

Verizon

Up To Speed Live

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>> Stop me if you've heard this one before.
We are living through unprecedented.
>> Unprecedented.
>> Unprecedented.
>> I'm not sure how many times I've used the word "unprecedented," but it's a really good word.
>> So far 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 pay phones, dial-up 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 round 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 fiber optics to the home with Fios.
Our recovery response to hurricane Katrina.
>> We're out here to help the people.

We're giving them the opportunity to call their friends and families.

>> 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 the Fortune 500 partner with us.

There's our more recent acquisitions of AOL and Yahoo! Now in our media group.

Not only are these iconic and loved global brands, but they also have some of the most forward-thinking talent when it comes to digital content, analytics, and next-gen platforms.

There's our obsession with being the network leader in 4G, Fios, 5G, 1 fiber.

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

Our profound support of our V-team.

Day by day, we keep creating a more authentic, empowering and inclusive environment, becoming the company everyone wants to be a part of.

And our commitment to society such as our Verizon innovative learning schools.

Our sustainability leadership, and the heartfelt work we do to make the world a better place.

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

They're also a celebration of the power of sticking together.

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

So happy anniversary, V-teamers.

Here'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 keeps us on the same page.

>> Who is this company that we call Verizon?

>> We run to a crisis.

>> Not away.

>> We see crisis and change as opportunities.

>> Not threats.

>> We know teamwork --

>> Enables us to serve our customers --

>> Better and faster.

>> We believe integrity --

>> Is at the core of who we are.

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

>> 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.

>> My name is Corey.

I'm a managing director in Verizon business group.

I live in Raleigh, North Carolina.

I've been with Verizon for about ten 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 and doing whatever it is that he wants to do.

I joined Verizon to begin my career.

Before that I graduated from East Carolina University.

Go, pirates.

Verizon's always 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's evolved from a telecom to more of a technology organization.

I've been impressed with the way that we've been Trail Blazers in technology.

I'm constantly motivated by the people I work with across the globe and the folks 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.

I was working back when operations overnight shift.

I was able to complete my master's.

Luckily Verizon supported me in that endeavor.

I was able to complete my master's in business administration.

I'm interested in making sure that our customers continue to be cared for.

I'm very focused on trying to bring the best of Verizon focused 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 fourth industrial revolution to our customer base.

I like to fancy myself as a card trick entertainer.

So once in a while I pull up card tricks at parties and embarrass my wife, but I have fun with it.

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 a real inspirational mission statement that we've got.

>> This quarter was really our first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all the obstacles, our team continues.

As patterns shifted, our engineers implemented you in solutions to increase capacity.

We partner in trials of technology which will enable 4G and 5G on the same band of spectrum.

And with technology which amplifies the reach of existing millimeter wave nodes.

We lit up mobile 5G in San Diego.

5G home in Detroit.

Kept evolving 5G home network in Houston, Indy and L.A.

And how cool is this?

We introduced the 5G virtual lab to help our innovation partners advance their next-gen solutions.

We continued our network winning streak with rave reviews from open signal, root metrics, and J.D. Power, all giving us great reviews.

Our response teams answered every call to support essential services.

Our field teams kept evolving how we work to continue to support our customers.

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

>> During the quarter we continued to evolve our response.

That meant rapid redeployment of a large portion of our retail team.

Constantly evolving how our customers digitally interact with us and bringing touchless retail to our stores with a clear focus on social distancing and a nationwide curbside pickup pilot.

We launched the new Motorola edge plus, which is an exclusive on Verizon.

The Samsung galaxy S20, 5G and the latest iPhone.

We also launched a world first, the Lenovo flex 5G.

That's the first PC built.

We introduced our own Visa card.

And demand from customers is already sky high.

We created new prepaid plans to reward customers the longer they stay.

We offered even more entertainment options.

We gave students our best pricing with the new student discount.

We celebrated the second anniversary of visible, our all-digital carrier, and we helped customers avoid over 5 billion robocalls to date, making us the lead in the industry.

>> Verizon business helped our customers in the second quarter react and rebound as they felt their 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 stood up virus testing in quarantine centers and provided enhanced connectivity to temporary field hospitals and ships like the USNS Comfort.

We supported over 400 small businesses through our pay-it-forward small business brands program.

And we proudly served more than 80,000 meals to front-line health care and EMS workers in New York City and Detroit which also supported local restaurants.

We continued to expand our portfolio's advanced business solutions, none timelier than the addition of blue jeans.

