

Up To Speed Live
Monday, August 10 2020
1 PM ET

>> Stop me if you've heard this one before, we are living through unprecedented --

>> Unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I don't know how many times I've used the word unprecedented but it's a good word.

>> So much of what we do now is virtual, meetings, happy hours, graduation, 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, 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 everyone 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.

>> Mass scale fiber objectives to the home with FIOS, our response to Hurricane Katrina.

>> That helped 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 after year. Our acquisition of MCI, which expanded our Verizon business groups global scale, we now reach more than 150 countries and almost all of the Fortune 500 partner with us, our most recent acquisitions of AOL and yahoo now in our media group, 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 the network leader in 4G, FIOS, 5D, one fiber. It's about the superior excellence we deliver for today and the ground breaking ones that we're delivering for tomorrow. The V-team, day by day, we keep creating a more authentic, empower 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 of our efforts, to keep the world moving forward. So happy anniversary, V-team. Here's to our next 20. A lot has happened in our 20-year history. We have moved the world forward in so many different ways. And through it all, there's one thing that's except 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 opportunities.

>> Not run.

>> We know team work.

>> 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 solution.

>> For some of our world's biggest challenges.

>> To make the world in which we work.

>> Better than it was yesterday.

>> We know -- tomorrow we'll be better.

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

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>> My name is Corey, I'm a managing director in Verizon business group.

>> I live in Raleigh, North Carolina, I've be with Verizon for about 10 years, my wife and I recently had our first child, Avery is a 9-month-old, I enjoy spending as much time as I possibly can with them, doing whatever it is that they want to do. I joined Verizon to begin my career before that, I graduated from east Carolina university, go Pirates. Verizon has been the gold standard in telecom, remains innovative in technology, I was inspired to join because of the culture, the people, and I have a lot of respect for the brand. Verizon is evolved from a telecom to technology organization, I've been impressed with the way that we've had technology.

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I'm constantly motivated by people I worked with across the globe, and the focus that we've got for the customer experience and bringing the best of Verizon to them. I started out, out of college, and I joined Verizon and working back when operations overnight shift, I was able to complete my masters, luckily, Verizon supported me in that endeavor, but I was able to complete my master's in administration during my tenure at Verizon. I'm interested in making sure that our customers continue to be cared for by a very focused on trying to bring the best to Verizon, focus on enhancing my employees' career progression and developing them into what they

want to do. I'm also very interested in bringing 5G and the 4th industrial revolution to our customer base. I like to fancy myself as a card trick entertainer so once in a while I pull off card tricks at parties and embarrass my wife, but I have fun with it.

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I would encourage them to think about Verizon as being a technological trail blazer that is a company that cares deeply for their employee base as well as continues to focus on the customer, we're doing some really slick things in technology and we always care for our employees first and foremost which is really inspirational, mission statement that we've gotten.

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this is the first quarter, the first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all of the obstacles, our GN and P team continue to exceed, as the traffic patterns in our network shifted, implemented new solutions to increase capacity. We continue to innovate 5G, partnering in trials -- on and with pivotal technology, we lit up mobile 5G in San Diego. 5G home in Detroit, 5G home network in Houston, Indy, and L.A., the 5G virtual lab to help our innovation partners extend the next GEN solutions. And rave reviews from open signal, route metrics and GD power, our response teams answered every call to support essential services, our field teams kept evolving

and continue to support our customers. And due to the pandemic, our technology team delivered years worth of digital transformation in a matter of months.

>> We continue to evolve our response. Rapid redeployment of a large portion of our retail team, constantly evolving. And bringing touchless retail to our stores, with a focus on social distancing and nationwide curbside pickup service. The Motorola edge plus, an exclusive on Verizon, the Samsung galaxy 20, and the SC. We also launched a world first, the Lenovo flex 5G, the first PC built for 5G ultra Wifi. We introduced our own and special Verizon Visa card, the demand from customers is already sky high. Created new prepay plans that, will reward customers. Entertainment options, the best pricing, with the new student discount and we celebrated the second anniversary of visible, our old digital carrier and helped customers avoid over 5 billion Robocalls to date.

