

Up To Speed Live

7.22.20

>> I am a health manager, viva Las Vegas. I am that person that is a go getter, let's go!

And I am with my flip flops, and luggage, and \$500 in my pocket, before I knew it, I was going to San Francisco, I had an mask and American dream.

I thought, what was I thinking and then I started looking for a job.

Verizon showed up, they hired me froa part time customer service rep. And long story short, I got the job, with Verizon in the U.S.

And also, it hepped me to have my verizeb carrier.

So where I came from, they don't have electricity. I am so thankful that Verizon has provided me the means of being able to help out. And so that, along with with my high school classmates, we were able to generate over \$300,000 to buy basic needs, basic food, and basic medical supplies and here, every weekend, I make masks with my mother. I have a bunch of them, already cut.

You know, so there is one for women, and men, we have a neutral color, gray. There is so much opportunity within Verizon where we can volunteer.

And you don't need to be a millionaire to be able to help out.

>> Back to another 5G first, this time, I am not showing off a smartphone or a hotspot, I have the brand new Lenovo 5G, the first 5G laptop available June 18th, it is powered by a snapdragon ACS5G, that gives you the speed of performance of a premium desktop PC, in an ultrathin, modern laptop, with access to Verizon's 5G network to collaborate on content in realtime, video chatting, and faster response time while gaming.

It is on WiFi and Verizon's 5G network. And it is a premium aluminum, a wide angle touch screen that gives the perfect balance of portability and useabout, and a long battery life. It is a two in one convertible, flip it in half, fold it over, it transitioned to a full size to a Windows tablet, you can read in bed, watch movies on a plane, or sketch or take notes. You can use the pen mode, with a touch screen display, or watch TV shows. If somebody is hogging up the TV to watch real House Wives, you can watch TV and it keeps documents away from prying eyes, a camera that recognizes you and only you. Visit [Verizon.com](https://www.verizon.com) to get information on the new pricing, find out about cool accessories coming out in the Lenovo flex 5G. Until next time, you are up to speed.

[Music].

>> I joined Verizon in January of 2014, I worked in legal where I am responsible for the negotiation of HR benefits.

It really sets the foundation of how you are as an employee, but also that spills 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 are children, we can make a huge difference in the community and every effort goes a long way. Our friends in Hillsborough, we

>> We are really happy and appreciative of the nurses and first responders sacrificing their lives, we wanted to display gratitude and say thank you.

>> Our goal is to get meals to a lot of different places, we wanted to get them out to people that they are working during this time. This fundraiser was a triple win, we got support from our friends and family over north America and gave back to local businesses that need the business during this time, because due to social distancing, they are not getting customers and we used the meals to help front line responders.

>> It felt good to get the pictures and messages back from the nurses, of them enjoying the meals and how grateful they were.

>> We couldn't stop saying thank you to them. I said, 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, if it is a 5 minute feel, I feel like that is a success.

[Music].

>> I would like to express my thanks to you, the team, and Verizon for all of the amazing work you have 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. I love you a garbage truck.

>> I am a mother of two, I have my elderly father who lives with me in my home. I wanted to say thank you.

>> I wanted to take a moment to give accolades to Kristina for her professionalism, patience, and uplifting attitude.

>> I want to say thank you to her Verizon partners who brought joy and encouragement to the most vulnerable in our community.

>> I want to report to you the good actions of a Verizon employee disguised as a lineman.

>> I wanted to say thank you to your team, you are synchronized in your vision.

>> My thanks to all of your employees and particularly those of you that are providing us and the world access to information, what you are doing is helping not only the United States, but the world stay informed.

>> [Music swelling].

>> It was right at that take where every changed immediately, right? It felt like we were building something, it was becoming more and more of the narrative, all of a sudden, bam, we were there.

>>> We moved from working in the office, to the home based model. I'll tell you, we never skipped a beat

>> It was the first time we realized, even though the world is changing by going remote, it is still the same. We have a job to get done, and I think of as a company and how we have responded, we excelled.

>> The organizations leaned into the situation, and I have seen individuals and teams go the extra mile to support their customers and to do the right thing for the customer.