We expanded our virtual network services portfolio with Cisco for a more flexible and agile networking infrastructure, launched the integrated Verizon for enterprise connect, enterprise platform, kicked off return to business as unusual, the new webinar series for enterprise, and released the 13th edition of our data breach investigations report to spark critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising, subscriptions and transactions.

The launch of Verizon media, a new suite of AR, VR and mixed reality products to

power the future of 5G and content.

We partnered with cooler screen and Samsung to leverage emerging formats for home and connected TV.

We saw steady increases in the number of new advertisers and rose on the DSP.

The leaders choice awards for all nominated categories.

DSP, SSP, ad net for video and mobile.

This is the most wins for any nominated company.

We secured an industry first with Walmart by enabling Yahoo! Users to make their purchases through their inbox.

No other email provider allows users to do this.

We launched Yahoo! Light, a new site focused on well-being.

We donated 10 million in ad and mental health organizations impacted by COVID-19.

And finally, black-owned small businesses.

>> This has been another incredible quarter, proving yet again what this V-team is all about.

Which again, we were honored as a best ten top company for multicultural women.

We celebrated Asian Pacific heritage month, military appreciation month, including this V-teamer tribute, and pride month with prism, which is our newly unified Verizon LGBTQ employee resource group.

We joined Amazon and global optimism in signing the climate pledge, hosted a virtual commencement series class of 2020, ready for anything, featuring inspirational leaders like our very own Hans and former President Bill Clinton.

And when yet another crisis struck, we opened our hearts, our minds and our resources to support urgent issues around social and racial injustice.

Forbes named us as the number one brand for employees in society in terms of dealing with the pandemic.

Brand finance recognized us as having the most telecom brand value in the world.

And we celebrated 20 iconic and world-changing years of Verizon history.

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

We need to keep our foot on the pedal.

>> Now is the time to ideate, innovate and maximize the opportunities we have in front of us.

>> Best networks.

The best experiences.

>> The best service.

>> How and where our customers expect.

>> There are enormous opportunities ahead of us.

Let's go get them.

Forward together.

Go, fight, win.

>> Our purpose and passion are unbeatable.

>> I'd like to pay my bill.

>> Happy to help with that.

The 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 too.
Now with number lock, you can prevent your number from being transferred without your permission.

You can easily set it up in the Verizon app.

We make sure your calls, texts and other information are yours and only yours.

Your number is safe with us.

>> 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 toward a greater good.

A better future to share.

One that will move us all forward.

Citizen Verizon.

Our plan for economic, environmental and social advancements.

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

My name is Sam and I work at Verizon.

Sometimes setting up new tech can be overwhelming.

Chat live with a tech coach to help you with your wireless devices and virtually anything that connects you like smart home accessories or your smart watch.

And this service is included for 30 days after you activate a new device.

To support your needs whenever you need it.

>>> Hi.

Good afternoon.

Good evening and good morning.

12:00 noon, high noon, here on the east coast.

Thanks for joining us for another edition of "up to speed live." Going to be getting some updates on the storms that really wrecked the Midwest yesterday are and how we are keeping our customers connected when they need it most.

Also Hans is joining us today to answer some of your questions.

You can always drop those to us live at Verizon.com.

And we've got another trip on our staycation.

So a lot in store for you here.

Let's start, though, with the network.

We're going to have my good friend Rick join us who leads some of the efforts out in the Midwest and has teammates, some of our own teammates, on the ground out in Iowa, helping right now.

Rick, you've been with the company 21 years.

You said you've never quite seen a weather outbreak that looks like this.

Give us a brief overview of the current status of the network and how you and the team have really worked for the last 24 hours nonstop to reconnect folks.

>> Sure.

Thanks, Jeremy.

Yes.

So the last 24 hours have been extremely interesting when it comes to the network recovery.

Specifically in the state of Iowa.

We have roughly 400,000 customers that are still without service, customers without power, which is impacting our ability to get cell sites back into service in an effective manner.

So what we're doing is we're moving our cell site generators, our portable generators. Some of them have permanent generators.

We're moving them around.

It needs to be sort of recognized that the resiliency of our network has been superb in this area, in storm.

So this is a pretty big event for a midwestern type of storm.

We had winds in excess of 100 miles an hour, which is not that common.

So the team has had to really adjust and, you know, sort of embrace this new challenge that we have on our hands today.

So most importantly, you know, our employees are safe, but we did have one employee with some significant damage to their own home.

>> And thinking about those folks today.

A reminder for all of our employees, our relief fund.

