

Verizon
Up To Speed Live
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[Music].

>> This is Christallyne Pagulayan I'm current an account manager in Las Vegas. I've been with Verizon ten years this month I was born and raised if the Philippines. I was raised about 40 minutes from Manila I've always been that person that's always a go-getter let's go after it and let's go. I traveled with my flipflops with one luggage and \$500 in my pocket. All I know is I was -- I had a mask and my American Dream until now it gives me goosies I was like what was I thinking I arrived there it was freezing cold I used my \$500 to get some boots I was freezing I started looking for jobs Verizon showed up they said they were hiring for a part-time Customer Service rep I got a job along the way with Verizon my journey in the U.S. being resilient, having the patience and also having human compassion has helped me out not only in my life but also in My Verizon journey so where I came there's places where they don't have -- Verizon has provided me the means of being able to help out. And so last month along with my high school classmates we were able to generate almost 300,000 pesos so we can buy basic needs, basic food and basic medical supplies and here in Vegas every weekend I make masks with my mother so here I have a bunch of them already cut. Different types of them. There's one for teachers. There's one for nurses. And for men we have a neutral colored one.

There's so much opportunity within Verizon where we can volunteer we can write letters to the senior citizens or to our military members we don't need to be millionaires to be able to help out.

Kindness is free.

>> Hey I'm back with another 5G first but this time I'm not showing off a new SmartPhone or even a hotspot today I've got the brand-new Lenovo Flex 5G. The world's first 5G laptop available exclusively from Verizon on June 18th let's check out why it's so awesome first up Lenovo Flex 5G is powered by Qualcomm's new Snapdragon ACX 5G a computing platform that gives you the speed and performance of a premium desktop PC but it's an ultra thin modern laptop. On top of that it gives you access to Verizon's 5G ultra-wideband network so you can collaborate and create content with multiple people in real-time and add video in the cloud while video chatting and get faster response time while gaming it also works great on WiFi and on Verizon's 4G LTE Network. On the outside Lenovo Flex 5G is crafted from premium aluminum wrapped in soft touch magnesium that's super comfortable to hold it also has a wide angle 14 inch touchscreen that gives you a perfect balance between portability and usability with all day battery life you can work and play from just about anywhere without worrying about charging up did I mention that the Flex 5G is also a two in one convertible simply fold in half flip it over and it transforms into a full size Windows 10 tablet so you can easily read articles in bed and watch movies on a plane without having to worry about not having room for a laptop or use a Lenovo stylus to sketch or take notes fold it into tent mode and your kids can use it as a touchscreen display for remote learning or kick back and watch your favorite TV shows which is extremely useful if someone in your home is hogging the TV to watch Real Housewives of New Jersey for business users Lenovo Flex 5G is packed with safeguards to keep your files and personal info away from prying eyes and includes enterprise grade security features like Windows Hello, integrated IR camera that recognizes you and only you. Visit verizonwireless.com to learn more about pricing and get info on our new 5G laptop plan and find out all about the cool accessories coming out for the Lenovo Flex 5G. Until next time, you're up to speed.

[Music].

>> I joined Verizon in January of 2014.

I worked 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 the time where we realized that just because we're just children we can still make a huge difference in our community.

And any little effort goes such a long way we branched out and started a branch of MealsforHeroes in Basking Ridge, New Jersey.

>> We're really happy and appreciative of all of the nurses and frontline responders that are sacrificing their lives.

We thought it was really important to just show our gratitude and say thank you.

Our main goal is to get meals to a lot of different places.

We still want to give back to everybody who is actually working during this time.

This fundraiser was a triple win because we were able to get support from our friends and family all over North America.

And then we were able to give back to local businesses that really need the business during this time because obviously due to social distancing they are not getting their normal customers and we were able to use those meals to help frontline responders.

>> It made us feel really good to get all of the pictures and messages back from the nurses. Them enjoying the meals.

And how grateful they were.

>> We couldn't stop saying thank you to them.

And I said we are here for you.

If we can provide one meal that alleviates the anxiety or the concern about how am I going to make a lunch, even if it's 5 minute meal I feel that is success.

[Music].

[Music].

>> I would like to express my personal thanks to you, your team and Verizon.

>> For all of the amazing work you've delivered in the last couple of weeks.

>> For what you have done for first responders and small business.

>> I think you guys should get all of my credit.

And I love your ladder truck.

>> I am a mother of two and have my elderly father who lives with me in my home.

I just wanted to say thank you.

>> I just wanted to take a moment to give accolades o Christy for her professional -- to Christina for her professionalism patience and uplifting attitude.

