

Verizon
Up To Speed Live
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>> AH... GOOD MORNING, GOOD AFTERNOON, AND GOOD EVENING.

WELCOME TO UP TO SPEED LIVE.

12:00 HERE, ON THE EAST COAST.

CITIZEN VERIZON, WE GOT AN E-MAIL FROM HANS ABOUT IT EARLIER TODAY.

HE'LL TELL US MORE ABOUT IT HERE IN A COUPLE MINUTES WITH AN UPDATE, A LOT OF THE MEDIA CIRCUITS THIS MORNING -- TELLING FOLKS ABOUT ALL THE WORK WE'RE DOING THERE, ALSO HAVE CHRISTY JOINING US TODAY TO GIVE SOME UPDATES AND SOME THANK YOU FROM OUR CUSTOMERS AND THINGS GOING ON, ANY OF THE QUESTIONS YOU MAY HAVE, YOU CAN ALWAYS DROP US AN E-MAIL LIVE@VERIZON.COM AND WE'LL GET THOSE TO CHRISTY AND HANS.

WANT TO GET STARTED RIGHT AWAY WITH HANS -- HANS, HOW ARE YOU TODAY?

A LOT GOING ON.

>> HANS: JEREMY, GOOD TO SEE YOU AGAIN -- YOU AND I STARTED THIS DAY AT 6:00 A.M., TOGETHER ON THE PRESS CONFERENCE.

I'LL COME BACK TO THAT LATER ON, LET ME START BY SAYING HI, ALL V TEAMERS, GREAT TO BE BACK.

LOVE TO TALK ABOUT WHAT'S HAPPENING IN THE COMPANY -- WE HAVE A LOT OF ANNOUNCEMENTS AND THINGS WE'RE DOING AT THE MOMENT.

I WANT TO STRESS, RIGHT NOW... AS WE SEE THE COVID SPREADING AND IN PARTICULAR, IN THE U.S., AS WE NOW SEE IT, RISING CASES OF COVID-19.

I WANT TO TELL ALL OF YOU, AGAIN... THE SAFETY AND HEALTH OF ALL OUR V TEAM FAMILY IS IMPORTANT, OUR CUSTOMERS.

I KNOW THAT OUR STORE EMPLOYEES ARE DOING HEROIC WORK.

WE HAVE NOW, SOMEWHERE AROUND 75% OF OUR STORES UP.

WE HAVE CURBSIDE DELIVERY, CUSTOM RETAIL, DROP DELIVERIES.

WE CAN STILL DELIVER TO OUR CUSTOMERS WHAT IS SO IMPORTANT TO THEM IN THIS TIME, AT THE SAME TIME... OF COURSE, PROTECTING OURSELVES, BUT... ALSO OUR CUSTOMERS.

SO... SO... I'M STRESSING THAT ALL THE TIME, BUT... WE'VE NOW SEEN A RISE THAT IS QUITE CONCERNING HERE IN THE U.S. IN THE REST OF THE WORLD, WE SEE CASES COMING UP AND DOWN, WE JUST NEED TO CONTINUE TO TAKE CARE OF OURSELVES AND FOLLOWING THE SAFETY INSTRUCTIONS THAT WE HAVE AND... BEING VERY CAUTIOUS.

THIS IS FAR AWAY FROM OVER, I JUST WANT TO TELL YOU THAT, AS IF YOU DIDN'T KNOW.

THAT'S HOW IT IS

AND I ALSO WANT TO SAY A BIT ABOUT OUR FRONT LINE EMPLOYEES THAT ARE OUT THERE SERVING OUR CUSTOMERS RIGHT NOW.

SEEING THAT WE'RE BOTH INSTALLING EQUIPMENT, WE'RE SEEING THAT A CUSTOMER IS GETTING CONNECTED AND THE SAME GOES FOR YOU GUYS AND YOU'RE DOING A GREAT JOB -- WE'RE CONTINUING TO, TO GO FORWARD WITH MANY OF OUR SO-IMPORTANT PROJECTS.

LAST TIME I WAS ON UP TO SPEED -- I TALKED ABOUT THE VERY EXCITING SECOND HALF YEAR OF 2020 AND STILL VERY EXCITING.

WE HAVE A LOT TO DO.

WE'LL TALK ABOUT THE NETWORK AND I'M NOT SURE HOW MUCH YOU'RE FOLLOWING, BUT... KYLE AND TEAM, THE LAST COUPLE DAYS, WEEK, HAVE BEEN ANNOUNCING A LOT OF NEW THINGS WHEN IT COMES TO OUR NETWORK.

FIRST OF ALL, THE NETWORK GOES UPSTREAMLY WELL.

WE'RE DOING TESTS NOW, WE CAN USE MILLIMETER WAVE FOR 5G.

THAT MEANS THAT WE DON'T NEED FIBER FOR EVERY SITE AT THE BEGINNING.

WE'RE GOING TO SPEED UP THE PROCESS EVEN MORE, WHICH IS GREAT NEWS.

WE ALSO HAVE, NOW... BEEN TRIALING OUT THE CORE NETWORK FOR 5G, WHICH IS SA, STAND ALONE, IT'S CALLED.

IT'S AN ACRONYM, OF COURSE, BUT... IT GIVES A NEW FUTURE.

WE'RE NOT IMPLEMENTING YET, BUT WE'RE TESTING THAT AND IT SEEMS THAT WILL WORK FINE AS WELL.

I THINK THE TEAM IS DOING A GREAT JOB AND WE ALSO HAVE THE OPEN SIGNAL COMING OUT WITH THEIR RESULTS FOR THE SECOND QUARTER, WHERE THEY ARE PICKING PHONES RANDOMLY, WHICH IS CROWD SOURCED.

