

Verizon
Up To Speed Live
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>> HISTORY JUST REPEATED ITSELF 25 TIMES.

VERIZON IS NOW THE MOST-AWARDED BRAND OF THE JP POWER NETWORK QUALITY STUDY, AGAIN, FOR THE 25TH TIME IN A ROW.

TO ALL OUR CUSTOMERS WHO WERE RATED NUMBER ONE -- THANK YOU, OF COURSE, FROM AMERICA'S MOST RELIABLE NETWORK.

TALK ABOUT STARTING UP TO SPEED LIVE WITH A BANG.

WE SHOULD ALL FEEL REALLY GOOD ABOUT OURSELVES AND I WISH I HAD SOME CHAMPAGNE.

CHEERS TO ALL OF YOU.

THIS AWARD FROM JD POWER IS A HUGE DEAL.

MY FRIEND ANDY IS HERE TO TELL US WHY.

>> ANDY: CONFIDENCE IN YOUR CARRIER, TRUST IN THE SERVICE GOES A LONG WAY, IN OUR CASE, IT COMES WITH QUITE A BIT OF HARDWARE.

TODAY... WE'RE CELEBRATING BIG WINS FROM JD POWER.

VERIZON IS NOW THE MOST-AWARDED BRAND IN THE HISTORY OF JD POWER, WIRELESS NETWORK QUALITY STUDY FOR THE 25TH TIME IN A ROW.

THAT'S A LOT OF HARDWARE, WE'RE SO PLEASED AND GRATEFUL TO HAVE KYLE MALADY WITH US, AS WELL AS JEFF CONKLIN.

FOR FOLKS, THEY KNOW THE NAME JD POWER, BUT TELL US MORE ABOUT THE AWARDS AND CRITERIA FOR AWARDING THESE AWARDS?

>> WE'RE GLOBALLY-BASED, DATA ANALYTICS AND CONSUMER INSIGHTS ENTERPRISE, WE TALK ABOUT THE EXPERIENCES CUSTOMERS HAVE HAD WITH THE PRODUCTS AND SERVICES THAT OVER 1,000 BRANDS PROVIDE TO THEM.

WE'RE REALLY TAKING THE VOICE OF THE CUSTOMER, AND UNDERSTANDING THE EXPERIENCES THAT THEY'VE HAD WITH THESE PROVIDERS AND THEN, WE LOOK AND EVALUATE IN TERMS OF HOW WELL THEY RANK THEM AND UNDERSTAND WHAT BRANDS ARE OUTSTANDING.

WHAT BRANDS THEY DO IMPROVE ON.

>> AND VOICE OF THE CUSTOMER, SO IMPORTANT TO US AS A COMPANY.

KYLE... WHAT DOES IT MEAN?

YOU KNOW... WHEN YOU HEAR, YOU KNOW... 25 TIMES IN A ROW, I MEAN, WE'RE NOW THE MOST-AWARDED BRAND IN THE HISTORY OF JD POWER, NETWORK QUALITY STUDY.

FOR YOU, THAT'S GOTTA FILL ALL OF US WITH PRIDE.

>> IT TOTALLY DOES, IT'S GOOD TO SEE AFFIRMATION FROM OUR -- YOU KNOW... THIS IS FROM OUR CUSTOMERS, THROUGH THE JD POWER, ALL THE WORK THEY DO.

IT'S AFFIRMATION THAT WHAT WE'RE DOING IS WORKING AND... YOU KNOW... FRANKLY, 25 TIMES IN A ROW IS A LONG TIME.

THIS WASN'T A FLUKE.

YOU KNOW... REALLY, WHAT IT COMES DOWN TO FOR ME, IT'S OUR LONG-TERM COMMITMENT TO EXCELLENCE OF RUNNING THE BEST NETWORK AND STANDING UP FOR A BRAND PROMISE AND SO... YOU KNOW... ON BEHALF OF MYSELF AND ALL THE FOLKS IN NETWORK AND EVERYBODY WHO WORKS WITH US, THIS IS, YOU KNOW... IT'S GREAT TO SEE THIS RECOGNITION -- IT MAKES US PROUD.

>> THANK YOU TO THE HARD WORK THE TEAM PUTS OUT EVERY YEAR.

JD POWER, THIS IS TRULY THE VOICE OF THE CUSTOMER.

HOW MUCH OF THAT CUSTOMER VOICE IS EXAMINED WHEN IT COMES TO RELIABILITY AND TRUST IN A BRAND?