>> I want to say thank you to our Verizon partners who helped us bring encouragement to our most vulnerable in the community.

>> I want to bring actions to a Good Samaritan disguised as a Verizon lineman.

>> It's always a privilege and honor to be with your team.

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 access to information.

What you're doing is helping not just the United States but the world stay informed.

[Music].

[Music].

>> It was really right that peak where everything changed immediately.

It felt like we were building to 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 and how we have responded, we have 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 crisis, we don't run away from it.

And 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 the fact that you know Verizon is an immensely capable partner for them.

>> We had a thousand documented just proactive call reachouts where we were calling our customers and saying, hey, we're back up online.

We're working from home.

What do you need now?

It's made our customers closer to our employees I think by and large.

It's throughout this entire period.

>> They see that we see them as humans that we are here for them. And Verizon understands what they are facing.

And we will do everything in our power to help them through this.

>> Certainly over the last couple of months one of the things that's really impressed me is the way the team has come together and interestingly I think it's been an opportunity to learn more about the individuals in our extended team and I think

inevitably that's going to be a good thing.

>> I'm finding that at all levels communication has just opened up even more.

It's not just a status check call.

It's a fluid conversation that's happening.

And I think that's something that's really opened my eyes that something so simple could be so impactful.

>> I've talked to more people in I.T. and more people in logistics than I ever thought I would talk to and I think everyone's willingness to step in help out and really make sure that the customer experience is forefront has been the most impressive thing I've seen.

>> Coming off the back of this I would say that it's been a catalyst for more radical thinking around the way that we deliver services.

>> It's almost proving to ourselves of what we can accomplish and I think that's something to be said.

I also think it's made us a little bit more agile, a little more nimble.

>> I think one of the lessons learned is around how we operate under pressure.

We are able to go from emotion to action instantly.

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

That we can design and deliver for these clients.

There's a difference now is rather than being treated like a supplier, many more of our clients are talking to us and treating us like partners.

And that can only but be goodness.

>> We build the networks that move the world forward that 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.

>> 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, 2014 with Stage 4 non-Hodgkin lymphoma with a tumor that was encasing my T10 vertebrae months prior to that I was going through probably the most excruciating pain I've ever dealt with a lot of functional movement we do throughout the day I was never able to do for months no one could tell me what was going on until I read a certain article that stated you should request an MRI.

So they turned on the computer they are like all right here is the imaging then you see that little block 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 will 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 we must tell you that you'll have a 50% chance of walking coming off the table.

The other option was chemotherapy, spinal caps, radiation.

You name it, I went through it.

I was never able to leave my bed or even sit up at all without getting the gnarliest head rush migraine worst pain ever imaginable.

I put myself through it so that I could walk coming out of it.

With my support system that I had, it felt like just another walk in the park for me.

And that's what helped me maintain the positive energy, maintain the positive outlook.

My district manager, she reached out to me every single week checking in on me.

Every single week.

They helped out a lot.

They were always there.

They tended to everything I needed.

I've never worked for a company that is as loving and caring for their employees as Verizon is.

>> Today is your graduation it's for a good cause give the bell a good ring and receive your applause.

(Bell ringing).

>> About a month ago now I was given the news I'm in remission.

That's the news I've been waiting to hear.

Now I feel amazing.

I feel unstoppable.

And I feel like I can take life head on.

I want to motivate others.

I want everybody to feel determined to make the best version of themselves don't let the past dictate where you want yourself to be in the future.

Make this day count.

Let's empower each other and let's build a better future.

>> A lot has happened in our 20 year history. We have moved the world forward so many different ways.

And through it all, there's one thing that's kept us on the same page.

>> Who is this company that we call Verizon?

[Music].

- >> 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.

[Music].

[Music].

- >> Stop me if you've heard this one before, we are living through unprecedented.
 - >> Unprecedented.
 - >> Unprecedented.
 - >> Unprecedented.
 - >> Unprecedented.
 - >> I'm not sure how many times I've used the word unprecedented but it's a really good word.
 - >> So much of what we do now is virtual.
- Meetings, happy hours, graduations, even weddings.
Now it's time for a virtual anniversary.
Won't you join me?
20 years ago on June 30th, Verizon was born.
It was an era of payphones, dialup internet and not so smart wireless phones.
We've made so much history since then, it's worth a look back at some of what went into who we are today.
There was our crisis response to September 11th, 2001.
- >> I have seen people from everywhere down here working together, pulling

together and we're going to get this thing up and running.

>> A character-defining effort with V Teamers working around the clock to get things back up in a little more than a week.

