

Up To Speed Live
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Redefining Communication Access

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>> HELLO, MY NAME IS CHRISALYN.
I'M AN ACCOUNT MANAGER HERE IN LAS VEGAS.
I HAVE BEEN WITH VERIZON FOR 10 YEARS THIS MONTH.
I WAS BORN AND RAISED IN THE PHILIPPINES, WHICH IS 40 MINUTES TO 1
HOUR FROM MANILA.
I'VE ALWAYS BEEN THAT PERSON WHO IS A GO-GETTER.
I TRAVELED WITH MY FLIP FLOPS, WITH ONE LUGGAGE, AND \$500 IN MY
POCKET.
ALL I KNEW WAS I WAS GOING TO SAN FRANCISCO, I HAD A MAP, AND MY
AMERICAN DREAM.
AND TO NOW, IT STILL GIVES ME GOOSIES WHEN I THINK ABOUT IT.
OH MY GOD, WHAT WAS I THINKING.
ARRIVED THERE.
IT WAS FREEZING COLD.
I USED MY \$500 GET ME SOME BOOTS.
I WAS FREEZING.
I GOT A JOB WITH VERIZON.
FOR ME, ALONG THE WAY WITH THIS JOURNEY WITH VERIZON, THE JOURNEY
IN THE U.S., BEING RESILIENT, AND HAVING 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 COULD BUY BASIC NEEDS, BASIC FOOD, BASIC MEDICAL SUPPLIES.

HERE WEEKEND I MAKE MASKS WITH MY MOTHER.

I HAVE A BUNCH ALREADY CUT.

THERE'S DIFFERENT TYPES OF ONES.

THIS ONE IS FOR TEACHERS.

THIS ONE IS FOR NURSERS.

AND FOR MEN, WE HAVE A NEUTRAL COLOR GRAY.

THERE ARE SO MANY OPPORTUNITIES IN VERIZON WHERE WE CAN VOLUNTEER.

WE CAN WRITE LETTERS TO OUR SENIOR CITIZENS OR MILITARY MEMBERS.

YOU DON'T HAVE TO BE MILLIONAIRES TO HELP OUT.

KINDNESS IS FREE.

>> HEY, I'M BACK WITH ANOTHER 5G FIRST.

BUT THIS TIME I'M NOT SHOWING OFF ANOTHER NEW SMARTPHONE OR A HOT SPOT.

TODAY I'VE GOT A BRAND NEW LENOVO FLEX 5G.

AVAILABLE EXCLUSIVELY FROM VERIZON ON JUNE 18TH.

IT'S POWERED BY THE NEW SNAP DRAGON ACX 5G, A COMPUTING PLATFORM THAT GIVES YOU THE PERFORMANCE OF A PREMIUM DESKTOP PC IN AN ULTRA-THIN MODERN LAPTOP.

IT GIVES YOU ACCESS TO VERIZON'S 5G ULTRA WIDEBAND NETWORK SO YOU CAN COLLABORATE WITH MULTIPLE PEOPLE IN THE REALTIME.

YOU CAN EDIT VIDEO IN THE CLOUD AND GET FASTER RESPONSE TIME WHILE GAMING.

IT ALSO WORKS GREAT ON WI-FI AND VERIZON'S 4G LTE NETWORK.

ON THE OUTSIDE, IT'S CRAFTED FROM PREMIUM ALUMINUM, WRAPPED IN A SOFT TOUCH MAGNESIUM THAT'S SUPER COMFORTABLE TO HOLD.

IT ALSO HAS A WIDE-ANGLE 14-INCH TOUCH SCREEN THAT GIVES YOU A PERFECT BALANCE BETWEEN USABILITY AND PORTABILITY.

WITH ALL-DAY BATTERY LIFE YOU CAN WORK AND PLAY FROM ANYWHERE WITHOUT WORRYING ABOUT CHARGING UP.

IT'S ABOUT A 2-IN-1 CONVERTIBLE.

FOLD IN HALF, FLIP IT OVER, AND IT BECOMES A TABLET.