>> RIGHT... SO... FOR THIS PARTICULAR SITE, WE CONDUCTED 20 PER YEAR.

THE TELECOMMUNICATIONS IS PARTICULARLY THE WIRELESS MARKETPLACE, A PREDYNAMIC MARKET PLACE.

WE NEED MORE THAN 70,000 CUSTOMERS EVERY YEAR ABOUT THE USE OF THEIR MOBILE DEVICES ON THEIR CARRIERS.

WE ASK THEM A LOT OF QUESTIONS ABOUT THEIR EXPERIENCES AND WE PUT A FOCUS ON THE MOST-RECENT EXPERIENCES, FOR EXAMPLE... WE

ASKED CUSTOMERS ABOUT ACTIVITIES AND ACTIONS AND IN THE PAST, THEY'VE DONE THE PAST 48 HOURS ON THEIR MOBILE DEVICE -- ON THEIR SMARTPHONES AND THEIR PHONES.

HOW MANY CALLS THEY MAKE, HOW MANY CALLS THEY RECEIVE, HOW MANY TEXT MESSAGES THEY SEND OUT, HOW MANY THEY GET BACK.

WE HAVE A GOOD PROFILE OF HOW CONSUMERS USE THEIR MOBILE DEVICES AND WE ASK THEM TO REFLECT ON THE PERCEPTIONS OF ANY ISSUES OR PROBLEMS THEY MIGHT HAVE HAD IN CONDUCTING THOSE CONNECTIONS, SO TO SPEAK.

AND SO... THAT'S WHAT WE END UP WITH, OUR STUDY IS A BASIS OF PROBLEMS, PER 100 ATTEMPTS.

AND SO... THIS TIME AROUND, WE SEE AMAZING PERFORMANCE IN THIS WIRELESS SPACE.

LOTS OF CARRIERS STEPPED UP AND DID A GREAT JOB.

VERIZON WINS FIVE OF THE SIX REGIONS WE COVERED IN THIS STUDIED.

ALONG WITH THE NORTH CENTRAL REGION -- THEY ALSO SCORED SIX IN THE NORTH CENTRAL REGION -- THOSE ARE THE TWO LOWEST NUMBERS WE'VE SEEN REPORTED IN OUR STUDY.

IT'S THE BEST-RELIABLE PERFORMANCE WE'VE MEASURED.

VERIZON IS IN THAT MIX.

>> NUMBERS THAT WE LOVE TOUTING AND MAKING ROOM IN THE TROPHY CASE IS A GREAT THING.

KYLE... BEYOND HARDWARE AND TROPHIES AND DYNASTIES IF YOU WILL.

THIS IS TRULY A WIN FOR OUR CUSTOMERS.

TELL US WHAT THIS MEANS AS FAR AS OUR CUSTOMERS AND A WIN FOR THEM.

>> YEAH... SO... I MEAN, WE'RE NOT RESTING ON OUR LAURELS HERE AT VERIZON.

IT'S GOOD TO HEAR SIX OUT OF 100, THAT'S BEST.

BUT... WE KNOW WE CAN DO BETTER, RIGHT?

THAT'S PART OF THE CREDO.

THERE'S TWO WAYS TO ANSWER THIS QUESTION.

IF YOU GO BACK... 25 TIMES AGO, FRANKLY, THE ONLY THING PEOPLE WERE DOING WAS MAKING A PHONE CALL.

THEY HAD A FLIP PHONE OR BRICK PHONE AND MAKING A PHONE CALL.

TODAY... WITH ALL THE SERVICES AND APPLICATIONS WE HAVE AND DEVICES, IT'S MORE THAN JUST MAKING A PHONE CALL -- IT'S A CRITICAL PIECE OF YOUR LIFE.

WE SEE IT, ESPECIALLY NOW, DURING COVID.

SO... PEOPLE RELY ON THESE CONNECTIONS, IT'S MORE-IMPORTANT, THAN US, FOREVER TO CONTINUE TO GROW AND BUILD OUR NETWORK OUT.

AND... IT'S ALSO VERY, VERY IMPORTANT TO CONTINUE ON THE TECHNOLOGY INNOVATION TRACK THAT WE'VE ALWAYS BEEN ON.

LIKE I SAID, IT WAS A PHONE CALL, NOW IT'S APPLICATIONS, IT'S SMARTPHONES AND 5G AND IN THE FUTURE, IT'S GOING TO BE AR AND VR -- OR... WHATEVER ELSE GREAT SMART PEOPLE CAN THINK OF TO USE OUR PLATFORM FOR.