>> As the credo says, we run to crisis, not away from it, we have shown it time over 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, you know, in a variety of ways, they are

>> We had a thousand documented proactive call reach outs, we are calling customers and saying, hey, we are back up online, we are working from them, what do you need now? It made the customers closer to the employees by and large throughout the period.

>> We are all humans, we are here for them, and Verizon understands what they need and we will do everything in your power to help them through this.

>> Certainly, over the last couple of months one thing that is impressive is the way that the team has come together, and interestingly, I think it has been an opportunity to learn more about the individuals in our community.

Inevitably, that is going to be a good thing.

>> I am finding that at all levels, communication has opened up even more. It is not just a status check call, it is a fluid conversation that is happening and that is something that opened my eyes, something so simple can be impactful.

>> I am talking to people in IT, logistics, more than I have talked to and everyone's willingness to step up and make sure the customer experience is front and center is an amazing thing I have seen.

>> This has been a catalyst for more radical thinking around the way that we deliver services.

>> It is almost proving to ourselves of what we can accomplish, that is something to be said. And I also think that it 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 motion to action instantly.

>> I think what will come out is a renewed confidence for ourselves, and we need to show up for ourselves, we can't design and deliver for these clients. There's a difference now, we are treated like a supplier, and many of them are talking and treating us like partners.

>> We build the networks that move the world forward, that has never been more apparent than now a pandemic in helping a customer, we have the strong purpose of understanding that our customers are vital.

>> My name is Brad Borey, I'm a lead specialist at Verizon, I have been working in San Diego I have been with the company for three years now. I was diagnosed in March with stage 4 Hodgkin's lymphoma, I had a tumor. Prior to that, I was going through the most excruciating pain I have dealt with. A lot of the functional movement that we use throughout the day, I was not able to do for months. Nobody could tell me what was going on until I read an article that stated, you should request an MRI. So they turned on the computer, they are like, all right, here is the imaging, and that little black spot, that's a tumor. It is growing at a very exponential rate, if you had waited just a few more weeks, it would have touched your spinal cord, and 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.

And now, my case alone is 1 of 7 in the world. They said, we would love to perform this surgery on you, you have a 50 percent chance of walking coming off the table, the other is chemotherapy, radiation, you name it, I went through it, I was not able to leave my bed without getting a head rush, migraine, the worst pain ever imaginable, I put myself through it, so I could walk coming out of it. With my support system that I had, it felt like it was another walk in the park for me. And that is what helped me maintain the positive energy, the 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, and they tended to everything I needed. I have never worked for an example as loving and caring for their employees as Verizon.

>> This is an important cause, you achieved your dream, we will give you applause. [Bell ringing].

>> I have been given the news I'm in remission, I feel unstoppable and I can face everything head on. Don't let the past dictate where you want to be in the future, let the day count, we will power up each other and build a better future.

>> A lot has happened in our 20 year history.

[Dial up tone].

>> We have moved the world forward in so many different ways.

And, through it all, there is one thing that 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 team work.

>> Enables us to serve our customers.

>> Bigger and faster.

>> We believe in integrity.

>> Is the core of who we are.

>> We are committed to be part of the solution.

>> To face the world's biggest challenges.

>> To make the world in which we work.

>> Better than it was yesterday.

>> Tomorrow, we will do better.

>> These are some of the lines from our Verizon credo. And this is who our credo is for.

>> [Music].

>> Stop me if you have heard this one, we are living through unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I don't know how many times I have used that word, unprecedented, it is a really good word.

>> So much of what we do is virtual.

>>> Meetings, happy hours, graduations, even weddings! Now, it is time for a virtual anniversary. Won't you join me?

>> [Applause].

>> 20 years ago, June 30th, Verizon was born. It was an era of pay phone, dial up internet, and not so smart wireless phones. We have made so much history since then, it is worth a look back of what we were and who we are today. There was the crisis response to September 11th, 2001.

>> I have seen people from everywhere down here, working and pulling together, we are going to get this thing up and running.

>> A character defining effort to get things working in a week.

>> There was this campaign in 2002.

>> Can you hear me now.

>> You hear me now.

>> Oh, good.