WE CAME OUT GOOD AGAIN THERE.

WE'RE DOING WELL -- I THINK WE WILL CONTINUE TO SEE THAT, I'M ALSO EXCITED TO SEE WHAT JD POWER WILL COME LATER THIS WEEK.

WHICH IS A MORE, SORT OF HOLISTIC WAY OF MEASURING THE NETWORK.

STAY TUNED FOR THAT LATER THIS WEEK.

WE ALSO HAVE SOME OTHER GREAT ANNOUNCEMENT ON 5G COLLABORATIONS, COMING OUT TOMORROW.

I LEAVE THAT FOR SOMEONE ELSE TO ANNOUNCE, BUT... I KNOW IT'S GREAT STUFF COMING.

THE WHOLE TEAM IS DOING GREAT WORK ON THE TECHNOLOGY.

AND SPEAKING ABOUT TECHNOLOGY -- THIS MORNING, JEREMY AND THE OTHER GREAT OPPORTUNITIES TO BE ON THE PRESS, INDIA, VIRTUALLY AND I'M NOT REMEMBERING, RIGHT NOW... BUT HOW MANY MEDIA WAS ATTENDING, BUT... SINCE WE HAVE SO MUCH MEDIA TELLING, OR... WE ANNOUNCED THAT WE ARE NOT BRINGING BLUEJEANS TO INDIA TOGETHER WITH AIRTEL, WHICH IS ONE OF THE LARGEST CARRIERS IN THE WORLD.

THEY'RE GOING TO DISTRIBUTE BLUEJEANS TO THEIR CORPORATE CUSTOMERS, SMALL, MEDIUM AND LARGE.

THEY HAVE A FANTASTIC BRAND REPUTATION IN INDIA.

FIRST OF ALL... I'D LIKE TO THANK THE WHOLE BLUEJEANS TEAM.

IT'S TWO MONTHS SINCE WE CLOSED A DEAL.

THERE'S A LOT OF REQUIREMENTS NEEDED FOR BRINGING IT TO INDIA IN THAT VOLUME AND SCALE.

AND IT'S LAUNCHED -- WE LAUNCHED TODAY.

IT'S NOT THAT WE ANNOUNCED THAT WE'LL HAVE A PARTNERSHIP -- WE ANNOUNCED WHEN WE'RE LAUNCHING.

WE LAUNCHED TODAY, WE'RE BOUGHT IN INDIA, ENORMOUS -- A LOT OF THANKS TO OUR BLUEJEANS TEAM -- NOT ONLY THAT -- ALSO TO OUR COMMERCIAL TEAM, VERIZON BUSINESS -- WHICH USUALLY TAKES SOMETIMES YEARS -- AND WEEKS, TO ANNOUNCE THIS ON TIME AND THIS IS JUST A START, HOW WE CAN LEVERAGE THE BLUEJEANS ACQUISITION IN TIMES WHERE VIDEO CONFERENCING IS SO IMPORTANT AND... THE TEAM IS EXCITED, AGAIN, WE PICKED THE BEST PARTNERS IN THIS MARKET AND WITH OUR ENTERPRISE-GRADE, SECURE VIDEO CONFERENCING... I'M EXCITED.

AT THE SAME TIME... BLUEJEANS GUYS CAME OUT WITH SOME NEW INNOVATION TODAY.

RIGHT NOW... WE CAN HAVE 150 SIMULTANEOUS SPEAKERS AND 50,000 FMGS ON THE PLATFORM AT THE SAME TIME.

THAT'S PASSING SMALLER PLATFORMS -- EVEN THOUGH THOSE ARE HUGE BENEFIT, THE GUYS ARE DOING A GREAT JOB.

THANK YOU FOR THAT.

LASTLY, I WANT TO COME TO CITIZEN VERIZON.

AS YOU ALL REMEMBER, WE EMBARKED ON VERIZON 2.0 IN OCTOBER, NOVEMBER, 2018 AND ONE OF THE MOST-IMPORTANT THINGS WAS TO SEE THAT WE HAVE THE FOUR STAKEHOLDERS IN OUR -- EMBEDDED IN OUR STRATEGY.

SHAREHOLDERS, THE CUSTOMERS, EMPLOYEES, AND... SOCIETY, AND WE HAVE CONSTANTLY WORKED TO SEE THAT WE HAVE THAT INSIDE OUR STRATEGY AND I THINK, THAT, DURING THIS PANDEMIC AND ALL OTHER ECONOMIC DOWNTURNS AND... RACIAL INJUSTICE -- WE'RE PROVING THAT IS A VERY IMPORTANT PIECE FOR US.

ALL THE TIME, WE HAVE THESE FOUR STAKEHOLDERS IN FRONT OF US WHEN WE'RE EXECUTING THE STRATEGY.

WE WANT TO DO A POSITIVE IMPACT, LONG-TERM, FOR ALL OF OUR STAKEHOLDERS IN EVERY DECISION WE TAKE.

WHAT WE'RE DOING RIGHT NOW -- WE ARE PACKAGING THESE IN A FORM THAT WE CALL CITIZEN VERIZON.

AND THE REASON WE DO IT -- WE THINK IT'S EASIER FOR OUR CUSTOMERS, FOR US AS EMPLOYEES, TO UNDERSTAND WHAT IS ENCAPSULATED IN THAT SOCIETY STRATEGY THAT WE HAVE, BUT... ALSO, FOR OUR SHAREHOLDERS.

AND... FOR THE SOCIETY.

SO... THAT'S WHY WE, TODAY, LAUNCH CITIZEN VERIZON.