There was this iconic campaign begun in 2002.

>> Can you hear me now.

>> Can you hear me now.

>> Can you hear me now?

Good.

>> Some of you are so young you may not know this guy actually worked for us first.

There was the birth of our Verizon credo in 2004.

>> Who is this company that we call Verizon.

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

Our recovery response to Hurricane Katrina.

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

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

>> Running to a crisis is something that would continue to define us year after year after year.

Our acquisition of MCI which expanded our Verizon Business Group's global scale we now reach more than 150 countries and almost all of the Fortune 500 partner with us.

There's our more recent acquisitions of AOL and Yahoo now in our Media Group not only are these iconic loved brands but 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, 5G, One Fiber and MEC.

It's about the superior experiences we deliver for today and the ground-breaking ones we're building for tomorrow.

Our profoundly support of our V Team, day by day we keep creating a more authentic empowering and inclusive environment, becoming the company everyone wants to be a part of.

And our commitment to society such as our Verizon Innovative Learning Schools, our sustainability leadership.

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

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

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

It's about the past we share, the future we're building and all of our efforts to keep the world moving forward.

So Happy Anniversary, V Teamers.

[Music].

Here is to our next 20.

[Music].

>> HANS VESTBERG: I'm proud of leading this organization that has been handling these multiple crises and actually been delivering to all our stakeholders. It's an amazing job well done and I'm not going to repeat what all of my great leaders talked about.

And there's so many things we did in the first half year, which is just outstanding. For me this is a quarter or a first half year, it's really special.

I mean, I have, as you know, always been very focused to have the stakeholder inclusion, thinking about all four stakeholders in every decision we do.

And remember the first priority we have coming into this pandemic was the safety and health of all of us.

That's No. 1.

And it's still No. 1.

We really need to see that all of us are doing well in these times.

But when I think about how we have been operating this first half year, we have actually done good for all of our stakeholders.

And that's quite unusual you get that over that time period.

I think what we as employees have done and how the company has been supporting us from all the way to this pandemic, how swiftly we can move to return to home how swiftly we also started using different processes for our frontline workers, it's a lot of things we should be proud of how we have been acting in that area.

If I think about what I'm trying to do to really stay energized, which is for me important, given the responsibilities that I have, I try to talk to more people than I ever have talked to.

And I reach out to people that sometimes I have talked to a half year ago and I just send them a text and a talk.

And it's been a way in this pandemic to reach out to more people than ever.

That has given me a lot of energy.

And it has given me also new ideas.

A lot of things in this crisis is about listening and ultimately you need to get energy, all of you.

And I've been preaching that you should take time off.

And you should see that you recharge your battery all the time.

But it's important to do that to become strong and energized.

And I am now thinking that next week I have vacation I have one week vacation next week so for me I have to do it, as well, everyone has to do that.

And seeing that we're recharging our batteries because it's going to be a tough second

half as well.

But the only confidence I have is that we have the greatest team and the greatest values in this industry and how you have shown up the first half year is just amazing.

And I am confident we're going to do it in the second half of 2020, as well.

I'm going to be there.

My Leadership Team is going to be there. Everybody is going to be there.

All of the V Teamers are going to be there and continue to support the four stakeholders we are committed to our strategy and our strategic priorities.

So that's what I want to send to you as we are heavy into the second half and thank you, all, everyone, again for the fantastic work you're doing and at all, thanks for the first half.

And looking forward to a fantastic second half.

>> JEREMY GODWIN: There we go, that was our CEO and Chairman, Hans Vestberg on Friday during our 2Q results webcast giving us kind of an outline of how we performed in the first half of the year and what we can expect for the next half Hans is not with us today you heard him taking a vacation this week we will hold him to that hopefully not lurking around here anywhere so we'll get some updates from Christy, our people leader, our HR leader, about what's going on but I do want to remind you if you missed the webcast Friday, it is online available for you both on Street VZ Web and inside Verizon.com go back and take a look give it a watch.

Good afternoon, good morning and good evening welcome to Monday here we are 12:04 on the East Coast Christy is with us today for some updates Christy this is the big one this week talking about VZPulse+ I know just a few minutes ago I haven't been able to do it I have to hit the survey after Up to Speed Live tell us what's different with this one and tell us what we need to expect with the VZPulse+.

>> CHRISTY PAMBIANCHI: Jeremy good to be here and welcome all of the V Teamers who are watching it is a very exciting Monday indeed. We have launched our employee -- Pulse+ employee survey as you know we started the Pulse Surveys in Q1 of 2019 we continue to do them every quarter and this is really to our employee North Star you know we have four key stakeholders we hear often from Hans about them one of the four is our employees and our employee North Star is we want to have empowered individuals working together with personal accountability to drive connected impact with shared mission and purpose we want to be able to measure that and benchmark ourselves so all last year our four original Pulse Surveys laid a foundation.