>>> Some of you were so young, you didn't know this guy actually worked for us first. There was the birth of the Verizon credo in 2004.

>> Who is this company that we call Verizon?

>> Our historic pioneering of mas scale fiber optics for the home with bios, our response to hurricane Katrina.

>> So they can call their friends and family.

>> Running to a crisis is something that defines us year after year. Acquisition of MCI, in our Verizon business groups global scaling, we reached one 50 countries and almost all fortune 500 partners with us. There was the recent acquisition of AOL, Yahoo, in our media group, these are iconic brands and have some of the most forward thinking talent when it comes to digital content, analytics, and next gen platforms. There is our obsession with being a network leader, in 4G, bios, 5G, one fiber, and many.

It is about the superior experience we deliver for today, and the groundbreaking ones we deliver 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 have come.

They are also a celebration of the power of sticking together.

It is 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.

Introducing the Citizen Verizon assembly, a virtual town hall with our fellow citizens talking about economic, environmental, and social advancement.

All working to move the world forward.

The citizen Verizon assembly, join us live July 28th, at 5:00PM, on Yahoo finance and Verizon's Twitter.

KATIE: Hey everyone. Good afternoon, welcome to Up To Speed! That's a little preview of what's to come next week at the inaugural Citizen Verizon Assembly.

We're bringing together business leaders, activists and thought leaders on the importance of corporate responsibility to address the most pressing global economic, environmental and social issues, and spotlighting Verizon's new commitments through keynotes and panels with leaders from around the globe.

The event will be live streamed on Yahoo Finance next week, on July 28 from 5:00 6:00 p.m. EST.

When we think about corporate responsibility, one of the things that does come to mind is our support of small business, particularly since the pandemic began. Of course we have the popular Pay It Forward Live series that brought in some of the biggest names in music and gaming to support small business, and the weekly webinar series that offered valuable tools and advice to small businesses. Earlier this week, we launched a small business resource house, from the Verizon business group, and we provide additional tools and resources for those businesses as they start the recovery from the pandemic.

So TJ Fox from BBG is joining us live to get more about it, thank you for joining us today.

>> Thanks for having me!

>> I am great. So I thought maybe, let's start at a top level view, what are you and your team hearing from small businesses out in the marketplace?

>> Yes, so obviously we have a pulse on what is happening on the innovation, small businesses are fine, we are supporting them every day, since the pandemic.

And I think that we have also been doing a lot of surveys internally with our customers and externally, and some of the things that we are seeing from small businesses and their needs above and beyond the financial piece is the investment in technology that they know that they need to hit. And the digital transformation that small and, quite frankly, medium small businesses, Katie, that may be put off are completely essential for them to operate in this new normal going forward to work. Some of the statistics that we're seeing, which are pretty optimistic, there's a bit of a renewed confidence, Katie, out there. And our most recent survey posted 68 percent of businesses have said that they believe they can make up the losses they have incurred during COVID 19. I think the other piece beyond small businesses, 42 percent of them need more assistance and we call IT, or internally, technology, productivity, and then another 41 percent around the eCommerce, where whether it was the restaurant or small business, maybe they didn't have an eCommerce presence clearly, these are key areas that they need to tap into.

And when you are talking about connectivity, and especially reliable connectivity, it is the most important. This isn't, I am checking my Facebook, this is, I am running my business.

And eCommerce scenario so when you have mission critical applications you are going to put into the cloud, the connectivity, both wired and wireless, is absolutely essential.

So I think the other thing that we are seeing from some of the surveys, we will do another here in 60 days, they are planning on expanding their businesses, especially around their digital presence, to provide more flexibility in the future.

So I think that and that is just our internal survey. We are seeing other things externally as well. And I think the other thing we are seeing around the last few weeks in certain parts of the country, the hotspots, we are managing that as well. And so it is a very dynamic, and it is very obviously, the small businesses are absolutely critical and a huge success of our economic growth here, especially in the United States, and quite frankly, globally

>> Talking about the needs that the small business customers have, you know, beyond financial, and some of the things that they are looking to do to support their business, but now also grow their business, how does the small business resource hub help them help help us help them meet those needs?