>> Helped our customers in the second quarter, react and rebound as they filtered business continuity, disaster recovery plans to really meet their customer requirements. We've provided critical connectivity and devices to enable distance learning, including with the Los Angeles unified school district, and the state of California, we provided enhanced technology to temporary field hospitals and ships like the comfort. We supported small businesses through the pay it forward to help small business program. And we proudly served more than 80,000 meals to front line healthcare and EMS workers in New York City, and Detroit, which also supported local restaurants.

We continue to expand our portfolios advanced business solutions, none timelier than the addition of blue Jeans, and expanded the portfolio with EMCS for more flexible and agile networking infrastructure, launched the integrated video for Verizon connect, enterprise platform, kicked off return to business as unusual, the new monthly webinar series for enterprise. And released the 13th edition of our data breach investigations report to spark critical conversations with our business customers around the globe.

>> We are continuing to meet changing customer behavioral shifts by innovating across advertising, subscriptions, and transactions. We accelerated the 5G initiative, the launch of Verizon media, the new suite of AR, and VR, and mixed reality products to power the future of 5G and content. We partnered with Samsung to leverage emerging -- home and connected TV, we saw steady increases in the number of new advertisers, and -- reader's choice awards for all nominated categories, ESP, SSP, admin for video and for mobile. This is the most wins for any nominated company. We secure an industry first with Walmart, by enabling yahoo users to make their purchases through their inbox. No other e-mail provider allows to do this. We launched yahoo late and convicted to mental health organizations impacted by COVID-19 and help black owned small businesses.

>> This has been another incredible quarter, proving yet again what this V team is all about. Once again, we were honored as a top ten best company for multicultural women, we celebrated Asian-pacific heritage month, this V team tribute and pride month with prism, the

newly unified LGBTQ employee resource group. We joined Amazon, and global optimist in signing the climate -- a commencement series, class of 2020, ready for anything, featuring -- former president Bill Clinton. And when yet another crisis struck, we opened our hearts, our minds and our resources to support urgent issues. Forbes named us as the number one brand in dealing with the pandemic. Having the most telecom value in the world and celebrated iconic and world changing years of Verizon's history.

>> Our second half is more ambitious than the first half.

>> Now is the time to innovate and maximize the opportunities with very in front of us.

>> Best networks, the best experiences, the best service. How and where our customers expect.

>> There's enormous opportunities ahead of us, let's go get them. Forward together. Go, fight, win.

>> Our purpose and passion are unbeatable.

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>> I'd like to pay my bill.

>> Happy to help with that. Your minimum payment due is \$75. How much would you like to pay?

>> You probably think about your phone getting stolen, but not your phone number. I'm Jesse, and I work at Verizon, if your identity is stolen, chances are your phone number will be stolen today. You can prevent your phone number to -- you can set it up in my Verizon app. We make sure that the calls, text, and other information are

yours and only yours, your number is safe with us.

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>> What's a citizen? It's believing in something. And doing something about it. Being responsible. And following through on promises. We're a company of 135,000 citizens. And we have a plan to work towards a greater good. A better future to share. One that will move us all forward. Citizen Verizon. Our plan for economic, environmental and social advancement.

>> You just unboxed your new device? You look at the instructions, and that's when the fun ends.

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my name is Sam, and I work at Verizon. Sometimes setting up new tech can be overwhelming, there's why there's tech coach in the my Verizon app. To help with the wireless devices and virtually anything that connects you like smart home accessories or your smart watch, and their service is included for 30 days after you activate a new device. The support you need whenever you need it.

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>>JEREMY GODWIN: Hello, there, good afternoon, good morning, and good evening, a little bit of a different time start here on the east coast, thanks for joining us for "Up To Speed Live." Updates coming from Christy and Kyle, Christy is our HR leader, talking about the continuing the business as usual and with COVID-19 and the things

that we are dealing with and Kyle malady and technology group, so before we get there, I want to go straight over to Kyle to give us updates to start, obviously, last week, we had a hurricane and different things that took a swipe at us, Kyle, give us the latest on what your teams did over the weekend to reconnect our customers out there?

>>KYLE MALADY: Hey, Jeremy, how are you doing? Good to be with you, you see, I've moved locations since my dog started howling a few seconds ago.