WE HAVE TO KEEP ON TOP OF IT, EVERY DAY WE COME TO WORK -- THINKING ABOUT HOW WE CAN SUPPORT OUR CUSTOMERS AND WHAT THEY NEED TO DO AND... YOU KNOW... I HOPE WE STAY IN FRONT OF THIS AND CONTINUE TO WIN THESE.

AS JEFF SAID, THE MARKETPLACE IS VERY DYNAMIC AND VERY COMPETITIVE.

THERE'S A LOT OF ABLE COMPETITORS IN THE MARKETPLACE, SO... WE HAVE TO WAKE UP EVERY SINGLE DAY, WE HAVE TO THINK ABOUT WHAT WE DO, THE BRAND PROMISE WE MAKE TO OUR CUSTOMERS AND MAKE SURE THAT WE'RE SUPPORTING THAT.

>> ABSOLUTELY.

JEFF, WHEN YOU THINK ABOUT JD POWER'S MOST DECORATED COMPANIES -- WHAT'S THE UNIFYING THREAD?

WHAT MAKES THEM SPECIAL?

>> WE'VE SEEN FOUR CHARACTERISTICS OF THE TOP-PERFORMING BRANDS THAT CONTINUALLY RANKED HIGHEST IN OUR STUDIES.

AND... ANDY JUST SAID IT -- IT STARTS WITH THE PROPER VISION, THE WELL-DEFINED VISION AND BRAND PROMISE AND... WE WATCHED THESE ENTERPRISES LIVE UP TO THOSE BRAND PROMISES IN EVERYTHING THEY DO, EVERY DAY.

THE SECOND THING WE SEE IS A PRETTY INTERESTING DIFFERENTIATOR, AS A CULTURE.

WE FIND ENTERPRISES THAT PUT CUSTOMERS AT THE CENTER OF WHAT THEY DO AND THEY PUT EMPLOYEES FIRST, END UP WINNING MORE OFTEN THAN NOT.

THE THIRD ELEMENT THAT REALLY SHINED THROUGH OUR TOP-PERFORMING ENTERPRISES IS HAVING A CLEARLY-DEFINED CUSTOMER EXPERIENCE.

ALL OF THE TOUCHPOINTS THAT CUSTOMERS HAVE WITH YOU IN TERMS OF SHOPPING EXPERIENCE, PURCHASING PRODUCTS AND SERVICES TO EXPERIENCING YOUR NETWORK QUALITY EVERY DAY TO... GETTING A BILL AND PAYING A BILL IN A MONTHLY STATEMENT TO HAVING CONTACT WITH YOU AS A PROVIDER OF SERVICES AND HAVING THAT WELL-MANAGED.

ALL OF THOSE CUSTOMER EXPERIENCES, TOUCHPOINTS, SO WELL-DEFINED, LETTING YOU KNOW EXACTLY HOW TO SUPPORT CUSTOMERS IN THE MODES THEY WANT, WHEN THEY WANT AND WHERE THEY WANT.

AND FINALLY, WE SEE A MINDSET OF CONTINUAL IMPROVEMENT, REALLY SERVICING THE TOP-PERFORMING BRANDS WELL.

YOU'RE NEVER SATISFIED WITH, AS YOU JUST SAID, ANDY, GETTING TO A NUMBER OF SIX PROBLEMS PER 100.

THAT'S OUTSTANDING, BUT IT CAN BE BETTER.

SO... THAT'S WHERE WE FIND TOP-PERFORMING BRANDS REALLY EXCELLING.

>> THANK YOU VERY MUCH.

KYLE, FINALLY, JUST IN TERMS OF THAT SATISFACTION -- NEVER FEELING SATISFIED, GOING FOR 26, 27, NOT THAT I'M LOOKING TOO FAR AHEAD, AS WE CELEBRATE THESE WINS -- TELL US, SORT OF, WHAT THE PATH FORWARD LOOKS LIKE FOR US, IN TERMS OF NETWORK RELIABILITY.

>> YEAH... I MEAN, WE'RE -- LIKE I SAID, WE CONTINUE TO INVEST, OUR BOARD CONTINUES TO HAVE TRUST IN US AND ALLOWS US TO INVEST.

WE HAVE GREAT PLANS IN PLACE, WE WANT TO CONTINUE TO HAVE THIS MANTLE, BUT... AT THE SAME TIME, LIKE JEFF SAID, WE WANT TO IMPROVE THE EXPERIENCE ACROSS THE BOARD FOR EVERYTHING WE DO.

