not going to demonstrate it.

Verizon is a fabulous place to come and grow.

Verizon is also a company where you have an opportunity to solve big problems.

I think it's just you being willing to look to see what those problems are.

But I would say in every role I've had here there's always been a big problem that we were tasked with solving.

So the perspective of somebody who likes to ideate and innovate that part of the work is always rewarding.

[Music].

>> Thanks for sharing your story with us, Belinda.

Now some of you out there might be saying, hey, I would be a perfect candidate to be featured on an upcoming episode of My Why to which I reply, stop talking to yourself in your home. That's weird.

But go ahead and submit yourself for consideration.

To do so, shoot us a quick email at [good@Verizon.com](mailto:good@Verizon.com) with maybe a story of how you got to Verizon.

Some of the cool things you've done here.

Whatever makes you a unique candidate for consideration.

Lots of great V Teamers out there.

Distinguish yourself.



In the meantime, back to you, whoever you are.

This isn't live.

I'm taping this.

>> DIANA ALVEAR: Yeah, whoever you are, well, this is live Serico.

So I will take it back from you there and wow, I loved meeting Belinda because when she talks about solving big problems, that's what this is all about.

We're solving big problems, we're finding solutions that are going to empower and change our world.

And Belinda, we're so lucky to have somebody like you and stay tuned for more of the My Why program because it's so important to know why our leaders tick.

All right.

And before we go, I told you this was chock full of good news.

And we have more to share with you.

Check out this tweet from J.D. Power.

Congratulations to Verizon for ranking highest in the very small business segment of the J.D. Power 2020 U.S. Business Wireline Satisfaction Study.

Okay.

This is a big deal.

Because here is the timing of this study, April and May.

The heart of the pandemic.

As you know, our small business groups were affected so hard by this crisis.

And the fact that we were standing next to them the whole way and it showed and we won this award shows that the work you're doing matters.

So our V Team community, you need to keep up the great work.

Because you rock.

All right.

Again, stay safe this weekend.

Some of you are experiencing that Tropical Storm Fay.

Make sure you stay inside.

You have plenty of things to tie you over.

And know Verizon crisis teams are ready to assist in case anything happens.

Isn't that nice to know?

Isn't that great peace of mind going into the weekend?

So again, I want to thank you for spending some time with me and sharing your lunch hour with me.

I'm Diana Alvear.

And until next time, you are up to speed.