>>JEREMY GODWIN: I noticed that.

>>KYLE MALADY: That's how we roll, we deal with the situation at hand and that's what we've been doing for the last week or so, listen, still a tough situation in the area that's been impacted, you know, there was a lot of damage as a result of this hurricane blowing through. You know, it started down the Carolinas and moved up, went all the way up into Canada, but really impacted, you know, New Jersey, down state New York, Connecticut, this area here got hit pretty hard. You know, actually where I live, and, you know, frankly for a few days you couldn't even move around town because there was so many trees down. But like as usual you, we spend a lot of time preparing for thing like this, and, you know, it starts with that. We have a reliability program. We carried it out to a T. And everybody made sure their checklists were prepared, we were ready to deal with it. And I have to say, overall, the it in work as a whole, handled it very, very well, both wire line and wireless. At one point, you know,

we had about 5 to 7% of our cell sites on wireless on generator backup. Now, we did lose a few sites. About 200 at the height of it. But they were kind of spread out. So service was still good. And when we had a lot of our COs in the wire line side, a lot of our COs were on generators, so as well as a couple of other major wireless sites. So all of the -- all of our battery backup, our power back up, that worked very, very well and I thank the teams for the prep there. Now, that doesn't help -- there's still folks without service right now, predominantly, you know, FIOS or POTs lines, our customers are calling in and looking to be prepared. We need to follow the electric companies generally, we cannot go on to a site because it's too dangerous if there's potentially live power, so the way it generally works is the power guys, and the tree companies come, to clear a path and then we'll start doing our work. Then, what normally happens is once people get power, they realize their power is out, they call us. A lot of folks are pretty mad. So the teams are working, you know, like crazy, around the clock here trying to get people back. And I'm happy to report that, you know, we have over 800 poles down, we fixed the majority of those. We're going to get to the rest. Some new ones will probably pop up here. But the teams out there, the wireless network performing well, there's hot spots in that as well, as you can imagine, some towers lost their whole Internet, people are really going to their cell phone and trying to use Internet on the wireless network and in some cases, the cell sites get a little overwhelmed there, but we're slowly making progress. And we're

fixing things, I just really want to thank the team for the commitment. I've been out and about and seeing the Verizon trucks all over. Trying to make repairs to get them back to normal as usual in COVID as it were during the summer months here, so thanks to everybody. I really appreciate all of the effort.

>>JEREMY GODWIN: Yeah, Kyle, thanks so much, and great work from the teams here, a lot here on the greater Morris town area, they were, working through that, thank you. A call out to POTs, plain old telephone service, a wireless guy, feeling sot network terminology your way there so Kyle thanks for the update. Christy is joining us now, we're talking about phase three and where we're looking there and what it means for all of our employees, so we'll go ahead and go over to Christy now for those updates, Christy, how are you doing today?

>>CHRISTY PAMBIANCHI: Jeremy, thanks so much, and great to be here, great to be here with Kyle, and talking to all of the V-team out there. Really wanted to come back and talk to everybody today, because we said that we've come back in mid August. And the VLC has been monitoring the situation closely with regards to COVID and as well as all of the ways that we've continued to run the business during this time. We also know a lot of the employees are asking us a lot of questions about what's going to happen and we know that the situation with COVID is continuing to evolve. And we're also looking at the return to school, time of year, and as well as other services and other parts of the country beginning to reopen.

And so as the VLC, as we evaluated the current situation, as well as how we are working, in the current adjusted state, keeping customers connected, keeping the network operating, and servicing all of the things that we do with our business, each VLC member will be talking to their organization throughout the week, and but we are going to stay in the current way in which we're operating. Until the end of the year. So let me talk a little more, you can put the first slide up, Jeremy, what does that mean? You're wondering, and just to recap how we've been operating. As you know, we've got the front line, and we just heard from Kyle, about everything the front line did to get the network up and running, through the hurricane, and the like last week. So our field technicians, our field engineers, retail store teams, have been operating on site, in the retail customer or engineering buildings that we have. In addition, we have sales and office space employees and they have been working from a combination of home and office. We started rotating office access and that is through the second cycle right now, that's going well. And finally, we have our call center teams that we have currently and tele sales, currently working from a remote basis. And so, we are pretty excited about the way in which we've been able to deploy our safety practices, and so on the next slide, I want to just remind folks what our safety practices are. We've gone with spatial covering for access in to our facilities, as well as in to our retail stores or for our field employees work out in the field and going on premise and other locations. We also have social distancing,