ALL THE FOLKS IN THE STORES, ALL THE, ALL THE FOLKS IN THE FIELD, OUR NETWORK FOLKS -- FOCUS IN CUSTOMER SERVICE, EVERYWHERE, GTS... MAKING THINGS BETTER AND BETTER -- LOOKING AT

THE END-TO-END SERVICE OF A CUSTOMER, MAKING SURE IT'S AS FRICTIONLESS AND EASY TO DO BUSINESS AS WE POSSIBLY CAN.

IF WE CONTINUE TO DO THAT, LIKE JEFF SAID, PUT THE CUSTOMER AT THE FRONT, EMPLOYEES AT THE FRONT, VERIZON 2.0 CULTURE, I THINK WE'LL CONTINUE TO DO PRETTY WELL.

>> CUSTOMERS FIRST, CONFIDENCE IN THE CARRIER, ESTABLISHING TRUST, ALL REASONS WHY VERIZON IS NOW THE MOST-AWARDED BRAND FOR THE 25TH TIME IN A ROW.

KYLE, JEFF, THANK YOU FOR YOUR TIME AND OF COURSE, THANK YOU TO OUR TEAM FOR THE HARD WORK, ALL THROUGHOUT THESE YEARS.

>> THANKS AND CONGRATULATIONS.

>> THANK YOU.

>> AND THANK YOU TO ANDY AND COMPANY.

YOU KNOW... IT'S SO REASSURING TO KNOW WE'RE AMERICA'S MOST RELIABLE NETWORK IN THESE UNPREDICTABLE TIMES.

IT FEELS LIKE THE WORLD HAS BEEN TURNED UPSIDE DOWN.

SO MANY OF US ARE WORKING FROM HOME AND OUR KIDS MAY OR MAY NOT BE GOING BACK TO SCHOOL, RIGHT?

EITHER WAY, WE NEED TO THINK ABOUT THAT SORT OF THING.

FOR MORE ON THAT, WE'LL TURN TO OUR FRIEND GEORGE.

YOU GOT SOME REASSURING NEWS FOR US AS WELL, WHAT HAVE YOU GOT?

>> YOU'RE SO RIGHT, FOR MANY, THE SCHOOL YEAR WON'T START OFF LIKE A TYPICAL SCHOOL YEAR.

REGARDLESS WHETHER THEY'RE GOING A REAL CLASSROOM OR GOING TO WORK FROM THE DINING ROOM TABLE, WE HAVE GREAT BACK TO SCHOOL DEALS FOR YOU AND YOUR FAMILY.

YOU CAN BUY ONE IPHONE 11 PRO AND GET A 64 GIGABYTE IPHONE 11 PRO ON US WITH A NEW LINE OF SERVICE AND PREMIUM UNLIMITED PLAN.

IF YOU ORDER YOUR NEW IPHONES ONLINE, YOU CAN SAVE AN ADDITIONAL \$350.

ANDROID FANS, YOU NEED LOVE TOO.

WE'RE BRINGING THE LOVE, WE HAVE A SIMILAR DEAL ON MANY OF OUR SMARTPHONES.

THE MOTOROLA EDGE PLUS, THE 5GUW AND 25GUW.

BUY ONE PHONE AND GET ANOTHER ONE ON US.

TO SIGN UP FOR A NEW LINE OF SERVICE ON A PREMIUM UNLIMITED PLAN.

FOR PARENTS LOOKING TO KEEP AN EYE ON THEIR YOUNGER KIDS, NOW THAT SOME ARE GOING OUTSIDE MORE, THEY SHOULD CONSIDER A NEW DIGITAL WATCH 2.

IF YOU BUY ONE USEABLE WATCH 2 FOR \$99.99 YOU CAN GET ANOTHER ONE HALF OFF.

IF YOU SWITCH TO VERIZON AND ADD A NEW UNLIMITED LINE, WE'LL GIVE YOU AN AMAZON ECHO DOT AND SMART PLUG ON US.

A GREAT WAY FOR STUDENTS TO SMART UP THEIR DORM ROOM AND BEDROOMS.

SET YOUR ALARM CLOCKS NOW.

>> THAT GIVES PARENTS PLENTY OF TIME TO PLAN AHEAD FOR THESE VERY, VERY IMPORTANT BACK TO SCHOOL PLANS.

SPEAKING OF THE PLANS -- DO WE HAVE ANY COOL DISCOUNTS RIGHT NOW FOR STUDENTS AND TEACHERS?

