

Verizon  
Up To Speed Live  
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>>> GOOD DAY, EVERYBODY.

WHY IS ANDY DUNKING?

HE'S TAKING US ON A STAYCATION, TELLING US ABOUT YAHOO DEAL, TO BRING ENTERTAINMENT SPORTS TO LIFE.

WE LAUNCHED LTE HOME AND INTERNET IN THREE CITIES.

HANS WILL TELL US MORE ABOUT WHAT WE'RE DOING WITH LTE HOME AND A LOT OF OTHER THINGS, GOING ON.

GOOD AFTERNOON, GOOD MORNING, AND GOOD EVENING.

IT IS MONDAY, AUGUST 3RD, HERE WE ARE AT A NEW MONTH NOON ON THE EAST COAST.

HANS IS WITH US -- IF YOU HAVE MORE QUESTIONS, SEND THOSE TO US, LIVE@VERIZON.COM.

I WANT TO BRING ATTENTION TO TROPICAL STORM ISIAIS.

MY FRIENDS AND FAMILY, IF THEY'RE NOT WATCHING THE WEATHER CHANNEL, THEY'RE PREPPED IN WILMINGTON FOR ANOTHER BLOW FROM THE TROPICAL STORM.

JUST ANNOUNCED, NOT TOO LONG AGO -- ANOTHER LINE-UP OF PIXEL PHONES COMING TO VERIZON VERY SHORTLY.

ALL THE DETAILS THERE FOR YOU ON VERIZON.COM

SO... LET'S GET OVER TO HANS BEFORE WE GET TO THE QUESTIONS WITH A QUICK UPDATE, HANS, WELCOME BACK FROM VACATION.

HOW ARE YOU DOING, MY FRIEND?

>> HANS: THANK YOU, COMING BACK FROM VACATION AND YOU'RE GOING TO PEPPER ME WITH A LOT OF QUESTIONS.

THAT'S NOT FAIR YOU KNOW.

>> WELCOME BACK.

>> HANS: THANK YOU, JEREMY, THANK YOU.

HI, ALL V TEAMERS, GOOD TO BE BACK.

JUST A QUICK UPDATE AND WE CAN GET TO SOME QUESTIONS.

OF COURSE, WE CONTINUE TO MONITOR THE SITUATION WITH THE PANDEMIC, ESPECIALLY IN THE U.S., IT CONTINUES IN CERTAIN PLACES, CONTINUES TO ESCALATE AND OF COURSE, THAT'S WORRISOME FOR ALL OF US.

I HAVE TO SAY, WE NEED TO BE VERY CAUTIOUS, FOLLOW ALL THE GUIDELINES THAT WERE GIVEN OUT AND SEE THAT WE CAN ACTUALLY OPERATE, ESPECIALLY FOR FRONT LINE EMPLOYEES AND I'M SO PROUD OF YOU GUYS, WHAT YOU'RE DOING AND THE WAY YOU'RE DOING IT.

CONTINUE TO FOLLOW THE GUIDELINES, SEE THAT WE ARE DOING THE RIGHT WAY, YOU KNOW?

AND... WE'RE GOING TO FIGHT THIS, ULTIMATELY -- I DON'T KNOW WHEN.

BUT... IT'S STARTING TO WEAR ON ALL OF US, THIS RESEARCH AS WELL -- THE PANDEMIC, ESPECIALLY IN THE U.S. AND... ON THE BUSINESS SIDE, TECHNOLOGY SIDE, VERY BUSY WEEK LAST WEEK, BUSY WEEK THIS WEEK.

JEREMY MENTIONED, OUR TECHNOLOGY TEAM CONTINUES TO BE KILLING IT OUT THERE AND DOING FIRST IN THE WORLD.

5G ROAMING WITH SOUTH KOREA.

THAT MEANS WE CAN TRAVEL IN BETWEEN -- WHEN YOU COME DOWN TO KOREA OR COME TO KOREA FROM THE UNITED STATES -- THAT'S FAIRLY COMPLICATED TO MAKE ROAMING ON NEW TECHNOLOGY.

IT'S ULTIMATELY, WE EXPECT THAT ALL CARRIERS WILL HAVE THEIR ROAMING SYSTEMS SET UP.

JEREMY ALSO TALKED ABOUT THE NEW -- PART OF THE NEW PHONES COMING OUT.

THAT'S EXCITING.

I WANT TO GO BACK TO LAST WEEK'S ANNOUNCEMENT ON 4G HOME.