I'VE BEEN INTERVIEWED FOR SEVERAL DIFFERENT OUTLETS, WHAT IT MEANS.

REMEMBER, THIS IS NOTHING NEW WE'RE DOING -- WE'VE BEEN ON THIS QUITE A LONG TIME.

IT'S A WAY TO PACKAGE THIS FOR ALL OF US AND ALL THE STAKEHOLDERS.

IT'S THREE PIECES OF IT THAT ARE IMPORTANT.

DIGITAL INCLUSION, WHICH IS... HOW WE SEE THAT WE'RE INCLUDING PARTS OF OUR SOCIETY THAT ARE UNDER-SERVED OR DON'T HAVE THE ACCESS.

LIKE... VERIZON INNOVATIVE LEARNING.

HERE, WE'VE MADE THE COMMITMENT TO PROVIDE [INDISCERNIBLE] -- WITH DIGITAL, MODERN, COMMUNITY.

10 MILLION, WE'LL SEE THAT THEY'RE GETTING ACCESS, GETTING THE EDUCATION AND... WE'RE GOING TO HAVE PLATFORMS OUT THERE.

IT'S A HUGE UNDERTAKING.

OF COURSE, WE'VE STARTED WITH OUR VERIZON INNOVATIVE LEARNINGS, SINCE 2012, WE'VE INVESTED OVER 500 MILLION U.S. DOLLARS IN VERIZON INNOVATIVE LEARNING.

THIS IS A COMBINATION OF IT.

WE WANT TO HAVE TARGET -- THE SECOND PART IS THE CLIMATE PROTECTION -- WE HAVE CLEARLY ARTICULATED A TARGET IN OUR FULL OPERATIONS BY 2035.

THAT MEANS THAT WE NEED TO HAVE ALL OF OUR PARTNERS AS WELL, IN THERE.

AS AN INTERMEDIARY STEP -- 2025 -- WE'LL HAVE 50% OF ALL OF OUR ELECTRICITY COMING FROM RENEWABLE IF IMAGING.

I CAN TELL YOU -- THE TEAM IN TECHNOLOGY SUPPLY CHAIN ARE WORKING HARD WITH THIS.

>> THAT'S WHY, LAST YEAR, YOU MIGHT REMEMBER, WE DID THE FIRST BOND -- GREEN BOND, IN ORDER TO SEE THAT WE CAN ACTUALLY PROCURE A CERTIFICATE FOR A NEW IMAGING.

THAT'S HOW YOU DO IT IN THE BEGINNING BEFORE YOU CAN MOVE THE PLANS AND SEE EVERYTHING IS UPGRADED.

THAT'S THE SECOND PART OF THIS CITIZEN VERIZON -- THE THIRD ONE -- YOU REMEMBER DISPARITY, HOW WE DEAL WITH PEOPLE -- DOING THE RIGHT THING AND HERE -- WE'RE COMMITTED TO PREPARING 500,000 INDIVIDUALS FOR THE MOST VULNERABLE AND UNDERRESOURCED COMMUNITIES -- FOR JOBS, UP TO 2030 AND WE'RE GOING TO DO THAT BY PLATFORM THAT CHRISTY HAS BEEN WORKING WITH TO DEPLOY, BUT... WE'RE GOING TO TAKE A MUCH WIDER RESPONSIBILITY FOR IT.

THESE ARE THE THREE SEGMENTS IN THE CITIZEN VERIZON.

THEN WE DO A LOT OF OTHER THINGS THAT IS PART OF OUR SOCIETY, PART OF OUR STRATEGY, BUT... WE WANTED TO PUT IT IN, IN A WAY THAT WE CAN EXPLAIN EASILY TO, TO DIFFERENT AUDIENCES WHAT WE'RE DOING AND WHY WE'RE DOING IT.

ULTIMATELY... ONE OF THE STRENGTHS WE HAVE ON THIS IS OF COURSE... THE, THE VOLUNTARY THAT WE LAUNCHED LAST YEAR.

CHRIS TALKED ABOUT IT, WHETHER IT'S AMBITION.

WE CANNOT HAVE A TARGET -- IT'S UP TO EVERYONE TO VOLUNTEER OR NOT.

2.5 MILLION HOURS -- THE NEXT COUPLE YEARS.

WE'RE GOING TO ADVOCATE TO THIS TYPE OF ACTIVITY

SO... IT ALL HANGS TOGETHER WITH OUR OVERALL STRATEGY AND WHAT WE'RE LAUNCHING TODAY AND... OF COURSE, I HOPE THAT YOU WILL LOOK INTO IT, I HOPE THAT YOU WILL DO VOLUNTARY HOURS TO SUPPORT THE CAUSE.

THAT'S HOW WE CREATE A STRONGER VERIZON OVER TIME AND WE ALL FEEL WE'RE PART OF THE PURPOSE RIGHT NOW.

THAT'S A LITTLE BIT OF A SUMMARY OF CITIZEN VERIZON THAT WAS LAUNCHED TODAY AND THE BLUEJEANS.

THAT IS AN UPDATE FOR ME, JEREMY, SORRY FOR BEING LONG.

>> JEREMY: IT'S OKAY.

A LOT TO SHARE -- A LOT OF GOOD STUFF.

CONGRATS TO THE BLUEJEANS TEAM AND EXCITED TO SEE WHERE, WHERE CITIZEN VERIZON TAKES US.

SO OFTEN WE HEAR ABOUT HOW WE CAN HELP IN THE COMMUNITY.

WE HAVE A QUICK VIDEO TO SHARE OF ONE OF THE LEADERS OF ONE OF THE GROUPS THAT WILL BENEFIT FROM CITIZEN VERIZON CALLED CODE PATH.