YOU CAN READ ARTICLES IN BED AND WATCH MOVIES ON A PLANE WITHOUT WORRYING ABOUT CARRYING A LAPTOP.

YOUR KIDS CAN USE IT AS A TOUCH SCREEN DISPLAY FOR REMOTE LEARNING OR YOU CAN KICK BACK AND BINGE WATCH YOUR FAVORITE TV SHOWS.

FOR BUSINESS USERS, LENOVO FLEX 5G IS PACKED WITH SAFEGUARDS TO PROTECT YOUR PERSONAL INFO, AND INCLUDES WINDOWS HELLO, AND INTEGRATED IR CAMERA THAT RECOGNIZES YOU AND ONLY YOU.

VISIT VERIZONWIRELESS.COM TO GET MORE INFO ON PRICING AND OUR 5G WIRELESS PLAN AND GET ALL THE ACCESSORIES.
UNTIL NEXT TIME, YOU'RE UP TO SPEED.

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>> I JOINED VERIZON IN JANUARY OF 2014.

I WORK IN SOURCING LEGAL WHERE I AM 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 REALLY IS A TIME WHERE WE REALIZE THAT JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY. ANY LITTLE EFFORT GOES A LONG WAY.

OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

WE WORKED WITH THEM TO START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FRONT-LINE RESPONDERS WHO ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SHOW OUR GRATITUDE AND SAY THANK YOU.

OUR MAIN GOAL IS TO GET MEALS TO DIFFERENT PLACES.

THIS FUNDRAISER WAS A TRIPLE WIN.

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 REAL NEED THE BUSINESS DURING THIS TIME BECAUSE OBVIOUSLY DUE TO SOCIAL DISTANCING THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS.

AND THEN WE'RE ABLE TO USE THOSE MEALS TO HELP FRONT-LINE RESPONDERS.

>> IT MADE US FEEL REALLY GOOD TO GET ALL THE PICTURES AND THE MESSAGES BACK FROM THE NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

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 LUNCH, EVEN IF IT'S A 5-MINUTE MEAL, I FEEL THAT IS SUCCESS.

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>> 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 WANTED 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 HOW YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL OF THE EMPLOYEES AND PARTICULARLY THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD KIND OF ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE WORLD STAY INFORMED.

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>> IT WAS REALLY RIGHT AT THAT PEAK WHERE EVERYTHING CHANGED IMMEDIATELY.

RIGHT?

IT FELT LIKE WE WERE BUILDING SOMETHING AS 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 IN HOW WE'VE RESPONDED WE'VE EXCELLED.

>> THE ORGANIZATION REALLY LEANED IN TO THE SITUATION.

AND CERTAINLY I'VE SEEN INDIVIDUALS AND TEAMS GO THAT EXTRA MILE TO REALLY SUPPORT THEIR CUSTOMER AND DO THE RIGHT THING FOR THE CUSTOMER.

>> AS OUR CREDO SAYS, WE RUN TO CRISES, WE DON'T RUN AWAY FROM IT, AND WE HAVE SHOWN THIS TIME AFTER TIME, AND THIS IS NO DIFFERENT. THE RELATIONSHIP AND THE SERVICE THAT WE PROVIDE WILL MAKE THE DIFFERENCE.

>> THE TRUST THAT WE BUILT UP OVER THE YEARS WAS ABLE TO, YOU KNOW, OVERCOME THE LACK OF BEING WITH SOMEBODY FACE-TO-FACE. I THINK OUR CLIENTS ARE WAKING UP TO THE FACT THAT, YOU KNOW,

VERIZON IS, YOU KNOW, AN IMMENSELY CAPABLE PARTNER FOR THEM.

>> WE HAD A THOUSAND DOCUMENTED PROACTIVE CALL REACHOUTS WHERE WE WERE CALLING OUR CUSTOMERS SAYING WE'RE BACK UP ONLINE, WORKING FROM HOME, WHAT DO YOU NEED NOW?

IT MADE OUR CUSTOMERS CLOSER TO OUR EMPLOYEES, I THINK, BY AND LARGE, THROUGHOUT THIS ENTIRE PERIOD.