THIS IS AN AMBITION WE'VE HAD QUITE LONG TO SEE THAT WE'RE STARTING AND RESTING THE RURAL BROADBAND AND OUR TECHNOLOGY TEAM HAS DEVELOPED SOLUTIONS.

WE CAN USE 4G FOR IT.

THERE ARE SOLUTIONS IN THE FUTURE AS WELL.

NOW... 4G HOME, I THINK IT'S AN IMPORTANT JOB THAT OUR TEAMS ARE DOING TO SEE THAT WE'RE BRINGING BROADBAND TO THE MOST-RURAL AREAS AND... INCLUDING THEM IN OUR SOCIETY.

IT'S A LOT, STILL, WORK TO BE DONE HERE AND... WE'RE JUST CONTINUING TO DO THE WORK AND... WE'LL GET THIS OFF THE GROUND

VERIZON BUSINESS GROUP CONTINUES TO ADD A LOT OF SUPPORT TO STATES, EDUCATION, OPPORTUNITIES AND CHALLENGES.

SEEING THAT THEY ARE GIVING TECHNOLOGY, HOME CONNECTIVITY, OR SCHOOL CONNECTIVITY FOR STUDENTS THAT ARE GOING BACK IN SOME MIXED [INDISCERNIBLE] THAT IT LOOKS LIKE.

YOU CANNOT GENERALIZE IN THE U.S., AT LEAST.

IT LOOKS LIKE THERE ARE BOTH REMOTE, SOME MIXED AS WELL.

DEPENDING ON THE STATE AND CITY.

BUT... IT'S GREAT TO SEE THAT WE'RE PART OF DELIVERING THAT SERVICE AND THERE'S A LOT OF OTHER FEDERAL TEAM -- THEY'RE WORKING WITH, WITH THE CUSTOMERS TO SEE THAT WE'RE PART OF DELIVERING THAT

SO... ALL IN ALL -- GOOD -- FINALLY, JUST WANT TO MENTION, LAST WEEK -- WE TALKED ABOUT THE TICKETS AT VERIZON, OUR WAY OF PACKAGING HOW WE'RE ADDRESSING THE SOCIETY STAKEHOLDER IN OUR STRATEGY.

WE HAD OUR FIRST CITIZEN VERIZON ASSEMBLY LAST WEEK, 1 MILLION LIVE ATTENDANTS.

I THINK THE TEAM IS DOING GREAT -- IT'S PART OF OUR STRATEGY THAT WE'RE DOING THE INCLUSION, CLIMATE PROTECTION AND ALL OF IT IS PART OF OUR OVERALL STRATEGY.

NOW WE'RE PACKAGING, SOME ARE CALLING IT VERIZON.

GREAT RESPONSE.

YOU ALL KNOW THAT THIS IS PART OF OUR STRATEGY FROM VERIZON 2.0.

THIS IS JUST FOR US TO CONTINUE TO SEE THAT WE'RE ENGAGED WITH ALL OF OUR STAKEHOLDERS IN A GREAT WAY.

LAST TIME I WAS ON THIS CALL -- WE TALKED A LOT ABOUT THE SHAREHOLDERS AND I GUESS -- I HOPE THERE'LL BE SOME QUESTIONS WHICH ME AND MATT TALKED ABOUT LAST TIME ON UP TO SPEED.

JEREMY, BACK TO YOU.

>> HANS, THANK YOU SO MUCH.

COVERING A LOT OF GROUND THERE.

SOME OF THE QUESTIONS YOU ALREADY STARTED ANSWERING -- I'LL MARK THOSE OFF THE LIST.

>> SORRY.

>> JEREMY: THAT'S ALL GOOD.

THAT GIVES US TIME FOR SOMETHING NEW HERE.

GOT A QUESTION FROM ONE OF OUR FIELD TECHS, DUANE, IN THE FIELD. WANT TO ROLL THAT QUESTION FOR YOU.

>> GOOD AFTERNOON, HANS, DUANE KIRSKEY FROM BROOKLYN NEW YORK.

I'M PROUD TO SEE HOW WE'RE RESPONDING COMPARED TO OTHER COMPANIES WE'VE SEEN.

WHAT ARE WE LEARNING AND TAKING FROM THIS RESPONSE AND ARE THEIR FUTURE EVENTS RESPONSE PLANS?

>> HANS: THAT'S A GREAT QUESTION.

AND... OF COURSE, FIRST OF ALL, I THINK WE -- NO ONE IS REALLY PREPARED FOR THIS PANDEMIC AND... ECONOMIC DOWNTURN AND... EVERYTHING THAT HAS HAPPENED.