>> So we call this the comeback coach, it is an entire program that we announced earlier this week, Katie. And some of it is definitely a hub, where customers can have the connectivity, the

collaboration, and the security that we provide on a daily basis. But it is only one resource. I think the other thing is, since the beginning of the pandemic, we have we had a lot of relief programs, a lot of different programs, all of those are associated in one spot. And that way, a customer, a small business customer, in particular, can just go to that one spot, do an access all the information, our webinars, our products and services, but the key piece about comeback coach are the led initiatives, we are selecting small businesses, pairing them with business influencers and leaders, and we are going to essentially capture how we interact with them over the course of the next month.

And then we will have episodes, and other businesses, similarly situated scenarios, can look and see how they have been navigating the digital piece, eCommerce piece, the connectivity piece, the security piece.

And then I think that that is kind of the beyond the valuable advice, that combined with our products and services, and then combined with the our webinar series, these are powerful tools that will be one spot for a business to utilize.

>> So beyond comeback coach and the hub, tell us about the other programs and initiatives we have in place that are supporting small business.

>> Yeah. So I think this is you mentioned it. Our Pay It Forward live was phenomenal, very successful, and I think it put a spotlight on how important small businesses are in the communities in which we all live, work, and recreate. The work that we did with with the small business grants, the webinar series, you think about these webinar series we host on a weekly basis, we had 30,000 attendees, small business owners, attendees, and not just thinking about Verizon, these are all things we are helping them we had the small business administrator get on and talk about how to navigate PPP and the loan programs we are having across the U.S. And I think it is I am really excited about what we launched in the beginning of July, which is our Women in Business initiative. We partnered with Circle Around, which is a non profit, with girl Scouts and international association of women business, and it is a fast growing part of our economy.

And in our most recent survey, this is why we are doing this, 49 percent of the women owned businesses, they define helpfulness, and key networks with like minded female business leaders and owners.

So the CEO of Verizon business group, she will be hosting a set of episodes or series with industry leaders, and it will be around media, finance, and the sports and public sector, etc., over the coming months.

So these are things that, as well, that help businesses, small business, and women owned business help us move forward. And I think it goes very nicely with you described earlier, citizen Verizon, digital inclusion, protection, and the human prosperity piece.

>> Any final thoughts as we wrap up our time today?

>> Look, I think that this is a dynamic situation that we are navigating. We have the right to assist customers, both small and large, with our network. And the other team is doing an incredible job, as it our customer service, our sales, marketing, products, we go across the gamut as we have been serving our customers. And so when we think about what we have been bringing to market, Blue Jeans, acquisition, one talk, what we are doing around the business security suites, we had a product launch a few weeks ago in our mass business with fios, security is critical at these end points, as we are in a work from home, or just a new way to digitally engage their customers, it is absolutely critical that we continue to assist with our mission critical networks, products, and services.

So with that, I will turn it back to you. And thanks for having me.

>> All right, thanks so much for giving us an update on how we are supporting our small business customers. It is awesome to see those experiences we are putting together for them, the comeback coach to supporting women owned business, and speaking of customer experience and digital, like it was said, on the consumer group side, we want to be famous for the customer experience as we are for our network. And digital is one of the tools that is helping us march towards that goal.

Jeremy sat down with a partner coach of ours who leads partner experience and transformation. They talked about how digital is the red carpet customer experience, and how it can help us meet customers where they are, and launch these services, and even how it can help our B teamers serve them better, check it out.

>> What's up everybody, going digital is something we have talked about for a long time as a company, in the past few months in the COVID 19 pandemic, toward the inside and online, and for Verizon, the concept of a digital customer journey is something the team having working on for a long time, not just a quick fix during a tough time, but the future of customer interaction, and today talking to our partner, a partner lead, the customer experience and transformation teams, thank you so much for joining me now. How are you today?

>> Absolutely, thank you, doing really well, thank you for having me over to talk about this exciting journey we are on, no pun intended, with our customers on digital.

>> That is great. And the simplest terms, what is the digital journey, what does it look like for our customers?

>> Well Jeremy, we are very, very set in our missions and in our goals when it comes to customer service, and serving our customers with our experiences.