>> THEY SEE THAT WE SEE THEM AS HUMANS, THAT WE ARE HERE FOR THEM.

AND VERIZON UNDERSTANDS WHAT THEY'RE 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 TALKED TO MORE PEOPLE IN IT AND MORE PEOPLE IN LOGISTICS THAN I'VE EVER TALKED TO.

EVERYONE'S WILLINGNESS TO STEP IN AND HELP OUT AND MAKE SURE THE CUSTOMER EXPERIENCE IS IN THE FOREFRONT HAS BEEN THE MOST IMPRESSIVE THING I'VE SEEN.

>> COMING OFF THE BACK OF THIS, I WOULD SAY IT HAS BEEN A CATALYST FOR MORE RADICAL THINKING AROUND THE WAY THAT WILL WE DELIVER SERVICES.

>> IT'S ALMOST PROVEN TO OURSELVES WHAT WE COULD ACCOMPLISH. 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 IS AROUND 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, A 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 BE GOODNESS.

>> WE HAVE BUILT A NETWORK TO MOVE THE WORLD FORWARD.

THAT HAS 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.

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>> MY NAME IS BRAD.

AND I'M A SOLUTION SPECIALIST AT VERIZON.

I WORK OUT OF SAN DIEGO.

AND 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 FOUR NON-HODGKENS LYMPHOMA.

I WAS IN PAIN.

A LOT OF MOVEMENTS I WASN'T ABLE TO DO.

NO ONE COULD TELL ME WHAT WAS GOING ON UNTIL I READ A CERTAIN ARTICLE THAT SAID YOU SHOULD REQUEST AN MRI.

THEY TURNED ON THE COMPUTER AND SAID HERE IS THE IMAGING.

YOU SEE THAT LITTLE BLACK SPOT RIGHT THERE?

THAT'S A TUMOR AND IT'S GROWING AT A VERY EXPONENTIAL RATE THAT IF YOU HAD WAITED JUST SAY A FEW MORE WEEKS, IF IT 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 HEY WE WOULD LOVE TO PERFORM THIS SURGERY ON YOU, BUT THEY SAID 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 WASN'T ABLE TO LEAVE MY BED WITHOUT GETTING THE GNARLIEST PAIN IMAGINABLE.

I PUT MYSELF THROUGH IT SO I COULD WALK COMING OUT OF IT.

WITH MY SUPPORT SYSTEM I HAD, IT FELT LIKE ANOTHER WALK IN THE PARK FOR ME.

THAT HELPED ME MAINTAIN THE POSITIVE ENERGY AND POSITIVE OUTLOOK.

MY DISTRICT MANAGER 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.

>> GIVE A RING AND RECEIVE YOUR APPLAUSE.

[BELL RINGING]

>> ABOUT A MONTH AGO NOW, I WAS GIVEN THE NEWS I WAS IN REMISSION.
THAT'S THE NEWS I'VE BEEN WAITING TO HEAR.

NOW I FEEL AMAZING.

I FEEL UNSTOPPABLE.

AND I FEEL I CAN TAKE LIFE HEAD ON.

>> I WANT TO MOTIVATE OTHERS AND LET EVERYBODY FEEL DETERMINED TO
MAKE THE BEST VERSION OF THEMSELVES.

DON'T LET THE PAST DICTATE WHERE YOU WANT TO BE IN THE FUTURE.

MAKE THIS DAY COUNT AND LET'S BUILD A BETTER FUTURE.

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>> A LOT HAS HAPPENED IN OUR 20-YEAR HISTORY.

[DIAL-UP]

>> WE HAVE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.
AND THROUGH IT ALL, THERE'S ONE THING THAT HAS 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 SOLUTIONS.

>> 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.

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>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE.

WE ARE LIVING THROUGH 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?

[APPLAUSE]

20 YEARS AGO ON JUNE 30TH VERIZON WAS BORN.

IT WAS AN ERROR OF PAY PHONES, DIAL-UP INTERNET, AND NOT SO SMART WIRELESS PHONES.