WE'RE GOOD IN TIMES OF CRISIS BECAUSE WE CAN ORGANIZE OURSELVES.

IF THAT'S FIOS IN A BOX OR CURBSIDE DELIVERY OR THE WAY WE'RE NOW HAVING RETAIL, THOSE WOULD REALLY CONTINUE WITH IT, FOR SURE.

BUT... ALSO, HOW WE ARE SETTING UP OUR OFFICES, WE WILL CONTINUE TO LEAD WITH THAT AND... I HAVE TO SAY... WE HAVE LEARNED THAT WE CAN WORK MUCH MORE REMOTELY AND HAVE EFFICIENCY.

I STILL THINK THAT BEING IN GROUPS IS IMPORTANT, THAT LEARNING WILL BRING -- I THINK IT'LL BRING MORE FLEXIBILITY FOR, FOR US AND REALLY CREATE AN EVEN-BETTER WORKING ENVIRONMENT AT VERIZON

AND... YOU KNOW, WE HAVE OUR NUMBER ONES -- WE WANT TO BE THE NUMBER ONE CHOICES AND EMPLOYERS, THAT I THINK WILL HELP US.

YES... DEFINITELY.

A LOT OF THINGS THAT WE'LL DO FROM PROCESS IMPROVEMENTS AND ALSO THE WAY WE'VE BEEN FOCUSING AND WORKING TOGETHER IN THESE TIMES -- VIRTUALLY.

THAT'S SOMETHING WE NEED TO LEARN.

I GOTTA BRING WITH ME, HOW WE WORK TO UP TO SPEED -- I GOTTA BRING WITH ME, DEFINITELY HOW WE ARE CONDUCTING MEETINGS.

BOARD MEETINGS, ESPECIALLY MEETINGS ON BLUEJEANS.

THAT'S SOMETHING YOU'LL NEED TO LEARN AND IMPROVE.

YES... IT'S A LOT OF THINGS WE'RE BRINGING WITH US AND THERE ARE SOME HANDS-ON EXAMPLES.

>> GOOD... I KNOW, YOU AND KRISTY HAVE TOLD US ALL ALONG -- MORE UPDATES TO COME.

WE'RE SEEING HOW THIS PLAYS OUT AND WHAT THAT MEANS.

VIDEO QUESTION, THIS CAME FROM DAVID RUSSELL, PART OF THE WIRELINE NETWORK TEAM AS WELL -- A LOT OF PEOPLE ASK THIS QUESTION ABOUT SPACEX AND STARLING.

LET'S ROLL THAT QUESTION.

>> THIS IS DAVID RUSSELL, I RECENTLY VETTED A FIBER TO THE CELL JOB, JUST OVER \$500,000 TO REPLACE THE FIBER TO A REMOTE AREA.

IN THE NEAR FUTURE, WILL VERIZON TEAM WITH SPACEX STARLINK TO PROVIDE INTERNET AND VOIP TO REMOTE AREAS LIKE THIS?

>> HANS: THAT'S A GREAT QUESTION.

OF COURSE... WE'RE ALREADY USING SATELLITE TO SOME EXTENT, ESPECIALLY FOR REMOTE AREAS AND... FOR CORE NETWORKS, ET CETERA.

AND... FOR DELIVERING IT TO CUSTOMERS, THAT IS STILL A LITTLE BIT OF A CHALLENGE, DUE TO COMPLEXITY, BRINGING DOWN THE SATELLITE AND CONVERTING IT TO A MEANINGFUL SPEED AND ACCESS TO MANY DIFFERENT HOUSEHOLDS AT THE SAME TIME.

YOU NEED A CONVERTER AND YOU NEED A CP OR CUSTOMER PREMISE EQUIPMENT IN ORDER TO DO IT.

THAT'S STILL NOT REALLY ECONOMIC ENVIRONMENT, BUT... I THINK WITH AN INVESTMENT GOING INTO SATELLITE, DEFINITELY WE'LL SEE IT.

TWO-FOLD ANSWER.

WE'LL USE IT FOR OUR NETWORK.

DOING IT FOR CUSTOMERS -- PROBABLY NEEDS MORE SCALE IN ORDER TO BE IN THE ECONOMIC ENVIRONMENT.

IN OTHER WORDS TO BRING IT ALL THE WAY UP TO CUSTOMERS -- RIGHT NOW, WE HAVEN'T REALLY FOUND THAT -- BUT... I CAN TELL YOU, KYLE AND TEAM ARE ALWAYS LOOKING INTO NEW TECHNOLOGIES THAT CAN BENEFIT OUR CUSTOMERS.