>> AN EDUCATION NON-PROFIT FOCUSED ON INCREASING DIVERSITY IN TECH BY TRANSFORMING COMPUTER SCIENCE AND EDUCATION NATIONWIDE.

WE'RE FOCUSED ON SERVING CITIZENS FROM LOW INCOME AND UNDERREPRESENTED BACKGROUNDS.

FIRST GENERATION CALL STUDENTS.

VERIZON HAS HELPED US TO REIMAGINE WHAT OUR VOLUNTEER AND MENTORSHIP PROGRAMS COULD LOOK LIKE AND... INVOLVEMENT OF SO MANY VOLUNTEERS FROM VERIZON, TRULY MOVED OUR ORGANIZATION FORWARD AND BROUGHT US TO A POINT WHERE WE WOULDN'T BE OTHERWISE.

IF YOU THINK OF THE CORE GOALS THAT WE HAVE, THE THINGS TO ACHIEVE TO SUPPORT OUR STUDENTS.

WE NEED PEOPLE FOR THAT.

WE NEED PEOPLE TO CONNECT WITH, WHO CAN SHOW THEM WHAT IT'S LIKE, WHAT THEIR CAREER CAN BE LIKE.

WE NEED TO MAKE SURE THEY EXCEL, THEY GET BETTER AND THAT'S WHERE THE CONSISTENT MENTORSHIP FROM VERIZON VOLUNTEERS, THE PARTICIPATION IN TECHNICAL PANELS, THE WORKSHOPS, ALL OF THAT INVOLVEMENT, NONE OF THAT WOULD BE POSSIBLE WITHOUT THE INVOLVEMENT OF VERIZON VOLUNTEER PROGRAMS.

YOU ARE MAKING AN IMPACT.

YOUR CONTRIBUTION IS BUILDING THE FUTURE WE WANT TO LIVE IN.

>> JEREMY: THANK YOU SO MUCH FOR THAT UPDATE.

YOU GET A SENSE OF HOW WE CAN MAKE A DIFFERENCE FOR SO MANY DIFFERENT ORGANIZATIONS OUT THERE.

WANT TO GET OVER TO CHRISTY NOW, FOR UPDATES.

CHRISTY, HOW ARE YOU DOING THIS AFTERNOON?

>> CHRISTY: I'M GREAT, JEREMY.

AND... GREAT TO BE HERE.

WE HAVE SO MUCH TO TALK ABOUT TODAY.

I FIRST, WANT TO ECHO MY OWN PERSONAL EXCITEMENT FOR CITIZEN VERIZON AND REALLY RECOGNIZE THE DEPTH AND BREADTH OF THIS FRAMEWORK TO EXPAND OUR IMPACT AS A RESPONSIBLE BUSINESS.

I WANT TO GIVE A SHOUTOUT TO ROSE KIRK AND OUR CSR TEAM FOR ALL THE WORK THEY'VE DONE TO SHAPE THESE COMMITMENTS INTO ACTIONABLE, AMBITIOUS GOALS.

I'D LIKE TO THANK OUR MARKETING TEAM UNDER DIEGO SCOTTI FOR GIVING CITIZEN VERIZON AN IDENTITY AND VOICE THAT ALL OF US CAN CHAMPION AND NO MATTER WHERE YOU ARE IN THE WORLD THERE, ARE OPPORTUNITIES TO GIVE BACK AND HAVE AN IMMEDIATE IMPACT FOR OUR VOLUNTEER PORTAL

EVERY TIME YOU SIGN IN AND YOU DO AN ACTIVITY, JUST THINK, YOU'RE NOW CONTRIBUTING TO VERIZON'S GLOBAL IMPACT AND YOUR ACTIONS ARE MATCHED BY THE V TEAM AND VERIZON AS A COMPANY.

TOGETHER, WE CAN MAKE AN EXTRAORDINARY DIFFERENCE AND MOVE THE WORLD FORWARD FOR CITIZEN VERIZON.

WHAT I THOUGHT I'D DO TO BUILDS ON HANS'S COMMENTS IS TO SHARE MORE ON OUR SUPPORT FOR RACIAL AND SOCIAL JUSTICE.

WE ORGANIZED THIS INTO THREE PILLARS.

WE'VE GOT PROJECT TEAMS, STANDARDS, METRICS AND... FOLLOW-UPS THAT WE'RE DEMANDING.

I WANT TO GIVE AN UPDATE ON THREE PILLARS, FOCUSING ON CONTINUING TO BUILD ON THE ORGANIZATION AND CONTINUING THE CONVERSATION, WE THINK IT'S SO IMPORTANT TO KEEP PEOPLE TALKING AND SHARING OPENLY AND LEARNING AND LISTENING FROM EACH OTHER.

WE'LL CONTINUE TO HAVE CONVERSATIONS THROUGHOUT THE COMPANY, THROUGH FORUMS LIKE OUR COURAGEOUS CONVERSATIONS WITH OUR DIFFERENT ERG ORGANIZATIONS AND EMPLOYEES OR BRINGING EXTERNAL SPEAKERS TO SHARE THEIR POINTS OF VIEW AND KNOWLEDGE WITH OUR EMPLOYEES.

WE LAUNCHED #NEXT20 ON THE BIRTH OF OUR 20TH ANNIVERSARY.

IT'S IMPORTANT CONVERSATIONS.

CRIMINAL JUSTICE REFORM AS IT RELATES TO RACE AND NEXT WEEK -- THE SERIES WILL CONTINUE WITH A CONVERSATION ON VOTER EDUCATION AND HOW WE CAN MAKE SURE EVERY VOTE COUNTS.