WE MADE SO MUCH HISTORY SINCE THEN, IT'S WORTH A LOOK BACK AT WHAT WENT INTO WHO WE ARE TODAY.

THERE WAS OUR CRISIS RESPONSE TO SEPTEMBER 11TH, 2001.

>> I HAVE SEEN EVERYONE FROM EVERYWHERE WORKING TOGETHER AND WE'RE GOING TO GET THIS UP AND RUNNING.

>> A CHARACTER-DEFINING EFFORT WITH V-TEAMERS WORKING TO GET EVERYTHING UP IN A LITTLE MORE THAN A WEEK.

>> THERE WAS THIS ICONIC CAMPAIGN BEGUN IN 2002.

>> 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 THE BIRTH OF OUR VERIZON CREDO IN 2004.

>> WHO IS THIS COMPANY THAT WE CALL VERIZON?

>> OUR HISTORIC PIONEERING OF MASS-SCALE FIBER OPTICS TO THE HOME WITH FIOS.

OUR RESPONSE TO HURRICANE KATRINA.

>> WE'RE OUT HERE TO HELP THE PEOPLE.

GIVING THEM THE OPPORTUNITY TO CALL THEIR FRIENDS AND FAMILY.

>> RUNNING TO A CRISIS IS SOMETHING THAT WILL CONTINUE TO DEFINE US YEAR AFTER YEAR.

OUR ACQUISITION OF MCI, WHICH EXPANDED OUR VERIZON BUSINESS GROUPS GLOBAL SCALE.

WE NOW REACH MORE THAN 150 COUNTRIES AND ALMOST ALL THE FORTUNE 500 PARTNER WITH US.

THERE'S OUR MORE RECENT ACQUISITIONS OF AOL AND YAHOO NOW IN OUR MEDIA GROUP.

NOT ONLY ARE THESE ICONIC AND LOVED GLOBAL BRANDS, BUT THEY ALSO 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, ONE FIBER.

IT'S ABOUT THE SUPERIOR EXPERIENCES WE DELIVER FOR TODAY AND THE GROUNDBREAKING 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'RE 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. HERE IS TO OUR NEXT 20.

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>> TAKE ME OUT TO THE BALL GAME.

WAIT!

KEEP ME IN A CROWD.

ORDER SOME TAKE OUT AND EAT SOME SNACKS, I DON'T CARE IF MY NEW CARD IS NEXT.

AS I ROOT FOR THE REMOTE DING.

BECAUSE IT'S 2-2, ESPN FOR THE NEW BALL GAME.

>> JEREMY GODWIN: CHRIS NEVER FAILS TO DELIVER.

I KNOW SOME FOLKS ARE OUT THERE WATCHING SOME OF THE EARLY PLAY RIGHT NOW.

I'LL TALK MORE ABOUT THAT IN A MINUTE.

I'M LOOKING AT YOU METS FANS.

WE'RE GOING TO START WITH GURU FROM VERIZON MEDIA TO GET AN UPDATE ON HOW HE AND THE TEAM IS DOING.

A LOT OF THINGS HAPPENING WITH THE MEDIA TEAM.

RECENT DEALS WITH WAL-MART, CBS.

Q2 SPARKED SOME SIGNIFICANT CHANGES ACROSS THE WORLD AFFECTING HOW WE ALL LIVE OUR LIVES.

HOW HAVE YOU SEEN THE CONSUMER HABITS SHIFT AND HOW ARE YOU AND THE TEAM THINKING ABOUT NEW EXPERIENCES TODAY?

>> GURU GOWRAPPAN: JEREMY, GOOD TO BE BACK HERE AND ON UP TO SPEED.

YOU'RE EXACTLY RIGHT, JEREMY.

TRENDS WE WERE EXPECTING TO SEE UNFOLD OVER THE NEXT DECADE, WHICH IS THE NEXT TEN YEARS, HAVE HAPPENED IN SPAN OF MONTHS.