>> ABSOLUTELY... WITH VERIZON'S STUDENT DISCOUNT ENROLLED UNDER GRADUATE, GRADUATE AND POST GRADUATE COLLEGE STUDENTS -- YOU HAVE \$25 OFF PER MONTH ON TWO LINES WITH UNLIMITED AND TEACHERS, WE DIDN'T FORGET ABOUT YOU -- YOU CAN GET VERIZON'S BEST PRICE FOR UNLIMITED FROM \$3 PER LINE WITH FOUR LINES ON START UNLIMITED.

>> GEORGE, THANK YOU SO MUCH.

OUR TEACHERS ARE TRULY OUR HEROES.

WE'RE SO HAPPY TO OFFER THAT DISCOUNT.

GEORGE, THANK YOU, AS ALWAYS.

IT'S A PLEASURE TO HAVE YOU.

>> THIS IS MY FAVORITE PART OF THE WEEK OR DAY.

>> ALL RIGHT... WE WANT TO REMIND EVERYBODY ABOUT THE FRIENDS AND FAMILY DISCOUNT THAT JEREMY TOLD YOU ABOUT YESTERDAY, OF COURSE, A DISCOUNT FOR OUR NEAREST AND DEAREST, WHO DON'T CURRENTLY HAVE VERIZON.

WHICH IS CRAZY.

WHY DON'T THEY HAVE VERIZON?

VERY SIMPLE, YOU SHARE, THEY SAVE.

AS NEW CUSTOMERS, YOU'LL GET THE BEST PRICING ON WIRELESS AND FIOS AND FIOS IS BOMB, I CAN TELL YOU AS A CUSTOMER, SINCE I BECAME A MEMBER OF THE V TEAM, I LOVE IT.

HERE'S HOW THE DISCOUNT WORKS, YOU GOT YOUR CODES YESTERDAY -- YOU CAN ALSO FIND THAT CODE ON THE MY VERIZON APP, ABOUT YOU.

WE ALWAYS HAVE BIG NEWS.

WE ARE PARTNERING WITH IBM TO WORK TOGETHER ON 5G AND EDGE COMPUTING.

THIS COLLABORATION WILL HELP INCREASE AUTOMATION, MINIMIZE WASTE, LOWER COST AND OFFER OUR COMBINED CLIENTS A BETTER RESPONSE TIME AND EXPERIENCE.

SO... REALLY, REALLY GREAT STUFF HAPPENING THERE, OBVIOUSLY A VERY STRATEGIC PARTNERSHIP WE HAVE.

IT'S FUN FINDING OUT WHY OUR V TEAMERS ARE SO PASSIONATE ABOUT WHAT THEY DO.

TODAY WE'RE GOING TO BE MEETING COREY CZMIEL, A NEW DADDY AND PROUD PIRATE.

YOU'LL SEE WHAT HE MEANS, GO AHEAD AND ROLL THE VIDEO.

>> MY NAME IS COREY CZMIEL.

I LIVE IN RALEIGH, NORTH CAROLINA.

I'VE BEEN WITH VERIZON ABOUT TEN YEARS.

MY WIFE AND I RECENTLY HAD OUR FIRST CHILD, AVERY IS A 9-MONTH-OLD.

I ENJOY SPENDING AS MUCH TIME AS I POSSIBLY CAN WITH HIM, DOING WHATEVER HE WANTS TO DO.

I JOINED VERIZON TO BEGIN MY CAREER, BEFORE THAT I GRADUATED FROM EAST CAROLINA UNIVERSITY.

GO PIRATES.

VERIZON'S ALWAYS BEEN THE GOLD STANDARD IN TELECOMS, REMAINS INNOVATIVE IN TECHNOLOGY.

I WAS INSPIRED TO JOIN BECAUSE OF THE CULTURE, THE PEOPLE, AND I HAVE A LOT OF RESPECT FOR THE BRAND.

VERIZON'S EVOLVED FROM A TELECOM TO MORE OF A TECHNOLOGY ORGANIZATION.

I'VE BEEN IMPRESSED WITH THE WAY WE'VE BEEN TRAILBLAZERS IN TECHNOLOGY.

I'M CONSTANTLY MOTIVATED BY PEOPLE I WORK WITH, ACROSS THE GLOBE.

AND THE FOCUS FOR THE CUSTOMER EXPERIENCE AND BRINGING THE BEST OF VERIZON TO THEM.