We continued that throughout the first half of this year and we have now launched today our Pulse+ survey we're partnering with Gallup because they have an instrument that will allow us to benchmark how we're doing against other companies worldwide.

So that's why we're very excited.

As you mentioned, it launched this morning.

So throughout the day up until about the early afternoon the Pulse Survey will be launching.

I want to remind everybody it will come from an outside address so we want you to know it's not junk mail please take a look at it we'll continue to remind you that throughout and we're looking to get as high a participation rate as possible.

So we're going to have the survey open from today through August 10th.

And so we're really hoping to hear from every V Teamer.

One of the things we're most excited about is our participation rate in our surveys.

And Jeremy is going to -- it's going to run until August 10th we'll be back to hear from Hans and I August 17th all of the results so we're really excited about the survey and mostly we want to hear from all of the V Teamers.

>> JEREMY GODWIN: Anything you want V Teamers to keep in mind when they are taking the survey this time around, Christy?

>> CHRISTY PAMBIANCHI: One of the things that you'll remember is in the Second Quarter of this year we actually did three surveys and they were very specific to COVID.

So this is going to feel like much more of a normal business as usual employee Pulse Survey and we'll be asking questions about all of our leadership principles as well as our values as well as employee's feelings about inclusion and recognition and their link to meaningful work, having the resources they need to do their job.

Having the tools they need to develop and roll.

We also have an open-ended question.

And so this is going to feel a lot more like a broader gamut of questions really looking at the arc of employees feeling aligned with and excited about the purpose and the mission of Verizon.

As well as having them feel they are being supported in their jobs and how well we're living our leadership principles.

So we definitely -- the VLC, we take very seriously our employee feedback so we want to hear from you.

So that's why we ask -- I would ask folks to keep in mind.

>> JEREMY GODWIN: That's good a reminder that the email is hitting mailboxes right now we are speaking through the morning and early day depending on where you are it's open through August 10th as you said then we'll hear from you and Hans later about the results of that.

Exciting.

And looking forward to taking the survey here in a couple of minutes.

Pivoting back to our COVID-19 response, obviously that is still making headlines day in and day out.

Any new updates or protocols you might want to highlight that you and the team are working through really real-time at this point.

>> CHRISTY PAMBIANCHI: So for all of the V Teamers out there everyone continues to do such an amazing job of managing our response to the COVID crisis. And that's really enabled us to keep ourselves safe and keep everybody connected. A couple of things I would like to highlight this week is we have our return-to-office tool, the RTO tool.

We piloted that in June, worked out some of the kinks and throughout July each week we've been bringing it live to more of our employee workgroups so we started with our returning to office rotating team we then expanded to the retail teams.

And now this past week we've been expanding that out into GN&T and field techs very exciting we now have tens of thousands of employees using our return-to-office tool it's Well Connect D for any of the folks on the rotating access so we're excited about that. That tool is a reminder.

Ask people to confirm they don't have symptoms, they don't have COVID they haven't tested positive so therefore they are safe and clear to come to work and then secondarily we ask people we remind them and give training about the expectations of behavior in the workplace around social distancing, facial coverings, following signage or touchless retail or other dispatch protocols that we have put in place.

And then we give people a confirmation to come to the workplace.

In the weeks to come, the next two weeks, we expect to bring this to the remaining employees.

We'll also deploy this internationally as well as for visitors and contractors, which many of the V Teamers were asking about.

So we're doing everything we can to have kind of a common code of behaviors in all of our workplaces and for all of our employees.

We're really excited about the feedback that we're getting.

And the fact that our folks are pulling together to make this a safe place for all of us to be.

>> JEREMY GODWIN: Yeah and the reminder we can't let this go if you're not feeling well stay home and reach out to your supervisor, right.

>> CHRISTY PAMBIANCHI: Absolutely, absolutely.

And we know a lot of the V Teamers are asking questions about what's going to happen at the -- after October 1st because we're going to kind of stay in this construct until October 1st and we said that since the middle of May we wanted to have this construct until October 1st intentionally so that we could, one, could get all of the kinks worked out, move to the next phase of our business as usual, our new normal, we also know that we would have a better understanding of how did COVID continue to evolve.

And we've seen throughout various regions of the world and various regions of the United States that some parts are having surges, some parts are having plateaus, some

parts of the world are on the decline.