>> GOOD... THANK YOU FOR THAT, HANS.

A LOT OF PEOPLE ON THAT WITH ALL THE NEWS THAT HAS COME OUT RECENTLY.

BACKING IT UP TO THE 2Q EARNINGS THAT YOU MENTIONED EARLIER.

SOME PEOPLE NOTED YOU DIDN'T GIVE THREE THINGS TO TALK ABOUT AT THE DINNER TABLE.

WHAT ARE THE --

>> HANS: YEAH... WHAT ABOUT THAT!

>> JEREMY: IT'S OKAY.

WHAT ARE THE THREE THINGS WE SHOULD BE TALKING ABOUT RIGHT NOW?

>> HANS: I'M SORRY I MISSED THAT.

THAT'S ALWAYS A TRADEMARK FOR ME.

ALWAYS REMEMBER THREE THINGS TO TALK ABOUT WITH YOUR FAMILY MEMBERS.

NOW OBJECTION THE VIDEO CONFERENCE -- I GUESS I SHOULD ADD.

I HAVE TO SAY... I SAID IT ON THE EARNINGS CALL WITH EMILY.

NUMBER ONE -- I THINK YOU SHOULD TELL YOUR FRIENDS AND FAMILY, ET CETERA... IS THAT WE MANAGE IN THIS SECOND QUARTER TO ACTUALLY SUPPORT ALL OF OUR FOUR STAKEHOLDERS IN A REALLY GOOD WAY.

YOU NEED TO BE ABLE TO SAY OF THE QUARTER, WHICH HAS BEEN SO DISRUPTIVE AND SO TOUGH AND WITH SO MANY CHALLENGES.

I'M PROUD THAT WE WERE ABLE TO DO IT, RONAN.

SECONDLY... WE HAD GREAT FINANCIAL PERFORMANCE AND... THE TECHNOLOGY WE'RE DEPLOYING.

HIGH QUALITY AND HIGH PERFORMANCE IS PAYING OFF.

THAT'S THE SECOND ONE.

THE THIRD ONE, I THINK... IS WHAT I SAY EVERY DAY.

THE NUMBER ONE PRIORITY FOR VERIZON, YOU SHOULD TELL ALL YOUR FRIENDS AND COLLEAGUES AND... THE NEIGHBORS, IS THAT THE PRIORITY, THE SAFETY AND HELP, AND THAT WE STAY TRUE TO, IN THIS PANDEMIC AND WE CONTINUE TO STAY TRUE TO.

THOSE ARE THE THREE THINGS I WANT YOU TO TALK ABOUT.

THE FIRST ONE, TALK ABOUT THE FOUR STAKEHOLDERS THAT.

COULD TAKE AN HOUR, EASILY, IF YOU GO TO SHAREHOLDERS AND CUSTOMERS OF SOCIETY AND EVERYTHING WE'VE DONE, YOU KNOW?

THAT'S ALL FOR FINANCIAL PERFORMANCE.

THEN THROW IN A COUPLE BUSINESS FROM EARNINGS, REVENUE, THAT'S GREAT.

AND FINALLY TALKING ABOUT HOW WE'VE BEEN FOCUSING ON THE NUMBER ONE PRIORITY IN THIS PANDEMIC AND MAYBE TALKING ABOUT YOURSELF, HOW YOU FEEL THAT THE COMPANY HAS SHOWED UP.

IF IT WASN'T GOOD -- YOU SHOULD SAY IT -- YOU CAN ANSWER THAT AS WELL.

WE'LL CONTINUE TO FOLLOW THAT, BECAUSE... WE'RE NOT PERFECT, WE'RE NOT DOING EVERYTHING PERFECT -- THOSE ARE THE THREE THINGS THAT I REALLY WANTED TO EMPHASIZE IN THE CONVERSATION.

I'D DO IT TONIGHT WITH MY FAMILY, I FORGOT TO DO IT MYSELF.

IT'LL BE NICE BEING THERE TONIGHT.

>> THEY ARE -- WE CAN SHOW THEM A REPLAY OF THE EARNINGS WEBCAST FROM A COUPLE WEEKS AGO.

YOU KNOW... THAT BRINGS UP AN INTERESTING POINT, YOU MENTIONED THE BOARD AND... YOU KNOW... OUR FOUR STAKEHOLDERS.

WHAT'S ON TOP OF MIND FOR THE BOARD OF DIRECTORS RIGHT NOW?

FOLKS WANT TO KNOW THAT RIGHT NOW TOO.