I STARTED OUT, OUT OF COLLEGE AND I JOINED VERIZON, WORKING BACKBONE OPERATIONS OVERNIGHT SHIFT, I WAS ABLE TO COMPLETE MY MASTERS, LUCKILY, VERIZON SUPPORTED ME IN THAT ENDEAVOR.

I WAS ABLE TO COMPLETE MY MASTERS IN BUSINESS ADMINISTRATION DURING MY TENURE AT VERIZON.

I'M INTERESTED IN MAKING SURE THAT OUR CUSTOMERS CONTINUE TO BE CARED FOR.

I'M VERY FOCUSED ON TRYING TO BRING THE BEST OF VERIZON, FOCUS ON ENHANCING MY EMPLOYEE'S CAREER PROGRESSION AND DEVELOPING THEM INTO WHAT THEY WANT TO DO.

I'M ALSO VERY INTERESTED IN BRINGING 5G AND THE FOURTH INDUSTRIAL REVOLUTION TO OUR CUSTOMER BASE.

I LIKE TO FANCY MYSELF AS A CARD TRICK ENTERTAINER.

ONCE IN AWHILE, I HOLD CARD TRICK PARTIES AND EMBARRASS MY WIFE, BUT I HAVE FUN WITH IT.

I'D ENCOURAGE THEM TO THINK ABOUT VERIZON AS BEING A TECHNICAL TECHNOLOGICAL TRAILBLAZER THAT CARES DEEPLY FOR THEIR EMPLOYEE BASE AND CONTINUES TO FOCUS ON THE CUSTOMER.

WE'RE DOING REALLY SLICK THINGS IN TECHNOLOGY, WE ALWAYS CARE FOR OUR EMPLOYEES FIRST AND FOREMOST, WHICH IS A REAL INSPIRATIONAL MISSION STATEMENT THAT WE'VE GOT.

>> CARD TRICKS AND MASTERS DEGREES.

CHECK THAT OUT.

COREY, WE'RE SO PROUD OF YOU, WE'RE SO GRATEFUL FOR YOUR DEDICATION.

SUCH AN AWESOME VIDEO.

WAIT... THERE'S MORE, YOU KNOW WE LOVE HIGHLIGHTING OUR V TEAMERS WHO STEP UP AND GO ABOVE AND BEYOND IN THE MOST-AWESOME WAY.

WE HAD ON THE SHOW, THIS AWESOME THANK YOU LETTER WE RECEIVED.

LET'S TAKE A LOOK.

IT'S A HAND-WRITTEN THANK YOU LETTER, ADDRESSED TO HANS AND IT'S GUSHING ABOUT CARING V TEAMER, NATE ANTOLINE FROM HOWARD MANDEL.

HE HAS A HEART CONDITION.

HOWARD WRITES, AFTER TRYING TO REPAIR AND DIAGNOSIS A PROBLEM REMOTELY, REALIZING THE URGENCY OF A PROBLEM AND PROMISE TO TRY TO GET A REPAIRMAN HERE FIRST IN THE MORNING.

WHICH IS EXACTLY HAPPENED.

I REALLY APPRECIATED THAT.

YOU ARE WHAT MAKE THIS FEEL GREAT.

YOU LIVED OUT THE CREDO IN REALTIME WHEN YOU HELPED OUT OUR FRIEND HOWARD.

THANK YOU SO MUCH FOR YOUR DEDICATION -- ALSO... HOWARD -- THANK YOU FOR TAKING THIS TIME TO WRITE A HAND-WRITTEN LETTER.

THAT MEANS SO MUCH.

ALL OF US HERE AT VERIZON ARE WISHING YOU CONTINUED GOOD HEALTH.

WE'VE GOT A QUICK TEASE TO TOMORROW.

SOME INTERESTING STUFF HAPPENING.

MARK CUBAN TALKING POLITICS, REALITY TV AND RACIAL INJUSTICE.

WE'LL BE HEARING FROM MIKE AND KATHY, REACTING TO OUR INAUGURAL NEXT 20 CONVERSATION ABOUT CRIMINAL JUSTICE REFORM, AS WELL AS THOUGHTS ON ALL OF THE SEISMIC MOVEMENTS HAPPENING IN OUR WORLD TODAY.

THESE ARE CAN'T-MISS SEGMENTS.

JOIN US TOMORROW, THANK YOU FOR JOINING US TODAY.

I'M DIANA ALVEAR, UNTIL NEXT TIME, YOU'RE UP TO SPEED.