where we have putted marks of where is it safe for workstations to be relevant and relative to one another. And we have a lot of social distancing measures in our touchless retail environment, as well as for our technicians, we have a return to office tool, and in it, it has a wellness precheck. And Jeremy, we've completed the return to office tools, so all of the employees in the United States in any role, are able to use the return to office tool, to do their precheck, about their own health, and then, also be reminded of our on site safety practices and basically get clearance to proceed on to the work site or work location, where they work, in any of our jobs. Now, you might say, what about international? The later this month, in August, we'll be live by August 24th, with the app internationally. And we'll be starting communications and training for all of the countries we operate in. We also will have our return to office tool available for all of our visitors, and contractors, by the end of this month. And so by the time we get to the end of August, we will have all of our V-teamers worldwide using the return to office application as well as our visitors and customers. In addition, of course, we comply with all of the local guidelines, we have overarching practices and principles, we're following the World Health Organization and Centers for Disease Control guidance. And constantly monitoring and updating that. And so, finally, I just want to put on my last slide, Jeremy, to just really remind our V-teamers, that this is a situation where we have to take all of the measures and steps that I just described in our safety processes and

protocols but also how is it that we keep each other safe? And so, they have a -- VLC, I want to reiterate, if you are not feeling well, do not come to work. We have good medical benefits for our employees and we want to make sure you use those, don't come to work if you don't feel well, if you feel like you have COVID, contact your healthcare provider, notify your supervisor. Also, please do not come to work if you've been advised or required to quarantine, as a result of to potential exposure due to recent travel. Finally, for checking your temperature, if you don't have access to a thermometer, to take your temperature, our employees can order one through our catalog and we'll ship it to your home. And V teamers that are working in the stores or field have received thermometers. And so, Jeremy, I just want to bring it home, before we throw it out to the Q & A portion of the "Up To Speed Live," most important thing is to keep our employees safe, we want to keep your customers connected, and I think that up until now, we've been able to do those things, and we felt as a VLC, it was important to carry that and all of the learnings forward and continue to lean into our return to office application, which allows us to keep all V-teamers safe in all of our work settings and now soon worldwide. And we're going to monitor the situation. Obviously, it's a very fluid situation, the disease is constantly evolving and progressing around the world is shifting, and so, right now, we didn't feel there was enough information or evidence to make a change in the way we're handling it so stay tuned, each VLC member want the opportunity to talk to

their teams throughout the week, so they could be more specific and answer their employees questions and so we want to make sure that we do that as well, Jeremy.

>>JEREMY GODWIN: Christy, thanks for that up it update, we have Kyle with us, give us a run down of what you want your hardworking folks to know in the field.

>>KYLE MALADY: So, hey, so, you know, like Christy just shared with us, you know, we have a couple of nuances, though, however in the G M&T, if your office space, just going to continue on like we've been doing, where we had the rotating weekly schedule. And, you know, you follow the checklist and so forth, if you need to go in the office, if you don't need to go in the office, don't go in the office.

For people in the center and in the field operations and outside engineers, those type of folks, we have extended our work from home, you know, garaging, and union agreements with the union, through September 30th. So for those folks, too, for all of us, it's all basically going to feel the same. As it has for the last little bit. And then we'll keep you informed on any contract extensions or anything as we move along there. So basically like Christy said for us, as well, we're going to continue to move along in the way we have been. With safety and security always top of mind. Most important thing for everybody in the field. And especially when, you know, we have crews out working, in these tough conditions with, you know, in somewhat dangerous situations, once again, having safety front

and center is really important. COVID is still out there. And just because we're working on some splicing or putting up some new poles, can't let our guard down, got to keep safety first and foremost, so that's where we stand from GN and P.