We want to be as famous for our customer experience as we are for our network. It is as simple as that. And we believe that digital is a fine tool in our toolkit that can help us with those exquisite experiences, the experiences that can be contextualized to where you are, and that can be totally effortless. The name of the game is to enable the customer to connect with us the way they want to, on their terms. That the easiest way to put it. And the way they do is to

bring in technology, AI, ML, and data mining to ensure they have the best for the customer, to ensure they have the red carpet to start their experience with Verizon, and connect us in the right way, through the life line that dij provides. That's the approach that we have, and we are excited with how customers are trending with that experience.

>> You mentioned AI, artificial intelligence, machine learning, and describe what other things you are doing to bring digital to life for our customers.

>> We are hard at work curating and creating these experiences for our customers, they have digital for every transaction that you can think of, be it, when a customer wants to join Verizon, change your phone, your price plan, account managing, checking your bills, we have digital for that. The key is, it is something where we are ensuring the customer has the choice so they can be safe, they can be convenient, and at the same time, they can be supported for the right kind of transparency.

And not just that, the key input here from the customer we talk is where they are on the journey. You can do self serve, or enhance the experience when you are on that customer service call with digital. The exciting thing, we are taking the same technology with AI and ML that we talked about, and giving it to representatives to assist you well, with that trust and innovation that the customer is expecting from us in today's day and age.

>> How much does the impact of the last few months has had in speeding up digital experiences, you mentioned good examples there, internally, for Verizon and our customers?

>> Yeah, with all that we were doing and preparing to work with digital, COVID came in and pushed us outside our envelope, not just us, but the customers.

And we learned that customers are totally willing to see us outside of that traditional retail or customer service path.

But they want to make sure that this is convenient, and they want to make sure that this is something that is automated in ways where, it is bringing in value to them. The key is not to think of it as digital, or retail, it is digital, the physical, the digital, and bringing it together. And we are proud of our customer service, our representatives, we are there to serve you, we are proud of our retail reps, and what they can do. And we are bringing in digital in ways where that can be served to the customer. And we are maniacally focused to ensure that we are sifting these journeys, so depending on where you, the customer, where you are, we can offer you that optimal path and that is resonating with the customer.

>> You need to go with what feels right for the customer, it sounds like. As we look at the path forward and whatever the new normal looks like, how does the digital journey continue to evolve?

>> Yeah, this is it is a lot of exciting stuff that is happening. We are focused on making sure that journeys, you can start and end anywhere, you can get your device online and pick up curb

side, there is account management stuff that the you can do in digital ways that is safe and secure. We are bringing physical and digital together, in digital ways, so you can walk into a store and be touchless. That's the need of COVID today, it is here to stay. We are also making sure that we have chat bots that are AI enabled that enable and enhance your journey in ways that were not possible yesterday. All in all, we believe this is about empowering our customer and giving them those choices. We do believe that, if we have an app for you, a .com for you, and in 5 clicks you can be a Verizon customer, you are going to stick with digital, with Verizon, and it is going to give you the experience, you remember it as the great network we are built on.

>> A lot of exciting stuff, thank you for sharing a glimpse into what the digital journey will look like, to help us understand better, we have a video here. Have a look.

>> [Music].

>> I would like to pay my bill.

>> Happy to help with with that, your payment due is \$75, how much would you like to pay?

[Music].

>> That video gets us so excited to see what is coming up next. We will be checking with the team regularly to see

what's coming next in digital. Coming up tomorrow, the next installment of Verizon's Staycation Road Trip.

Where's Andy's camper heading to next? We'll leave you with a little hint.

Have a great day everyone until next time, you're up to speed.

"Country road, take me home, to the place I belong..."

So where is our Staycation Roadtrip headed to next?

Here are some hints.

This city brews more brew than other city in the nation, 300 days of sunshine here keeps you smiling, and that song I was singing should be a pretty big hint too.

Can you guess where I am going next?

Check back here on Up To Speed Thursday, noon eastern, as our Staycation Road trip rolls on.

Here's one more hint..."It's not West Virginia... mountain mamas, take me home country road..."

Woo!