>> HANS: THE BOARD IS, OF COURSE, FOLLOWING VERY CLOSELY, HOW WE'RE RESPONDING TO THE DIFFERENT CRISIS.

THE PANDEMIC, WHICH WE'RE REPORTING OUT TO THEM.

THEN, OF COURSE, THE ECONOMIC DOWNTURN, HOW THAT IS IMPACTING OUR BUSINESS AND FINALLY, HOW WE'RE RESPONDING TO THE RACIAL INJUSTICE.

AND... THE STEPS WE'RE TAKING.

THAT IS VERY HIGH ON THE AGENDA FOR THE BOARD AND... AS YOU'VE SEEN ON UP TO SPEED, SOME BOARD MEMBERS ARE PART OF THAT CONVERSATION.

THEY'RE VERY INTO WHAT WE'RE DOING DAY-BY-DAY WITH THE COMPANY.

THEY'RE A SOURCE OF GREAT CONFIDENCE AND GREAT EXPERIENCE IN THESE TIMES.

THAT WE CAN DRAW UPON AND SEE THAT WE ARE GETTING EVEN MORE DIVERSE IN OUR THINKING AND DECISION-MAKING.

DEFINITELY... THAT'S ON TOP OF MIND.

SECONDLY... AS I SAID, WHEN WE CAME UP FROM THE SECOND QUARTER, WE HAVE SUCH AN EXCITING SECOND HALF OF 2020, WITH SO MANY DELIVERIES.

THE BOARD IS VERY EXCITED ABOUT THAT AND WE, SHOULD, OF COURSE, SHARE WITH THE PLAN THAT WAS ANNOUNCED AND HOW WE'RE PROJECTING ON OUR PLANS.

THOSE ARE THE TWO MAIN THINGS THAT THE BOARD HAS BEEN FOCUSING ON LATELY.

AND LATER ON TODAY, WE'LL HAVE A BOARD MEETING.

WE'LL UPDATE THEM ON ALL THOSE ITEMS.

WE'RE HAVING MORE-FREQUENT BOARD MEETINGS THESE DAYS.

WE HAVE TWO-HOUR MEETINGS EVERY SECOND WEEK -- IT MAKES IT MORE DIGESTIBLE THAN EVERYBODY CAN BE ACTIVE AND ENGAGED.

IT SEEMS, BASICALLY THE BEGINNING OF FEBRUARY.

>> PEOPLE WANT TO KNOW -- HOW ARE YOU BREAKING UP YOUR DAYS?

HOW DO YOU MAKE THESE MEETINGS IN THE PAST, FOR HOURS -- HOW DO YOU BREAK THEM UP AND MAKE THE DAY WORK FOR YOU?



>> HANS: I, I BREAK THEM AND USE HALF HOUR MEETINGS.

I PROBABLY HAVE FIVE-HALF HOUR MEETINGS WITH DIFFERENT KEY INDIVIDUAL PARTNERS, CUSTOMERS... AND THEN... I HAVE THE -- TODAY, WE HAD OUR FCOT OR WHEN THE EXECUTIVE TEAM MEETS AND TALKS ABOUT THE TAKEAWAY, WHICH WE ALSO HAVE THREE TIMES A WEEK.

AND THEN... I HAVE A BOARD MEETING, THAT'S A LITTLE BIT LONGER. SO... THAT'S HOW WE BREAK IT UP.

WE HAVE, USUALLY, HALF HOUR MEETINGS IN ORDER TO SEE THAT FOLLOW-UP ON THINGS THAT ARE HAPPENING OR TALKING TO PEOPLE, IN ORDER FOR US TO MAKE THE RIGHT DECISIONS.

OF COURSE... I TALKED TO MY TEAM MEMBERS, HALF AN HOUR MEETINGS, EVERY SECOND WEEK, ALL OF THEM, ONE-ON-ONE -- IN ORDER TO SEE HOW THEY'RE DOING.

AND HOW I CAN HELP THEM.

THAT'S HOW I BREAK UP MY DAYS.

A LOT OF EXTERNAL TIME.

I PROBABLY SPEND MORE TIME EXTERNALLY NOW THAN I DID A YEAR AGO.

THIS IS A TIME FOR LISTENING AND ALSO SUPPORTING EXTERNAL CUSTOMERS, PARTNERS, SOCIAL SOCIETY.

>> JEREMY: HOW DO YOU SEE OUR BRAND PARTNERSHIPS CONTINUING TO EXPAND THROUGH THE YEAR-END AND INTO 2021?

DO WE SEE IT BRINGING ON ADDITIONAL PARTNERS TO GENERATE EVEN MORE VALUE FOR OUR CUSTOMERS?