THESE CONSUMER HABITS WHEN WE TALK ABOUT MOVING FROM OFFLINE TO ONLINE, WE ALL DO IT ORDERING FROM RESTAURANTS AND GROCERY STORES.

THEY WILL HAVE A LASTING IMPACT IN TERMS OF COVID-19, PANDEMIC, AND BEYOND, THAT BECOMING MORE PERMANENT BEHAVIORS.

WE'RE ALREADY LOOKING AT HOW WE CAN LEVERAGE OUR ASSETS AND PLAY AN EVEN BIGGER ROLE IN TERMS OF NEARLY 900 MILLION ACTIVE MONTHLY USERS.

THE GOAL HAS BEEN COMMERCE.

AND WE WANT TO MAKE IT EASY FOR OUR USERS TO CONNECT AND TRANSACT WITH BRANDS TO HELP CONSUMERS SAVE THEIR MONEY AND GET TO EVERYDAY PURCHASES.

YOU MENTIONED WAL-MART.

IT WAS AN INTERESTING FIRST PARTNERSHIP WITH WAL-MART.

THEY'RE THE BIGGEST GROCERY RETAILER IN THE U.S. BY ENABLING MILLIONS OF YAHOO USERS TO MAKE THEIR GROCERY PURCHASE ONLINE THROUGH INBOX.

JUST FOR CONTEXT, WE HAVE MILLIONS OF USERS ON YAHOO MAIL TODAY WHO GET GROCERY COUPONS OR HAVE INTENT TO PURCHASE, BUT WE NEVER CONNECT THEM CLOSELY.

THAT'S WHAT EXCITED WAL-MART.

SO THE LAUNCH OF GROCERIES FROM WAL-MART MAKES IT EASIER FOR EVERY YAHOO MAIL USER TO BROWSE AND BUY ESSENTIAL GROCERIES FROM WAL-MART.

YOU CAN LITERALLY ADD A GROCERY CART AND CREATE A SHOPPING LIST WITHIN THE MAILBOX.

IT'S THE FIRST TIME ANY MAIL PROVIDER HAS DONE THIS, IT'S YOUR UTILITY TOOL IN MANY WAYS.

I ALWAYS SAID WE ARE IN THE INSPIRATION CREATION BUSINESS.

YOU CREATE THE CONTENT EARLY ON FOR PEOPLE TO ENGAGE, BUT THE NEXT STEP IS TO CONVERT, AND LET THAT BE TRANSACTIONS.

WE TALK ABOUT THAT.

YAHOO PREMIUM, YAHOO PLUS TECH, YAHOO MOBILE.

THOSE ARE THE TWO BIG CONSUMER TRENDS WE'RE SEEING AND WE'RE DEFINITELY MAKING SURE WE DO EVERYTHING TO BE CONSUMER CENTRIC AND LAUNCH PRODUCTS AROUND THEM.

>> JEREMY GODWIN: I'M EXCITED TO TRY TO ORDER MY GROCERIES NOW THROUGH MY YAHOO MAIL.

GURU, BUSINESSES, WE KNOW HOW SMALL BUSINESS HAS BEEN IMPACTED UP AND DOWN THE LINE THERE.

WE'VE HAD TO ADAPT QUICKLY TO THE NEW WORLD AND FINDING NEW WAYS TO ENGAGE.

TELL US A BIT ABOUT HOW VERIZON MEDIA HAS HELPED BRING VALUE TO THOSE B2B CUSTOMERS DURING THIS TIME, AS WELL.

>> GURU GOWRAPPAN: JEREMY, YOU'RE RIGHT.

A LOT OF BUSINESS HAS STRUGGLED.

BUT ALSO WE KNOW IN THE U.S. AT LEAST, WE'VE SEEN THESE BUSINESSES, ONE OF THE CORE VALUES FOR THEM HAS BEEN RESILIENCE.

AND WHAT WE HAVE DONE IN THE PROCESS IS WE'VE CONSTANTLY BEEN LOOKING AT HOW WE CAN HELP OUR B2B CUSTOMERS ADAPT AND ENGAGE CONSUMERS IN NEW WAYS.