WE'VE ALSO EXPANDED OUR RACIAL AND SOCIAL ACTION TOOL KITS TO SERVE AS A ONE-STOP SOURCE FOR EMPLOYEES TO ACCESS BOTH INTERNAL

AND EXTERNAL RESOURCES AND FINALLY, I'D LIKE TO SHARE, IN TOTAL... THE CONTENT AND THE CONVERSATIONS THAT WE'VE PROMOTED AROUND RACIAL JUSTICE HAVE GOTTEN OVER 600,000 VIEWS SINCE JUNE 1ST.

AND SO... THIS IS AN INCREDIBLY IMPRESSIVE NUMBER AND I'M REALLY PROUD OF THE V TEAMERS THAT ARE USING THIS MOMENT AS A LEARNING OPPORTUNITY, BUT... WE'RE NOT GOING TO STOP THERE, WE'RE GOING TO CONTINUE GOING AND WE KNOW WE'RE GOING TO DRIVE THAT NUMBER EVEN HIGHER.

OUR SECOND PILLAR IS AROUND BUILDING A STRONG ORGANIZATION. WE HAVE A COUPLE FRONTIERS WE'RE FOCUSING HO.

OUTREACH AND DIVERSE HIRING, WE'RE REASSESSING ALL OF OUR COLLEGE AND HIGH SCHOOL PARTNERSHIPS TO EXPAND OUTREACH INTO THE BLACK AND AFRICAN-AMERICAN COMMUNITIES AND WE'RE ALSO PILOTING VIRTUAL CANDIDATE MEET AND GREETINGS AND DIVERSITY JOB FAIRS AND RESOURCE GROUPS AND PANELS.

THIS VERY WEEK, WE'RE ROLLING OUT A NEW RACIAL EQUITY AND JUSTICE LEARNING PLAN ON THE LEARNING PORTAL.

WE HEARD FROM A LOT OF EMPLOYEES THAT ENGAGED IN THE COURAGEOUS CONVERSATIONS OR FOLLOWED THE CONTENT ON THE TOOLKIT, WHO REACHED OUT AND SAID "HOW CAN I GET MORE KNOWLEDGE?" WE PUT TOGETHER A LEARNING PATHWAY THAT WILL COVER THE IMPACT OF RACISM, HOW BIAS HAS AFFECTED AND AFFECTS OUR BLACK AND AFRICAN-AMERICAN PEOPLE IN OUR COUNTRY AND OTHERS AND MUCH MORE.

CHECK THAT OUT ON THE LEARNING PORTAL.

WE'VE HAD AN UNCONSCIOUS BIAS TRAINING PROGRAM AND EXPANDING THOSE SESSIONS TO INCLUDE ALL LEADERS BY SEPTEMBER 30TH.

STARTING IN AUGUST, WE'LL INCLUDE CONSCIOUS INCLUSION AND RACISM TRAINING FOR PEOPLE LEADERS.

FINALLY, YOU HEARD FROM WILLIE JACKSON ON OUR FIRST UP TO SPEED FRIDAY CONVERSATION AROUND RACE AND HE TALKED ABOUT HOW TO BECOME AN ALLY AND MOVE FROM ALLY TO ADVOCATE.

WE'VE BEEN PILOTING OVER THE LAST FEW WEEKS WITH A LOT OF OUR EMPLOYEES, ALLYSHIP TRAINING AND WE BELIEVE WE'LL HAVE THAT READY AND AT SCALE BY THE END OF AUGUST AND SEPTEMBER, THAT'LL BE AVAILABLE TO ALL OF OUR EMPLOYEES

IN ADDITION, WE'RE WORKING ON MAKING SURE WE'RE CULTIVATING A REALLY STRONG PIPELINE AND SO... WE'LL BE LAUNCHING COMPETITIVE EDGE.

THIS MONTH, WITH 40 BLACK EMPLOYEES, PART OF OUR BAND 6 TOP TALENT PROGRAM.

THAT WILL HELP FURTHER STRENGTHEN OUR PIPELINE.

WE'RE LAUNCHING A NEW MENTORING TOOL IN THE COMPANY AND VERY EXCITED ABOUT HAVING ALL OUR EMPLOYEES BE ABLE TO FIND MENTORS AND FOR MENTORS TO ENGAGE IN AND LEARN FROM MENTEES.

WE'RE EXCITED ABOUT WHAT THAT HOLDS FOR US.

WE KNOW THIS IS AN INCREDIBLY STRESSFUL TIME FOR ONE OF OUR EMPLOYEES.

WE CAN'T EMPHASIZE ENOUGH THAT ALL OF OUR EAP RESOURCES ARE AVAILABLE.

WE HAD 88 SMALL GROUP WORKSHOPS TO DATE, ALLOWING EMPLOYEES TO COME TOGETHER AND HELP EACH OTHER.

WE'VE GUIDED PROFESSIONAL SUPPORT.

FINALLY, WE HAVE AN ENTIRE PLATFORM AND PILLAR AROUND COMMUNITY ENGAGEMENT AND... I COULDN'T BE PROUDER, ALREADY, OF THE WORK WE'VE DONE ON OUR FIRST TWO PILLARS AND THAT CONTINUES WITH THIS THIRD PILLAR.

BACK IN JUNE, YOU HEARD HANS ANNOUNCE, WE WERE CONTRIBUTING A TOTAL OF \$10 MILLION TO LEADING RACIAL JUSTICE ORGANIZATIONS.