So we think this gives us enough time to see through those phases.

Also off in late August early September often schools reopen so we know many families and many V Teamers are dealing with uncertainties that currently exist as school systems and communities around the world are figuring out how to keep educating our youth, keep the schools operating and do so in a safe way.

So we're going to keep our business operations the way they are through October 1st. Have the knowledge of what's going on with all of the school and care facilities.

So that then for October 1st and beyond we can have a new set of guidelines for how we want to run the company, again, keeping our customers connected, keeping our V Teamers safe.

>> JEREMY GODWIN: Always a good reminder there and all of the resources about COVID-19 and our response can be found on VZ Web inside Verizon and the Street if you have anything specific to you you can use the ask Christy mailbox as a reminder there I want to change gears one more time Christy a huge milestone occurred over the weekend the Americans With Disabilities Act was signed into law 30 years ago what does this anniversary mean to you, to Verizon employees and our customers as we look at everything it's done over the past three decades?

>> CHRISTY PAMBIANCHI: It's amazing that 30 years have gone by. I remember when the ADA first passed. And there were a lot of questions and you know the world and employers were figuring out how to adjust and what was implied. I think it was such an amazing milestone to recognize that all people need to have equal access and equal opportunity, including individuals with disabilities. So the ADA was really break-through in that way. And we think it's a great opportunity this week to just take pause and reflect on how many of our fellow citizens have disabilities and how important it is for them to have access to work and access to society and communities to carry out their lives in a meaningful way. So we Verizon stand with them and are very excited to honor this important milestone this week. There's over 60 million Americans with disabilities. And so there's a lot more that needs to be done to make sure that society is inclusive for them. And I think it's fitting with our whole conversation about inclusion. And also racial justice. So we continue to do load on many of these fronts. And actually Jeremy one of the things we'll also be able to get a really good understanding of in our Pulse+ survey as well how our employees are feeling, how well

they feel included and connected to the work and co-workers and the company. And so I think it's a strength of ours but we always believe we can be doing better. I know later this week we'll see with Yahoo and VMG they are championing ADA 30 along with our advanced ERG and I know the rest of the V Teamers will be excited to join the celebration with them.

>> JEREMY GODWIN: Yeah I'm excited to see that as well and Christy I always appreciate the time and the answers, again, if you have any other questions for Christy you can send them to the ask Christy mailbox Christy thanks so much I want to back it up again and talk about the results webcast we had Friday talking about our 2Q results but also an opportunity to recognize some of our own folks, including Irma Burger who is a solutions specialist out of Columbia, South Carolina Mike if you want to go ahead and roll that video Irma was telling us about all of the volunteering she did throughout the course of the year, 300 hours, no small feat, giving back to different organizations. She is a Veteran.

Hans surprised her with this Credo Award and this nice little note Friday.

That meant so much to all of us to see that happen.

But she had these kind of wise words of wisdom to share with us after the presentation. Here is what she said.

>> IRMA BURGER: I want to communicate that if you are, you know, volunteering, you are making a difference in the community and getting involved will help. And it will impact your families and community.

So it becomes something bigger than yourself.

By volunteering, you are representing Verizon Wireless.

Caring for the environment and the community.

>> JEREMY GODWIN: Always a good reminder there Irma congratulations like I said if you missed that moment or any other information, certainly go back to watch the replay of that.

So wrapping it up today as we're looking ahead to what's coming up the rest of the week, Mike let's go ahead and take the next slide, Citizen Verizon Citizen Verizon Assembly Charging Social Change Forward that premieres tomorrow, that event will be livestreamed on Yahoo Finance from 5 to 6 p.m. Eastern Time bringing together business leaders, activists and thought leaders for the inaugural assembly the hour-long event will focus on the importance of corporate responsibility to address the most pressing global, economic and social issues you can see the lineup of the speakers we have there, Andrew Yang among many other folks there that will take part in the first inaugural assembly go livestream starts on Yahoo Finance at 5 p.m. tomorrow and that's not all.

Looking ahead tomorrow we have this quick little tease from Andy, Andy, what's going on?

>> If you are a fan of lakes, there are 10,000 reasons to enjoy our next staycation road trip destination and if that's not a big enough clue we're going to party like it's 1999 this staycation road trip rolls on tomorrow Noon Eastern on Up to Speed. We'll see you then.

>> JEREMY GODWIN: Andy has the little red Corvette tuned up for that. Hopefully no rain in the forecast but that's a look at what's happening inside Verizon today Andy will be with you tomorrow hope you have a great day and until next time, you're up to speed.