A BIG ADVANTAGE THAT WE HAVE OVER MANY OTHER MEDIA COMPANIES IS VERIZON 5G.

WE'RE IN MANY CITIES NOW THAT EMPOWERS, AS I'VE SAID, ONE OF THE

BIGGEST THINGS THAT WILL DISRUPT RIGHT AWAY FROM AN EXPERIENCE IS GOING TO BE MEDIA, WHICH INCLUDES CONTENT AND ADVERTISING.

WE LAUNCHED RECENTLY VERIZON MEDIA IMMERSIVE.

THIS IS WHEN YOU THINK ABOUT, WE HAVE THE LARGEST ONLINE EXTENDED REALITY PLATFORM FOR ADVERTISING AND CONTENT.

GLOBALLY, AND IN THE U.S. POWERED BY 5G.

THE SUITE OF PRODUCTS WILL INCLUDE AUGMENTED AND MIXED REALITY, WHICH ALLOWS ADVERTISERS TO CREATE ALMOST A NEW FORMAT WHICH PEOPLE WILL BE ABLE TO ENGAGE WITH IN A MORE SEAMLESS MANNER, BRINGING THE DIGITAL AND PHYSICAL WORLD TOGETHER, AND 5G REALLY IN A WAY THAT ACCELERATES THAT AND MAKES IT EVEN BETTER.

FOR CONSUMERS, WHAT THAT MEANS, IF YOU'RE SHOPPING FOR FURNITURE ONLINE, YOU CAN INTERACT WITH A 3D VISUALIZATION OF THE PRODUCT.

PLACE THE PRODUCT ANYWHERE IN YOUR LIVING ROOM.

KNOW THE DIMENSION.

HOW IT WILL IMPACT.

LITERALLY LAST WEEK I WAS LOOKING AT A SOFA AND SAYING THIS IS THE DIMENSION HOW IT'S REALLY GOING TO LOOK IN THE LIVING ROOM.

THINK ABOUT THAT INTERACTIVITY.

IT CHANGES YOUR PURCHASE BEHAVIOR AND HOW YOU INTERACT WITH CONTENT.

THAT'S ON THE IMMERSIVE SIDE.

AND ON THE INTERNATIONAL FRONT, A LOT OF USERS AND PARTNERS THERE, AS WELL, WE LAUNCHED A STRATEGIC PARTNER WITH AMERICA MOBILE, WHO WILL BE OUR EXCLUSIVE RESELLER IN MEXICO.

AND THE LAST, WE ALSO ANNOUNCED, I THINK IN YOUR INTRO, BEING A PREFERRED ASP, APPLIED SITE PLATFORM.

THESE ARE NEW FORMATS WHEN YOU THINK ABOUT CONNECTED TV.

SO I'M PROUD HOW MUCH TEAMS HAVE CAPITALIZED SOME OF THESE GROWTH AREAS.

SO IF YOU SUMMARIZE ALL OF THIS, THIS IS KEY TO OUR 5G STRATEGY, TIED ALL THE WAY FROM INFRASTRUCTURE TO APPLICATION LAYER, BECAUSE EMERGING MEDIA PLATFORMS WILL BENEFIT FROM 5G.

AND THESE PARTNERSHIPS WE'RE SECURING IN THIS SECTOR WILL HELP US SET UP FOR SUCCESS AND SCALE.

AND JUST AS WE ARE HELPING PARTNERS REACH AUDIENCES TODAY WE ARE LEADING THE WAY AND ENABLING THEM IN THESE NEW FORMATS OF THE FUTURE.

>> JEREMY GODWIN: YEAH, THAT'S EXCITING STUFF.

BRINGING 5G TOGETHER WITH SOME OF THESE BIG NAMES, WAL-MART, CVS. GOOD STUFF.

WE'RE NOT DONE TALKING ABOUT VERIZON MEDIA AND THE IMPACT THAT THE ORGANIZATION HAS ON US AS VERIZON.

EACH WEEK WE'RE HIGHLIGHTING A V-TEAMER AND WHY THEY'VE CHOSEN TO WORK FOR VERIZON.