>>JEREMY GODWIN: Thank you for that, Kyle, let's jump into the questions, a reminder, send the questions live@Verizon.com, Christy, the first one is for you. People want to know, if I'm diagnosed with COVID-19, or if the virus impacts a loved one, can I take a leave of absence? How should that be handled?

>>CHRISTY PAMBIANCHI: Thanks, Jeremy. I think that this is first one of the things that we're most proud of here at Verizon, of course, if you have COVID, please do not come to work. And take advantage of the medical support benefits that we have. We've also activated support through the anthem network that we have, so there's nurses and other professionals that will follow up with you directly to help you, make sure you're getting access to the services that you need. And we've found providers also internationally that will help us with that in our international locations. In addition, if you do have to take care of or if you personally have COVID, you can be off for 8 weeks. 100% pay, and that extends I do not that, it will go to 60% pay for the balance of the time of the COVID leave.

And employees that are personally diagnosed with COVID are eligible for up to 26 weeks of leave, so we think it's really important that people take the time to get well, and this is the complicated situation, we don't want employees to come to work unwell and

potentially infecting other coworkers or creating a situation for themselves or others.

>>JEREMY GODWIN: Got it. Christy, followup to that, obviously, if anyone is following news, has kids in school, every school district is different. What options are there if I need to return to work location as part of the new business as usual, but schools, child care, other elder care facilities, remain closed?

>>CHRISTY PAMBIANCHI: That is a great question and I think that we throughout the world, and here in the United States, as school returns, is upon us with that mid August and mid September time frame. There's a lot of questions and a lot of false starts that we've already seen very highly covered in the news. And so, for that reason, we actually already had this protocol set up to be until September 30th. But as it's clear, that they're going to continue to have uncertainty post September 30th, we felt like to give our V-teamers stability, all of our employees in any role can begin to plan. We also have backup daycare and other -- and care reimbursement policy, and so we have information on that, at the COVID web page, that benefit and that program will continue and we also have actually, we're going to be reutilized a lot of tutoring, the V-teamers have asked about that as well, looking at having their children in a hybrid home and virtual, and on prem schooling, our V-teamers are telling us that's hard for them, we are reminding folks of all of the tools we have available for them. And so as a reminder, we do have a backup care benefit in the reimbursement policy.

>>JEREMY GODWIN: And this one comes up a lot, obviously, folks who feel like they can travel safely, during the summer for vacation, whatnot, following local guidelines, at what point can we expect travel restrictions to lift and what should people do if they do choose to travel?

>>CHRISTY PAMBIANCHI: The travel situation is a challenging one, so first, we are allowing business critical travel and in country, vice president leader, can approve that. International travel, we want to personally approve that. The reason for the approvals is really to ensure that we're doing everything we can to make sure that it is business critical travel and we're making sure that we're keeping our employees safe. The challenge also with travel is right now, states and Governments around the world, across country are making travel restrictions. And a lot of those travel restrictions, then, require quarantine. So we also think it's important, please constantly check the web page and the travel guidelines are changing on a regular basis, and so, that needs to factor into how people think about their travel. We also know people are trying to take time off, to take vacation, we've been encouraging people to take down time and so we just strongly encourage you to look into what the quarantine requirements are should you travel. So that you can keep yourself or your family and others safe.

>>JEREMY GODWIN: One more question for you, you mentioned earlier, your teams are out there following their guidelines, how do they continue to work like for example, last week, we heard from the

network team, hey, there's an issue, we're set up to work remotely, how are your teams set up to do that now as the coronavirus continues to be an impact to how we do our work?

>>KYLE MALADY: Obviously, Jeremy, I think that we set up the process quite a while ago, quite a few months ago and we just continued to optimize. The GTS folks are doing a great job, kind of optimizing the work from home thing, the teams are falling in to a -- I think a little bit better cadence of how to do your job. There's still a lot of tweaks to be made, and work to be done, and, you know, we work with all of our colleagues, trying to bring in all of the information we can. And then, work on the things that will make the biggest bang for the buck. One tool I started using recently is slack, some of the CMO teams have been using, and we're going to roll that out to the rest of the company as we go forward here, but I've been using that a linebacker -- a little bit and it's a cool tool. Working in this kind of mode.