SIMILAR TO DISNEY PLUS OR APPLE MUSIC?

>> WE'RE GOING TO USE OUR SCALE IN THE NETWORK, DISTRIBUTION AND STRONG BRAND TO FIND MORE PARTNERS THAT HAVE THE SAME BRAND VALUES AS US.

WE HAVE A COUPLE IN THE PIPE FOR THE NEXT SIX MONTHS, WE'RE EXCITED ABOUT THAT.

OF COURSE WE DO PARTNERSHIP EVERY DAY.

BUT... NOW WE TALK ABOUT FLAGSHIP, PARTNERSHIPS, THAT WILL ADDRESS THE WHOLE CONSUMER BASE.

WE DIRECT THE WHOLE ENTERPRISE, SO... WE HAVE A COUPLE OF THOSE AND WE CONTINUE TO WORK WITH THOSE THAT WE SEE FIT IN WITH OUR BRAND VALUE AND WE'LL GET MORE VALUE, BOTH OF US.

I GUESS, THEN... PROBABLY HAVE SOME PROBLEMS WITH FRIENDS IN MY EXECUTIVE TEAMS.

ANNOUNCING SOMETHING THAT WE ARE SUPPOSED TO DO.

>> YEAH... THAT'S GOOD TO KEEP THEM ON YOUR SIDE THERE.

HEY... WANT TO TALK ABOUT THIS -- YOU WERE ON VACATION, LAST WEEK, WALK US THROUGH -- SO MANY PEOPLE WANT TO KNOW -- OUTSIDE A BUSINESS -- HOW YOU MAKE YOUR PERSONAL LIFE WITH YOUR FAMILY GO AND HOW YOU DID ALL OF THAT AND WHAT YOU DID.

>> YEAH... I ACTUALLY DECIDED THAT I WANT TO DOCUMENT A LITTLE BIT... MY VACATION WHICH WAS EXCITING -- SO... I HAVE A COUPLE PICTURES I'LL TALK THROUGH WHAT HAPPENED.

SO... THIS PICTURE --

>> I DON'T SEE IT -- BUT... I CAN -- OKAY... THE FIRST SLIDE YOU SEE -- THIS IS ME WORKING HARD.

THIS IS VERY UNUSUAL -- THAT I'M PUTTING ON SOME HEAVY GEAR AND CHOPPING DOWN WOODS, YOU KNOW?

BUT... YOU KNOW... I HAVE [INDISCERNIBLE] SOMETIMES -- MY WIFE TOLD ME, IT'S TIME FOR ME TO GET OUT AND DO SOME REAL STUFF.

THAT'S WHAT I DID.

THE SECOND SIDE IS, FINALLY, AS YOU CAN SEE, I GOT MY HAIRCUT.

MY DAUGHTER WAS BRAVE ENOUGH TO FIX MY HAIR -- I'M NOT SURE THAT YOU SEE IT, BUT... SHE DID AN AWESOME JOB TO SHORTEN IT UP.

THAT HAPPENED DURING THE WEEK, WHICH WAS IMPORTANT.

THEN... OF COURSE, THE THIRD PICTURE, YOU SEE ME IN THE BALTIC SEA.

OUT THERE TRYING TO GET SOME MILEAGE OUT OF THIS OLD BODY.

AND YOU SEE ME, CLOSE BY, WITH ALL THE GEAR.

I LOVE GEAR.

YOU CAN SEE US SWIMMING, YOU KNOW?

THE HATS AND THE PADS.

IT'S IMPORTANT WHEN YOU'RE OUT IN OPEN SEA.

THEN... YOU TAKE THE NEXT PICTURE -- YEAH... MORE SPORTS, OF COURSE.

GOLF, TRIED TO IMPROVE MY GAME.

NEEDS SOME IMPROVEMENT, I HAVE TO SAY.

FINALLY... OF COURSE -- RUNNING WITH HANS -- YOU CAN SEE ON THE -- ON THESE PICTURES -- HOW WET IT WAS OUTSIDE.

IT WAS JUST POURING.

AND FINALLY, THE -- I THINK ONE OF THE MOST-IMPORTANT THINGS, I HAVE A CHANCE TO VISIT MY MOTHER THAT TURNED 80 EARLIER THIS SUMMER.

AND YOU SEE WAS A FANTASTIC PRESENT I HAD FOR HER.

SHE WAS VERY HAPPY FOR THAT.

AT LEAST IS THAT WAS ONE OF THE PRESENTS FROM MY MOTHER THAT I HAVEN'T SEEN FOR A YEAR.