SO, TODAY WE'RE GOING TO SHARE SOYIRINDHI HORE'S STORY.
HAVE A LOOK.

>> MY NAME IS SOYIRINDHI HORE.

MY JOB TITLE IS THAT OF AN HR MANAGER.

I HAVE BEEN WORKING WITH VERIZON SINCE NOVEMBER 2019.

I'M BASED OUT OF INDIA.

MY WORK LOCATION IS BANGALORE.

THERE ARE A LOT OF THINGS WHICH I LOVE TO DO IN MY SPARE TIME,
RANGING FROM ZUMBA, BECAUSE I LIKE DANCING, LISTENING TO MUSIC,
PLAYING WITH MY DAUGHTER.

AT THE TIME OF MY INTERVIEWS, I MESSAGED AMAZING PEOPLE.

WE RESONATED WITH THE THOUGHT PROCESS AND THE KIND OF VALUES I
COME WITH.

I'LL GET INSIDE VZ WORLD AND SEE WHAT IT OFFERS FOR ME.

THE CONCEPT OF THE REFORMED ME.

YOU'RE REALIZING YOU'RE BUILDING THIS COMPANY TOGETHER AS A TEAM
AND THAT'S AN ENORMOUS DRIVER FOR SUCCESS.

THE SECONDLY, THE KIND OF FOCUS THE COMPANY HAS ON ITS PEOPLE.

THE ONE THING WHICH I DID VERY PASSIONATELY.

VOLUNTEERING.

A NUMBER OF COLLABORATIONS.

I PERSONALLY DROVE TWO PROJECTS.

IT'S BEEN A HIGHLIGHT OF MY CAREER TO DATE.

I HOPE TO CONTINUE TO BE ABLE TO CREATE AN IMPACT WITH MY WORK,
CONTINUING WITH THE VOLUNTEERING, AND CONTINUING WITH INITIATIVES
LIKE THOSE WHICH TRULY INSPIRE ME.

I USED TO DO SOME CREATIVE WRITING WHEN I WAS A KID AND WHEN I WAS
IN SCHOOL, BUT I LOST THAT ALONG THE WAY.

SO I SEEM TO HAVE GONE BACK TO THAT CHALLENGE OR WHATEVER.

SO I HOPE THAT MAYBE ONE DAY I WILL PUBLISH SOME BOOKS AND PEOPLE
WILL BUY AND READ THEM.

IF YOU WANT TO WORK FOR A PLACE WHICH VALUES AND RESPECTS ITS
PEOPLE, PROVIDES YOU AMPLE OPPORTUNITIES FOR LEARNING, YOUR
DEVELOPMENT, AND YOUR GROWTH, ALSO COUPLED WITH LOTS OF FUN AND
COLLABORATION, MEETING NEW PEOPLE ACROSS GEOGRAPHIES, YOU
SHOULD LOOK NOWHERE ELSE. THIS IS A PLACE YOU SHOULD BE WORKING
FOR.

>> JEREMY GODWIN: LOTS OF GOOD WHYS THERE.

WE'LL CONTINUE BRINGING THOSE "MY WHY" STORIES EACH WEEK.

WE'VE GOT THEM ON THE VERIZON APP AS WELL AS GOING TO
INSIDEVERIZON.COM.

ANOTHER PART OF VERIZON MEDIA THAT GURU DID MENTION IS OUR ACCESS
WITH YAHOO FINANCE AND YAHOO SPORTS, SPECIFICALLY THE FANTASY
SEASON.

DRAFTING IS OPEN FOR THE MAJOR LEAGUE BASEBALL SEASON

THROUGHOUT THE SEASON THIS YEAR.

CHRIS RECENTLY CAUGHT UP WITH SCOTT PIANOWSKI, WHO IS THE LEAD YAHOO FANTASY BASEBALL WRITER TO GET HIS THOUGHTS ON THE BEGINNING OF BASEBALL SEASON, AND REALLY MORE THAN THAT, BUT WHAT IT ALL MEANS TO US TO HAVE THE SPORT BACK.