SINCE THAT POINT IN TIME... ROSE KIRK AND OTHER EXECUTIVE LEADERS OF THE COMPANY HAVE MET WITH THE STAKE HOLDERS AND LEADERS OF THE ORGANIZATIONS WE MADE DONATIONS TO, TO MAKE SURE WE'RE UNDERSTANDING THE SCOPE AND STRUCTURE OF THE GRANT AND THAT WE'RE ABLE TO FOLLOW-UP ON HOW WE CAN SUPPORT THAT WITH OUR EMPLOYEE VOLUNTEERISM AND THE PROGRAMMATIC AREAS THAT OUR DONATIONS ARE SUPPORTING, EMPHASIZING CRIMINAL JUSTICE REFORM, CIVIC ENGAGEMENT AND VOTING, POLICE REFORM AND ECONOMIC INFRASTRUCTURE AND SMALL BUSINESS SUPPORT.

WE'VE ALSO RECEIVED INITIAL PROGRAM PROPOSALS AND SO... AS THIS MOVES FORWARD, ROSE WILL CONTINUE TO LEADS AND MANAGE THIS WITH OUR KEY PARTNER ORGANIZATIONS.

BUILDING ON THAT, WE KNOW ECONOMIC EMPOWERMENT IS A VERY IMPORTANT COMPONENT OF THIS PILLAR AND... WE WANT TO HIGHLIGHT

THAT VERIZON CONTRIBUTED \$7.5 MILLION TO SMALL BUSINESSES ALREADY THIS YEAR AND 46% OF THOSE GRANT RECIPIENTS WERE BLACK-OWNED BUSINESSES.

SO... WE ARE COMMITTED TO CONTINUING TO STRENGTHEN ECONOMIC EMPOWERMENT ACROSS THE BLACK COMMUNITY AND FOCUSING OUR EFFORTS ON UP-SCALING AND RESCALING TO HELP MEMBERS THRIVE IN THE DIGITAL ECONOMY.

WHICH LEADS TO OUR VERIZON INNOVATIVE LEARNING, YOU HEARD HANS MENTION IN OUR ANNOUNCEMENT AROUND CITIZEN VERIZON.

WE HAVE BEEN LONG-TIME CHAMPIONS OF DIGITAL INCLUSION, TARGETING MIDDLE SCHOOLS IN COMMUNITIES OF COLOR.

IN FACT, 35% OF THE STUDENTS JOINING THE PROGRAM IN THE FALL OF 2020 ARE BLACK.

WE ALSO PARTNER WITH 20 HISTORICALLY BLACK COLLEGES AND UNIVERSE TO REACH MEN AND WOMEN OF COLOR IN STEM EDUCATION.

WE'RE ON THE FRONT LINES FIGHTING MASS INCARCERATION AND CHAMPIONING FAIR AND RESPONSIBLE POLICE POLICIES AND PRACTICES.

AS YOU HEARD HANS SHARE -- HE'S A MEMBER OF THE BUSINESS ROUNDTABLE, WHICH IS THE COALITION OF CEOS IN AMERICA, AND... ARE LEADING CORPORATIONS.

EARLIER THIS MONTH, THE BRT RELEASED PRINCIPLES FOR REFORM AND LAUNCHED AN ADVOCACY CAMPAIGN TO ENCOURAGE CONGRESS TO PASS NEW FEDERAL POLICE REFORM LAWS.

FINALLY, I'D BE REMISS IF I DIDN'T MENTION OUR VOLUNTEER PORTAL -- BUILDING OFF EVERYTHING YOU HEARD WITH CITIZEN VERIZON -- THIS IS A WAY THAT ALL OF OUR EMPLOYEES CAN CONTRIBUTE.

INCLUDING ACTIVITIES THAT ARE FOCUSED ON RACIAL AND SOCIAL JUSTICE.

SO... THERE ARE A NUMBER OF EXCELLENT OPPORTUNITIES THAT YOU CAN FIND THERE, WHERE YOU CAN OFFER YOUR SKILLS OR YOUR SERVICES TO PARTNER ORGANIZATIONS AND REALLY, BE ON THE FRONT LINES OF DRIVING REFORM.

FROM VOTER ENGAGEMENT TO PRESERVING A PIECE OF BLACK HISTORY -- THERE'S SOMETHING FOR EVERYONE AND MORE OPPORTUNITIES ARE ADDED ON A WEEKLY BASIS.

AND SO... FINALLY -- I WANT TO HIGHLIGHT -- WE PROMOTED THE BOLD STEPS FORWARD WALK AND WE HAD APPROXIMATELY 15,000V TEAMERS WHO JOINED UP AND WALKED IN SOLIDARITY AND LOGGED MANY MILES THAT WE SUPPORTED AND IN FACT, WE HAD ONE OFFICE IN JAPAN WHERE 58% OF THE OFFICE PARTICIPATED IN THE WALK AND SO... COULDN'T BE MORE EXCITED TO BE HERE ON THE V TEAM.

FINALLY, COMING SOON -- LATER THIS MONTH -- JULY 29TH, VERIZON PULSE SURVEY.

WE'RE GOING TO BE OUT WITH OUR -- BACK WITH OUR REGULAR SURVEY AND WE'RE GOING TO HAVE A LOT MORE QUESTIONS THAN WE'VE HAD IN THE PAST.

WE COULD REALLY ESTABLISH AN EXCELLENT BASELINE ON OUR VERIZON 2.0 CULTURE AND INCLUSION AND WORK TOWARDS OUR EMPLOYEE NORTH STAR, BEING ONE OF THE BEST PLACES TO WORK IN THE WORLD.

SO... BACK TO YOU, JEREMY.

>> JEREMY: CHRISTY, THANK YOU SO MUCH.