EXTREMELY IMPORTANT -- THAT WAS A SUMMARY OF WHAT I'VE BEEN DOING.

ALL IN ALL -- GOOD AND I TOLD EVERYONE TO GET READY TO RELAX, BECAUSE... THIS FIRST PART OF THE YEAR WAS TOUGH.

FOR ME, IT WAS IMPORTANT TO TAKE MY PART OF THE VACATION AND LEAD BY EXAMPLE AND... EXPECTING EVERYBODY ELSE TO DO THE SAME.

JEREMY, IT'S BEEN AN EXCITING WEEK --

>> IT LOOKS LIKE YOU HAD QUITE AN ACTION-PACKED WEEK THERE.

HAPPY BIRTHDAY TO YOUR MOTHER.

HOPE SHE CELEBRATED IN GRAND STYLE AND... GOT A JERSEY THERE.

THAT HOPEFULLY SHE CAN WEAR DURING THE UPCOMING NFL SEASON WHEN THAT ROLLS AROUND -- FINGERS CROSSED, IN THE FALL TIME.

>> YEAH...

>> THERE'LL BE A LOT OF PEOPLE WHO CHIME IN ON THAT, I'LL LEAVE THAT TO THEM.

A GOOD QUARTERBACK OVER THE OFF SEASON FROM THE CAROLINA PANTHERS.

I WON'T GO INTO MUCH MORE THAN THAT, HANS, THANK YOU FOR ANSWERING THE OTHER QUESTIONS -- WE'LL BE RIGHT BACK WITH YOU IN A MOMENT FOR FINAL THOUGHTS.

WE MENTIONED EARLIER, 4G HOME INTERNET -- LET'S ROLL THIS QUICK VIDEO AND GET INTO THIS NEXT THING WE'RE ABOUT TO DO.

>> IT'S EASY, ARIA UP TO SPEED.

HERE'S A QUESTION FOR YOU.

TALKING ABOUT 4G HOME, INTERNET -- THAT ANDY TALKED ABOUT LAST WEEK.

IF WE WANT TO TAKE THAT SLIDE THERE.

LTE HOME, INTERNET -- NOW LIVE IN THREE CITIES.

WHICH CITIES ARE THEY?

I ASK BECAUSE IF YOU ANSWER THIS QUESTION BY E-MAILING US LIVE@VERIZON.COM.

YOU COULD WIN SOME SWAG FROM THE VERIZON 2.0 SWAG STORE.

FOLKS ALWAYS ASK WHERE HANS AND KRISTY GET THE STUFF THEY'RE WEARING -- WE'LL PICK, AT RANDOM -- ONE EMPLOYEE WHO LOVES THAT.

HANS, YOU KNOW THE ANSWER TO THAT -- YOU'RE NOT ELIGIBLE TO WIN.

WANT TO GO TO YOU FOR YOUR FINAL THOUGHTS ON THE DAY.

WE'RE LOOKING AT ANOTHER BUSY WEEK AHEAD WITH A LOT GOING ON.

>> I WAS JUST WORRIED YOU WERE GOING TO ASK, YOU KNOW... WITH 35 -- MOBILITY 50 -- WHOLE CITIES HAVE NOW -- THEY'RE 4G.

I THOUGHT TO GET THEM MOBILE TO MOBILE.

I'LL BE SURE -- I THINK WE'RE COVERING A LOT OF GROUND HERE.

A COUPLE THINGS WE MENTIONED.

THE VZ HUB IS YOUR WAY TO SEND YOUR MESSAGE TO LEADERSHIP IN THE COMPANY, WHAT'S GOING WELL AND NOT DOING WELL?

REMEMBER, THE MOST-IMPORTANT IS RESPONDING -- NOT THE SORT OF -- PERHAPS TO GET INPUT AND WHAT TO ACT ON.

A TREMENDOUS, GREAT JOURNEY, FIRST PART OF 2020, SO MANY RESPONDED TO THE QUESTION.

MANUAL DECISION-MAKING IN THIS COMPANY.

IT'S A GREAT WAY TO MAKE THIS COMPANY EVEN BETTER.

PLEASE CONTINUE WITH THAT.

OTHER THAN THAT, WE HAVE A JAM-PACKED WEEK -- I CAN TELL YOU WITHOUT TELLING YOU -- IT'LL BE A LOT OF ANNOUNCEMENTS THIS WEEK AS WELL.

A LOT OF TECHNOLOGY COMING UP, I TELL YOU.