>>JEREMY GODWIN: Thank you, Kyle, and thanks to your team, post hurricane and since earlier in the year, working from home while they are out there working in the field to keep us and our customers connected. Christy, wrap it with the final thoughts today. A lot of people are loving the new hair style with the pink. So we wanted to share that with you, thanks, winding up our day with that.

>>CHRISTY PAMBIANCHI: My daughter's favorite color, she was stressed on the COVID leave. Senior year, so I thought it would be a fun way to get her pumped up.

>>JEREMY GODWIN: Awesome.

>>CHRISTY PAMBIANCHI: Thanks for the V-teamers for that. A couple of thing, Jeremy, to that end, before jumping to the other closing remarks, I do think that we have been living with this now since March. And there's a part of us that probably is like, when is this going to be over? When is coronavirus going to be in the rear-view mirror? When is it going to be behind us? We recognize that as the VLC and talking this week at our meeting leaders this week, about what are the ways to pump up the team and keep people motivated, while we're having to live with this new normal? And, you know, there's the potential for another surge in the fall on top of the normal flu season, and we have a little bit of chaos, how do we school children and such? We're with you, we're trying to figure it out, Hans gave a shout-out and asked you to send in suggestions, we've gotten those and the poll survey out closing today. So we will be combing through all of those suggestions, because we know that for the whole world, this is an incredible trying time, and we're going to try to find ways to keep it -- you know, keep it on point for everybody and help everybody thrive through this new normal. A quick slide to show a summary of the messages that I shared as well as what we have ahead of us. And three priorities for us, first is, we want to continue our new BAU, all of you as the V team have made this work, we have tried all kind of ways to make sure that every V-teamers, no matter the circumstances or how the coronavirus is affecting them or their families, that we found a way for you to stay connected and away for

you to stay working because we know that staying part of and active is a really important way for people to thrive and get through difficult times, and so, all of us, pulling together, and finding ways to do that, have really helped us to get to where we are. So we're going to continue that through the end of the year. And we'll obviously continue to monitor the situation all the time. Second, we're prioritizing safety, that's why we put the return to office tool, every V-teamer worldwide, when you're working, you'll have check reminders for your own safety, we have safety videos and our safety protocols and you'll know every time you're cleared for work. And then finally, we're trying to make sure that we can remain responsive. Constant feedback loops, give us your feedback, lets know through the various channels, right now, we're in the middle of a pulse window, we'll do that again in Q4, and we monitor daily what's happening so we can update or modify to keep everybody safe, etcetera.

And so Jeremy, if I could, just offer some closing remarks, after the slide, you know, we have a credo at Verizon and our credo is one of those things that really in times like this helps guide us, it's an honor and a responsibility to keep the world connected, and this is probably the greatest challenge of our time. And our networks and services will be even more instrumental in helping communities rebuild and recover. We also know 2020 has been an unprecedented year in terms of the size and the scale of the challenges that we have faced. But I would just say I've never been prouder to be a

V-teamer, you know, you are all living the credo and bringing the words to life, by proving when we are tested, the V-team comes out stronger and committed to doing the best for customers and society at large. So I know we're all feeling fatigued and it's normal and understandable. But we definitely want to make sure that we support your well being, we also have lots of opportunities and offerings on the degree platform for employee wellness and mindfulness during this time. And you saw Hans took vacation, I was able to take some down time with my family earlier this summer, in June. And I hope each of you find ways to help work through the fatigue. And I want you to just let you know we'll be back with your ideas and try to keep ourselves upbeat through what will likely be a long haul here. And so, keeping safe, keeping people connected, really critical for the next period of time, Jeremy.

>>JEREMY GODWIN: Thank you, Christy, thank you, Kyle, a good reminder to keep ourselves physically strong, mentally strong as we go through this. I'll echo what Hans tells us, reach out to your friends and family and let them know that you're thinking about them. And take time and reflect for yourself, that's also what Christy is saying there. Don't be afraid to reach out to folks if you have the need to talk. Christy, Kyle, thank you very much for joining us today to give us the latest, again, our thanks to the teams as they work to keep your customers connected, we'll be back with you again tomorrow, and until next time, you're up to speed.