This is why we ask you to give in these situations for those in need among the many other things we do for them.

Rick, certainly pass on our well wishes and thoughts for that employee.

A follow-up for you.

Looking at the storm prediction center as our team has started doing a lot here with every storm that's happening, could be some more storms today.

How do you continue to fix the current issues but also prepare for a potential round two?

>> Right.

So we're one big, giant team here in network.

So we rely on resources from adjacent markets, from different other headquarters organizations, and as well as, you know, different peer organizations that have all been willing to pitch in and help.

So we have our -- our eyes to the sky.

It's this time of the year.

We know that the weather is unpredictable.

But, you know, as I said before, the network has been very resilient, and we believe that, you know, we'll continue to strengthen, we're in the early part of this recovery, so we've still got some time to go here before we get back to 100%.

But I'm really confident, I'm really proud of the team for what they provided in the last 24 hours and are going to continue to provide that.

Very, very proud and thankful for the team that I have.

>> Yeah, Rick, thank you to and all the team out there making sure that we're reconnecting folks.

Certainly be safe, and we will continue to get updates from you.

We'll let you get back to work, so I appreciate you joining us to start "up to speed" today.

Thanks, Rick.

>> Thank you, Jeremy.

>> Hans is on the line with us now.

Hans, I know the weather impacts have been big for the business.

What else is happening in the world, and what are your thoughts as we get rolling here?

>> Thank you, Jeremy.

Hi, V-teamers.

Great to be back.

I'll show what I'm doing during my vacation.

Now I've been working.

A couple of updates for me.

First of all, we see gradual changes in different states on the pandemic and the COVID-19 and also across the globe.

I want, as always, to say that let's stay safe and follow all the security principles and guidelines we have.

That's going to be important.

This is not over yet.

Great to hear Rick speaking about the network.

Yesterday we performed well and our team is out there in enormously bad weather.

Natural disasters.

And people have no power, getting their homes destroyed.

It's a tough time.

And especially in these times, as we know, I mean, everybody relying to be connected from home because everybody works from home.

So this is an even more sensitive time for us as an organization.

I thank everyone on the front line and customer care talking to our customers that are impacted because it is multiple impacts all the way from the power lines coming down which impacts our ability to put the network up.

But, again, you don't build a resilient network in the middle of a crisis.

That has been over years by all our network and technology.

So thank you all for doing that work and continue to communicate with customers, the few that are impacted are, it's so important and crucial to have the broadband up.

A couple of other updates.

Christy was on the call yesterday on "up to speed" and talked about how we extend the return to office, make it clear that a lot of field operations engineers out there doing a great job every day and continue with our engagement there and our stores, doing enormously important work with our customers.

And then we now roll the return office to the beginning of next year, just seeing that the phase 3 that we have is so important to actually get the right sort of mitigation to this pandemic that seems to be impacting quite hard in the United States at the moment.

We had a lot conversation with the executive team.

I think it was important to come out with that message.

Other things that are happening.

When it comes to our social impact, we just announced that we're partnering with the new jobs council, which is the largest corporation in New York, committing to recruit 100,000 of the most vulnerable from the black community, Latino community, Asian community together.

We should make that easier to get them into the workplace, especially important in these times.

Another thing, when it comes to the racial injustice, we are continuing to work with and it's not going to go away.

We just need to see that we are even doing better as a corporation.

I have now started reaching out to all of these organizations, as you remember, both for understanding how the manual will be used, which will, of course, having a good conversation about but also listening to these organizations that are so invested in these injustices and what's happening across the country and listen to them.

What more should we do a corporation?

I had one call today.

I have tomorrow with the presidents of these organizations.

That still goes on.

Everyone needs to listen a lot and I'm listening all the time, listening to these leaders, what they are seeing on the ground and what they think large corporations should do and whatever learning I will bring back to our team to see that we are executing on, so that's important.

Finally, a couple announcements that I am really proud.

I was alluding a little bit later in the week.

And, of course, 5G mobile edge compute with Amazon.

It's a big deal.

It's a super big deal.

And our team that invents something that we are the only ones in the world that have built.

We're now two sites live, and we will have ten by year end.

We are absolutely at the forefront of the most complicated but also rewarding technology.

So I'm so proud of that.

But not only that.

Then we have the whole business team, Verizon business group, with Tammy in the need that, of course, worked with customers now to start using it.

And finally the whole strategy for the organizations that are doing all the negotiations and partnerships with the big partners we'll have in the industry like Amazon.