SO MUCH HAPPENING IN YOUR WORLD.

I WANT TO STICK WITH YOU FOR A QUICK QUESTION BEFORE WE GET TO A POINT TO WRAP THIS UP.

WHAT ARE SOME OF THE REMINDERS YOU WANT ALL OF US TO KNOW AS WE HAVE FOLKS WORKING IN THE FIELD.

WE HAVE SOME RETURNING TO OFFICE AND FOLKS WORKING IN STORES, HOW TO STAY HEALTHY AND SAFE, AS WE SEE CASES CONTINUE TO TICK UP?

>> CHRISTY: THANKS, JEREMY.

AS YOU HEARD FROM HANS, NOTHING IS MORE IMPORTANT TO THE VERIZON LEADERSHIP TALENT COMMITTEE THAN OUR SAFETY AND HEALTH.

THIS PROBLEM IS ONLY GOING TO BE ACCOMPLISHED AND TACKLED WHEN WE ALL WORK TOGETHER, SO... WE PUT OUT SAFETY AND HEALTH GUIDELINES FOR EMPLOYEES AND WE JUST ASK THAT YOU EDUCATE YOURSELF ON THOSE AND FOLLOW THOSE GUIDELINES -- IF YOU'RE WORKING IN AN OFFICE SETTING -- PLEASE WEAR YOUR MASK -- PLEASE OBSERVE SOCIAL DISTANCING AT YOUR DESIGNATED WORK LOCATIONS AND FILL OUT YOUR RETURN TO OFFICE APPLICATIONS.

IF YOU'RE OUT IN ONE OF OUR RETAIL STORES, PLEASE FOLLOW THE RETAIL PROTOCOLS AND WAYS IN WHICH WE'VE DESIGNED THE WORK SPACE TO KEEP YOU SAFE AND ALSO IN OUR FIELD AND ENGINEER

TEAMS -- PLEASE FOLLOW ALL THE PROTOCOLS WE PUT IN PLACE FOR WORK WE'RE DOING IN THE FIELD.

IT'S JUST SO IMPORTANT -- IF YOU HAVE QUESTIONS OR CONCERNS, REACH OUT TO YOUR SUPERVISOR, YOUR HR TEAM, ASK CHRISTY, AND NEVER DO SOMETHING YOU DON'T FEEL COMFORTABLE ABOUT.

>> JEREMY: THAT'S A GOOD REMINDER.

IF YOU'RE NOT FEELING WELL, DON'T PUSH IT, DON'T COME IN AND WORK WITH YOUR MANAGEMENT TEAM TO FIGURE OUT WHAT'S BEST -- AS WE'RE LOOKING BACK ON THIS DAY -- A LOT OF GROUND COVER AND THINGS WE'RE SHARING WITH OUR EMPLOYEES AND FOLKS WHO ARE TUNING IN.

WHAT ARE YOUR FINAL THOUGHTS?

>> HANS: YEAH... THIS WAS AN ACTION-PACKED DAY WITH A LOT OF NEW INFORMATION.

GUYS... YOU KNOW, YOU CAN SEND QUESTIONS TO JEREMY AND CHRISTY AND WE'LL SEE THAT WE ANSWER THEM AND THE NEXT COUPLE DAYS -- JUST TALKING ABOUT THIS RACIAL JUSTICE -- I WANT TO THANK ALL THE V TEAMERS FOR THE ENGAGEMENT YOU HAVE, BOTH FOR LISTENING AND... FOR DISCUSSING -- I STILL GET A LOT OF MAIL FROM PEOPLE IN REALIZATION -- THE IMPORTANT CONVERSATION OR HAVE A STORY TO TELL.

SOME ARE GOOD, SOME ARE NOT SO GOOD.

WHAT IS HAPPENING FOR US, AS FOR EVERYONE ELSE, IN THIS COUNTRY... THE BAR HAS TO GO UP -- WE JUST NEED TO DO BETTER IN THIS -- EVEN THOUGH WE THINK WE'VE DONE STUFF -- WE'RE ENCOURAGED TO SEE WHAT CHRISTY'S SHARING.

WE'RE NOT HAPPY WHERE WE ARE, EVEN THOUGH WE HAVE DONE A LOT -- WE JUST NEED TO DO MORE AND... THAT'S, THAT'S REALLY WHAT'S HAPPENING RIGHT NOW.

SO... ALL THE V TEAMERS, PLEASE CONTINUE TO DO WHAT YOU DO.

BECAUSE... IT'S IMPORTANT.

I DIDN'T TALK SO MUCH ABOUT BUSINESS AS USUAL IN MY OPENING BECAUSE I HAD SO MUCH TO TALK ABOUT -- BUT I ALSO WANT TO BRING IT BACK THAT WE'RE VERY MUCH BUSINESS AS USUAL.

WITH ALL THE RESTRICTIONS THAT WE HEARD CHRISTY TALK ABOUT, WHAT I TALKED ABOUT, BUT BUSINESS IS USUAL BECOMES IMPORTANT.

AS I LOOK AT MY AGENDA THIS WEEK -- I THINK I HAVE MEETINGS WITH 80 FRONT ENTERPRISES, TALKING TO CUSTOMERS -- I ALSO, AS YOU HEARD -- TALKED ABOUT THE BLUEJEANS LAUNCH, ET CETERA.

SO... I'M VERY MUCH BUSINESS AS USUAL, EVEN THOUGH I'M HOME, DOING IT FROM HOME -- IT IS HOW IT WORKS.