SO... WE'RE EXCITED ABOUT THAT.

SO... STAY TUNED.

I, I KNOW THAT JEREMY WILL TALK ABOUT IT LATER IN THE WEEK.

WHEN IT'S APPROPRIATE TO DO THOSE ANNOUNCEMENTS.

FINALLY OBJECTION A SERIOUS NOTE -- I ASK YOU AGAIN -- WHEREVER YOU ARE.

THIS PANDEMIC IS NOT OVER.

IT'S FAR AWAY FROM OVER.

I, I TELL YOU AND BEG YOU -- CONTINUE TO USE THE BEST KNOWLEDGE ABOUT THESE PANDEMICS WHEN IT COMES TO USING FACEMASKS, TO SOCIAL DISTANCING, ET CETERA.

IT'S NOT ABOUT YOU, IT'S ABOUT THE PEOPLE YOU MEET.

WE NEED TO DO THIS RIGHT IN ORDER TO COMBAT THIS FASTER.

IF VERIZON, THE V TEAMERS DOING THEIR PART -- WE'RE BIG, WE'RE A LARGE ORGANIZATION -- THAT WILL HELP OVERALL AS WELL -- EVEN THOUGH THIS IS A GLOBAL PANDEMIC -- WE SHOULD DO OUR PART AND WE SHOULD PROTECT OURSELVES AND... OUR CUSTOMERS AND FRIENDS.

SO... BY THAT -- I HAND BACK TO JEREMY AND... THANK YOU FOR ALL THE GREAT QUESTIONS AND... FOR BEING ABLE TO SHARE A LITTLE BIT ABOUT MY VACATION, WHICH I'VE NEVER DONE BEFORE.

THAT WAS THE FIRST ONE FOR ME.

JEREMY, BACK TO YOU.

>> THANK YOU, HANS.

THANKS FOR SHARING -- HANS WILL BE JOINING US, MOST EVERY MONDAY -- EVERY MONDAY TO ANSWER YOUR QUESTIONS, ALONG WITH OTHER FOLKS FROM THE BUSINESS -- DON'T HESITATE TO ASK, REMINDER

OF YOUR RESOURCES ABOUT COVID AND EVERYTHING OUT THERE ON THE RESOURCES PAGES, ON INSIDE VERIZON.COM.

FINALLY, I WANT TO WRAP WITH A COUPLE THINGS -- KYLE, LET'S TAKE THAT FIRST SLIDE.

BLACK HISTORY IS AMERICAN HISTORY AND YET, WE RARELY SPEND MORE THAN A FEW CHAPTERS LEARNING ABOUT IT IN SCHOOLS.

OUR NEXT EPISODE OF NEXT 20, V TEAMERS, DAVID HUBBARD, A PROFESSOR OF HISTORY, RAISED IN PUBLIC POLICY AT THE HARVARD KENNEDY SCHOOL -- THEY'LL DISCUSS THE IMPORTANCE OF BLACK HISTORY AND ACTION AND THE ACTIONS EACH OF US CAN TAKE FOR A MORE EQUITABLE FUTURE.

ALSO STREAMING LIVE ON VERIZON'S LINKEDIN PAGE, BUILT BY YAHOO, HUFF POST AND THE KNOW AND IN CASE YOU MISSED EARLIER EPISODES -- WHICH WERE FOCUSED ON CRIMINAL JUSTICE REFORM AND VOTER EDUCATION -- WATCH THOME OUR TOOLKIT AVAILABLE ON INSIDE VERIZON OR AVAILABLE AS WELL, THROUGH OUR PODCAST SERIES, SEARCH UP TO SPEED PODCAST ON YOUR FAVORITE PLAYER.

LET'S TAKE THIS VIDEO -- LIKE TO SEE ALL OF THIS HAPPENING HERE.

SOME OF OUR WEST NETWORK TEAM, OUT THERE, WALKING TOGETHER.

PURPLE HEART HOMES FOR HEROES -- YOU CAN ALWAYS VISIT VERIZON.COM/VOLUNTEERS FOR OPPORTUNITIES TO TAKE PART IN THAT ONE.

ALWAYS DOING GOOD IN COMMUNITIES WHERE THEY LIVE, WORK AND PLAY. VERIZON.COM/VOLUNTEER.

THAT'LL WRAP IT UP FOR US TODAY.

TRACKING A LOT OF THINGS.

WE'LL CONTINUE TO KEEP YOU UPDATED.

WE'LL BE BACK WITH YOU AGAIN TOMORROW.

UNTIL NEXT TIME -- YOU'RE UP TO SPEED.