So it was a total company in order to deliver this.

I'm really proud of that.

And finally, you saw an announcement about the full Samsung five-year portfolio coming out, more devices continuing.

And it's an exciting second half of 2020.

Back to you, Jeremy.

>> Awesome.

Thank you, Hans.

I appreciate all those updates.

And that leads me right into our Q&A today.

So thanks, everybody, who sent stuff in.

You're going to continue to do that, like I said, live@Verizon.com.

I want to start with a question from Sandra Brown part of our Verizon business group

out in Colorado Springs.

She sent in this video question for you, Hans.

Let's roll it.

>> Hi, Hans.

This is Sandra Brown, I'm an account manager in a health care and insurance vertical and I'm kind of curious what the business and technology strategy might be for 2021. Will Verizon continue in the acquisition of companies and technologies that complement our current services and solutions?

Thank you.

>> Thank you, Sandra, for the question.

I think when we came out for the fourth quarter, me and Matt, our CFO, communicated to the market that we see a great opportunity in our Verizon business group.

And that we're going to invest in that area.

All the way from our -- the back-office systems to being able to scale product.

But also to acquire companies.

And, of course, a great example.

We are continuously looking into all the things that are fitting into our portfolio to support the growth of Verizon business group and how they can support our customers.

There's nothing concrete on the table right now, but Tammy and the team are working diligently to see that we are going to partner and we're going to acquire.

And that if we find something that fits into what our customer wants in Verizon business group, and then we'll come back with that.

>> Good.

Thank you for that.

Next question here from Janine Harris, the legal team, in Ashburn, Virginia, talking about the work/life balance with students going back to school.

What guidance, support, advice can you offer to employees who have school-age children at home as they attempt to balance a work day with home schooling situations?

>> I've talked about this before.

This is not easy.

We have been framed in one way of living and working.

You go to work and you work there, you come home, and you take care of the family and the family goes to school if you have children that are school age.

That has changed dramatically in this pandemic, and some of you cannot even go to work.

I think we all need, first of all, to show respect to that situation that we all are in different situations.

It also means that we probably need to work in a little bit different, putting in efforts at different hours of the day.

All of that, we just need to respect and be dynamic in order to cope with the challenges that we're faced with in private and at work.

And I think that if we understand that and share best practices, I think it's possible to do, and we have to do it because we both need to protect our children especially if they are at home and then there's work to be done.

That combination requires that we need to talk to our colleagues and tell them this is a situation, maybe we can do this here and I can do it a little bit different here.

And communication will be important so everybody understands that we all have different circumstances for working from home.

And I hope that we have learned a lot the first six, seven months of this pandemic, how to deal with it.

It's not easy.

And then seeing how we continue to develop.

Remember, I challenged Jeremy for a couple of months that we need to continue to think how we -- so we don't get tired of this really different work environment that we have.

And I think there are some things up our sleeve that will come later on that we have learned from all of you out there, what the team have been discussing.

>> Good.

Yeah.

A lot of folks definitely thinking about that as they figure out ways to work including our folks on the front line as well.

A lot of good questions coming in about growth and what we can do new in business for you here, Hans.

This comes from James over in the United Kingdom.

What's the growth strategy outside of the U.S.?

Where do we have to look forward to in the international space to ensure that we're keeping pace with our rivals and our competition there?

>> First of all, we can say that Verizon Consumer Group is a U.S.-based business, and that's really focused on that.

However, Verizon Business Group has a good global footprint and a lot of global customers that they need to attend.

And as we're developing with our customers in the U.S. and scaling with product, those products should be available for our customers globally as well.

And that's how we should do even more business internationally.

And then we have Verizon media group, of course, which is a totally global business that has activities in many countries across the globe.

They have continued to develop products in order to be stronger in many countries, and we will continue to do so.

There is an international expansion plan, but it's based on that with Verizon media companies or Verizon business customers.

It doesn't matter.

We do right for those customers in the scaling on the international strategy.

>> You mentioned some of your recent conversations with different groups about citizen Verizon.

How do you feel Citizen Verizon will change Verizon's commitment to bettering and meeting social responsibilities and expectations?

That's from Dave on the consumer group team.

>> Thanks, Dave.

I already have seen a change in Verizon, how we think about society, and that is part of our main strategy.

I have so many conversations with V-teamers across the globe about it.

And I think the reflection is clearly, we are changing in how we include it.

The Citizen Verizon is a good way to explain what we're doing and how it's connected to our strategy.