SO... I ENCOURAGE ALL OF YOU TO CONTINUE BUSINESS AS USUAL, WE JUST NEED TO CONTINUE TO COME STRONG OUT OF THIS AND CONTINUE TO BE A VERY GOOD COMPANY AND... GO FROM FANTASTIC, FROM GREAT TO FANTASTIC -- WHICH I USUALLY SAY -- I THINK WE'RE ON OUR WAY.

FINALLY I ALSO WANT TO SAY, I THINK THAT SOME OF US -- I'M NOT SPEAKING FOR EVERYONE IN OUR COMPANY -- ARE GETTING SOME FATIGUE ON WORKING FROM HOME.

IT'S TIME TO REINVENT OURSELVES.

THERE'S A LOT OF THINGS -- HOW WE'RE GOING TO BE WORKING IN THIS ENVIRONMENT AND I'D ENCOURAGE ALL OF YOU TO GIVE US IDEAS -- HOW ARE YOU, NOW, REINVENTING YOURSELF, THE NEXT SIX MONTHS TO CONTINUE, ESPECIALLY WITH THE ONES WORKING FROM HOME.

HOW DO YOU THINK -- WHAT ARE THE THINGS WE CAN DO DIFFERENTLY?

I THINK WE DID A LOT OF STUFF THE FIRST HALF, WITH UP TO SPEED AND... A LOT OF VIRTUAL MEETINGS.

CONVERSATIONS, TO SEE THAT WE DON'T GET THE FATIGUE OF WORKING FROM HOME, SO... I ASK YOU TO SUBMIT WHATEVER YOU HAVE TO JEREMY -- AND WE'LL SORT IT OUT.

BUT... IT'D BE GOOD TO SEE IDEAS, WHAT WE CAN DO MORE, SO WE DON'T GET INTO FATIGUE IN THIS VERY COMPLICATED SITUATION, WHERE WE JUST NEED TO REALIZE, IT IS A PANDEMIC, THAT HAS BEEN THE WORST IN THE HISTORY THAT WE CAN REMEMBER.

IT'S KILLING PEOPLE, IT'S BAD, WE NEED TO CONTINUE TO UNDERSTAND -- SOME OF US WILL BE WORKING FROM HOME.

SOME OF YOU WILL BE IN THE FIELD AND ACTUALLY TAKING PRECAUTIONS FOR THAT AND... I'M ASKING YOU, HOW DO WE CONTINUE TO KEEP UP THE MOTIVATION AND ENGAGEMENT TO THE COMPANY IN TIMES OF LIKE?

ANY IDEAS, SEND THEM TO JEREMY AND I CAN TELL THAT JEREMY, WE WILL SEE IF THERE'S SOMETHING WE CAN APPLY TO WHAT WE'RE DOING HERE.

I'M READY TO DO ANYTHING TO GET THE 135,000 V TEAMERS THAT ARE SO EXCITED AND MOTIVATED LIKE THIS.

IT MAKES A HUGE DIFFERENCE FOR OUR CUSTOMERS, FOR US V TEAMERS, SHAREHOLDERS AND SOCIETY AT LARGE -- SO... KEEP IT UP -- REPORT TO MR. JEREMY.

THAT WAS A GOOD ENDING ON THIS, JEREMY.

BACK TO YOU.

>> JEREMY: THAT WAS FANTASTIC -- I'M READY FOR THE E-MAIL BOX TO GET WAY OUT OF CONTROL, SO... GOOD THING I TRY TO PRACTICE IN BOX ZERO.

WE'LL SEE HOW THAT HAPPENS BY THE END OF THE DAY.

A CHALLENGE TO FIGURE OUT WHAT WE CAN DO TO REINVENT OURSELVES AND KEEP THE BUSINESS IN THE MOMENT AND EVERYTHING THAT WE'RE DOING.

ONE OF THE THINGS THAT KEEPS ME GOING ARE PIECES OF FEEDBACK FROM OUR CUSTOMERS -- I WANT TO SHARE THIS QUICKLY.

IF YOU WANT TO TAKE THIS SLIDE HERE -- NOTE FROM A CUSTOMER DOWN IN, IN PENNSYLVANIA WHO IS HAD UNIVERSITY PROFESSOR, WRITING THIS LETTER TO SAY THAT I WAS ONLY ABLE TO TEACH IN A VIRTUAL CLASSROOM, BUT... THAT MY STUDENTS COMMITTED ME AND THEIR SEMESTER-END SURVEYS, WHEN I TRANSITION FROM IN-PERSON TO ZOOM INSTRUCTION.

STUDENTS HOPING TO GET A GOOD GRADE.

I'VE NEVER BEEN ACCUSED OF THAT BEFORE.

I KNEW EVERY SINGLE TIME I NEEDED THE INTERNET, VERIZON WOULD BE THERE FOR ME.

IT MAY SOUND SILLY, BUT ONCE I KNEW MY FOUNDATION WAS STRONG, I WAS ABLE TO DO MY JOB TO THE BEST OF MY ABILITY.

VERIZON GAVE ME THAT CONFIDENCE.

BIG FAN OF VERIZON AND ITS SERVICES BUT NOW YOU HAVE A CUSTOMER FOR LIFE.

THAT'S FROM DONNA IN PENNSYLVANIA, THANK YOU FOR SHARING THAT WITH US.

A PRIME EXAMPLE OF WHY WE DO WHAT WE DO EVERY SINGLE DAY AND ALL OF US AROUND THE WORLD, AS PART OF VERIZON ARE PARTS OF THAT IN SO MANY DIFFERENT WAYS.

THANK YOU, LOOKING FORWARDS TO ALL OF YOUR E-MAILS.

WE'LL BE BACK WITH YOU AGAIN TOMORROW.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.