>> BASEBALL IS HOPE.

BASEBALL IS FAMILY LINEAGE.

IT'S FATHERS PLAYING CATCH WITH SONS AND DAUGHTERS.

THERE'S SO MUCH GOOD ABOUT THE GAME.

I FEEL THERE IS A WAY WE SHARE BASEBALL WITH OUR FAMILIES AND OUR FRIENDS THAT DOESN'T REALLY TRANSLATE TO OTHER SPORTS.

IT HURTS TO NOT HAVE THAT.

IT'S PART OF THE RENEWAL OF SPRING, THE HOPE OF SPRING, THE IDEA THAT SOMETHING GOOD CAN HAPPEN.

I THINK WE REALLY MISS THAT RIGHT NOW.

>> JEREMY GODWIN: AND BASEBALL IS BACK.

YOU CAN HEAR MORE OF THAT INTERVIEW WITH SCOTT AND CHRIS AT INSIDEVERIZON.COM.

CHRIS, PASSIONATE ABOUT AMERICA'S PASTIME NOT ONLY ABOUT FANTASY APPLICATIONS, BUT HOW IT CAN BRING US ALL TOGETHER.

WE WANT TO HEAR FROM SOME METS FAN, NOW COURTESY OF OUR RELATIONSHIP WITH THE TEAM.

A DOZEN V-TEAMERS GET THE CHANCE TO BE IN CITIFIELD FOR THE SHORTENED SEASON.

THIS IS WHAT THEY'RE DOING HERE.

SEND US YOUR BEST METS STORY AND PHOTOS TO LIVE@VERIZON.COM OR ON SOCIAL MEDIA FOR YOUR CHANCE TO TAKE IN THE GAMES THIS SEASON.

AGAIN, ABOUT 12 V-TEAMERS WILL GET TO BE IN THE STANDS AT CITIFIELD. GOOD LUCK.

MR. MET IS ROOTING FOR YOU.

OUR SECOND EPISODE OF #NEXT20 WILL BE RELEASED TODAY AT 3 P.M.

EASTERN ON TWITTER, EXPLORING VOTER EDUCATION.

ENSURING HOW EVERY VOTE COUNTS.

HEAR FROM CHANGE MAKERS TO EXPLORE THE INSPIRATION BEHIND THEIR ACTIVISM AND THEIR IDEAS TO BUILD A BETTER FUTURE. FROM THE SERIES, WE HOPE TO ACCELERATE THE CAUSE FOR CHANGE AND MOVE THE WORLD FORWARD FOR GOOD.

AGAIN, MAKE SURE YOU GET OUT THERE AND VOTE THIS NOVEMBER AND TUNE IN THIS AFTERNOON 3 P.M. ON TWITTER TO WATCH THE NEXT OF THE #NEXT20 SERIES.

EXCITED TO SEE THAT.

AND FINALLY, TODAY, A REMINDER, MAKE SURE YOU'VE GOT YOUR CALENDARS MARKED FOR THIS FRIDAY, JULY 24TH AT NOON EASTERN.

THAT WILL BE OUR Q2 EARNINGS RESULTS.

A BIG DAY WHERE WE TAKE THE OPPORTUNITY TO TELL WALL STREET

INVESTORS AND US AS EMPLOYEES HOW WE PERFORMED IN THE SECOND QUARTER.

BUT WE'LL BE HOSTING THE RESULTS WEBCAST WITH HANS AND THE ENTIRE SENIOR LEADERSHIP TEAM.

YOU WANT TO SEE WHAT GETS ANSWERED LIVE.

AND IF YOU HAVE OTHER QUESTIONS, YOU CAN SEND THEM TO US AT LIVE@VERIZON.COM.

BUT THEY'LL TALK ABOUT WHAT WE DID IN THE QUARTER AND WHAT WE NEED TO FOCUS ON FOR THE END OF THE YEAR.

LOOK FORWARD TO THAT AND WE'LL BE BACK WITH THAT AT NOON.

THAT WILL DO IT.

HAVE A GREAT TUESDAY.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.