And I think that will make it much easier for us, articulate for partners, colleagues, industry shareholders, et cetera, which is important for them to understand where is our focus for society?

How do we leverage our company to do the right things in our community?

That's why I think it's so important that we took the next step from having the four stakeholders in our strategy, to have the Citizen Verizon.

>> The final question for you here today comes from Jennifer Smith in Philadelphia who is on our live source team.

Let's roll that video question for Hans.

>> Hi, everyone.

My name is Jennifer Smith, I'm in Philadelphia, Pennsylvania.

My question is, could we get some peer-to-peer programming for the higher-ups of the company would mentor someone in a position that is at the bottom of the hierarchy chart?

>> Thank you, Jennifer.

Good question.

I think mentoring is something very important in your life/work balance, your carrier and all of that.

I know that Christy and the team are working with mentoring programs.

They will come out to see that we actually are getting more mentoring opportunity in the company.

But don't be afraid to ask somebody three levels up or whatever, ask them if they have time to speak to you.

It's also for you -- I get questions and I cannot have all V-teamers mentored, but I always take a couple because I think that's part of my responsibility to at least share some of my experiences so you can take whatever you want from it.

I think don't be afraid to reach out to people you admire and ask them, hey, can I have a conversation about carrier or whatever and just listening.

I think many leaders, many in the ranks would be happy to do it.

So -- and, yes, we will do this more structured in HR.

But also, don't be afraid.

Don't be afraid to take a step and send an email and ask, hey, can I schedule 30 minutes with you to talk about my carrier or whatever?

I think that's important.

And I would be surprised if you get a no.

I would think that many of our leaders and employees would actually be happy to support another V-teamer.

>> Great advice.

Hopefully people take advantage of that and hopefully they spread the wealth and they spread the love there so they're not all going to Hans.

But certainly thank you for answering that, Hans.

Looking around, how do you wrap this one up for us today?

>> No I'll wrap it up that we're going into the second half.

We're starting to see some excitement over the second half of 2020 with the 5G, the 5G

mobility, 5G mobile edge compute and a lot of other things we have in store for the second half of this year.

So I'm excited over that execution.

At the same time, I am also very receptive to a very, very tough situation across the globe and here in the United States when it comes to the pandemic, the financial economical downturn we have in places, jobless we have in many places, and the vulnerable being even more vulnerable.

I'm very sensitive to that.

And finally, as we spoke earlier, we have this racial injustice at the same time.

We as a company can feel overwhelmed over all that.

I have to say we just need to manage all of it.

We need to stay strong through this with our strategy for execution, seeing that we focus on our employees and priorities of our employees' health and safety.

We work with our customers that have financial impact.

And then, of course, continue our conversations around racial injustice, seeing that we are doing everything we can do as a corporation.

And whatever ideas you have we should do more.

Bring it to us.

We definitely have all ears open and we're not having all the answers and that we said from the beginning.

Listen, take actions, and making this place -- this situation much better.

We are on the start of a journey here.

So a lot of challenges at the same time.

A lot of excitement at the same time.

Very different from a normal year, I have to say.

But as V-teamers, we stick together, and I think we will do it well together and rely on your friends and your colleagues.

>> Good, Hans.

Thank you so much for that.

Hans will be back with us Monday.

So get those questions in live at Verizon.com.

A lot of good stuff, Hans.

Thanks so much for joining us and for all the inspiration there.

Next, we want to end today's "up to speed" with a look at Andy's next stop on staycation into one of my favorite towns, Kansas City.

Andy, take it away, friend.

>> It's a beautiful day to hit the road.

A beautiful day to stay home.

Why not do both?

Could we do both?

I have always wanted to travel the country just like you and talk about all the wonderful things our network can do.

So let's make the best of these quarantine days.

6 feet apart, we might as well stay.

Would you be mine?

Could you be mine?

My staycation neighbor.

Won't you please, won't you please be my staycation neighbor?

Hello, neighbor.

Our staycation road trip takes us to Mr. Mahomes' neighborhood, barbecue and super-fast 5G.

It's also home to a national museum dedicated to old toys and miniatures, and that is no make-believe.

It boasts the world's largest collection of fine-scale miniatures and antique toys.

Now, if teeny tiny toys aren't your thing, how about a few giant ones?

Just outside Kansas City's art museum lie four of the largest badminton birdies.

Each is 18 feet tall and weighs 2 1/2 tons.

All right.

Let's play a little digital badminton with our V-teamer Cody.

Cody, thank you so much for joining us.

And as you can see, I'm repping the chiefs proud for you today.

>> Good man.

I appreciate that, sir.

>> You are celebrating with the chiefs when they won the Super Bowl.

You were on another team making sure the network was ready for that parade.

>> It was kind of bittersweet when the chiefs won because I knew a lot of work was ahead of us in preparation for that parade route.

So we worked really closely with our business partners in Verizon wireless to ensure that our fiber going down the parade route was ready for them to launch small cells, whether it's 4G, 5G along the whole parade route so that our customers get the service they wanted.

>> Tell us about your life in Kansas City.

Three decades now, served in the military, you're a father.

>> About the age of 5 is when I moved to the Kansas City metro area, was here until the age of 18, joined the service, United States Navy, served as military police officer out in San Diego, California.

That's where I met my wife.

We decided to pack up, move back home to Kansas City.

>> So Cody, tell us about your volunteer work.

>> Pre-pandemic, I was big into going out and cleaning up the local parks.

My kids see that.

The local community sees it.

And I see people, you know, follow in those footsteps.

>> What kind of volunteer work have you been doing post-COVID?

>> I looked for every opportunity I could to go out and take a walk.

And one that struck me was carry the load.

It's a walk to benefit veterans across the world.

>> As we take a look at explore Kansas City virtually, any recommendations?

>> The first question I always get when somebody's coming into Kansas City is where do I go for barbecue?

I really love Arthur Bryant's.

It's an original place.

You've got your smaller joints, your papa bog's, you've got to try them all.
Every place has its own specialty.

If you're ever in town during a Kansas City Chiefs home game, go in and check out the atmosphere of the loudest stadium in the United States.

Can't beat it.

>> Anything else you'd like to let folks know about Kansas City, your city?

>> It's a great place to live, raise a family.

The culture's great.

Don't hesitate to come out and visit.

>> In our small business spotlight, Kansas City's messenger's coffee cup shows it starts long before it makes it into your cup.

Focusing on coffee throughout the supply chain, messenger continues to devote time to building meaningful relationships with coffee producers all while serving great coffee in the heart of C.K.

Now, we know messenger coffee company is giving back to Kansas City in a big way.

Let's take our Verizon Visa credit card and help them pay it forward.

We are donating \$1,000 worth of messenger coffee and pastries to the hardworking nurses and doctors at the University of Kansas medical center.

We all know they've been working tirelessly, and this is just a small way for us to say thank you.

Messenger coffee happens to be a favorite spot for this Kansas City band.

Let's hear more from the greeting committee.

>> I'm Addi, the lead singer of the greeting committee and I live in Kansas City, Kansas. It's Indie pop music you can try to.

I want people to feel understood and to feel supported when they listen to our music.

You got a hold on me

To keep you dancing now

Our latest release is an E.P. titled "I'm afraid I'm not angry." You can find it anywhere.

I love our fans.

I think interaction is the most important thing.

And to me that's what the beauty of music is.

My favorite venue we've played has to be record bar which is about a 500-capacity venue and just feels very intimate or I would say uptown theater which is where our most recent hometown show was.

I always say as soon as our previous hometown show's done, I start planning the next one instantly.

My favorite thing to do when I go to bed at night is dream up these beautiful shows.

For uptown, no one knew that would be the last physical concert they would attend for a while.

And so to reflect on that single last night of togetherness is just beautiful.

Whenever you're around

Don't you know

Now I must admit

I love being an artist in Kansas City.

We have a really cool slowly growing and growing music scene here.
I recently started working with a nonprofit based in Kansas City called art is mentorship where we are teaching younger kids the importance of songwriting.
So I think we're hopefully producing an even larger music scene and teaching kids that you don't have to go to these huge cities to be successful in music.

When you're looking right through if you need me
>> The staycation road trip is brought to you by the Verizon Visa credit card and viewers like you.
We'll see you next time.

You think you know it all
But you won't
We don't see these days like I thought we would
I want to go back to being the top of your world
Another side I could let go
Saying I'm too young for this
Know what I mean
My God you're only 17
A few mistakes
Together
I always thought blood was thicker than water
But sink or swim just like I taught you
If you keep on pushing this hard
I'll only fall over
I know something you don't
You think you know it all
But you won't
Another spot I couldn't let go
Saying I'm too young for this
I never know what I mean
He says, my God
You're only 17
17
Cuz I know something you don't
Another fight I couldn't let go
Saying I'm too young for this
If I never know what I mean
He says, my God
You're only 17
You're 17