

Up To Speed Live
Tuesday, August 13 2024

>> WELCOME TO THE DALLAS-FORT WORTH METROPLEX.
THE ECONOMIC AND CULTURAL HUB OF NORTH TEXAS.
INQUISITIVE MINDS CAN VISIT THE MUSEUM OF NATURE AND SCIENCE OR THE
DALLAS WORLD AQUARIUM.
FROM DECEMBER, YOU CAN CHECK OUT THE DALLAS HOLIDAY PARADE
PRESENTED BY VERIZON.
YOU MAY EVEN RECOGNIZE SOME OF THE FRIENDLY FACE WHO'S MAKE THIS
MAGIC HAPPEN.
AND WHILE YOU'RE IN FORT WORTH, VISIT THE BOTANICAL GARDEN AND
SPEND SOME TIME UNDER THE TEXAS SUN.
MEANWHILE, THE TEXAS MOTOR SPEEDWAY IS THE PERFECT STOP FOR
THRILL SEEKERS.
AND DON'T FORGET TO MOSEY OVER TO THE NATIONAL DISTRICT.
NOW, DOWN YONDER YOU'LL FIND THE WORK HOME OF 5,000 V TEAMERS.
THIS WORK SITE SCORES A HUB HAT TRICK AS A WORK FORWARD HUB, A
NETWORK HUB, AND THE COAST AT PLAINS CONSUMER MARKET HUB.
INSIDE YOU'LL SEE THAT THERE'S NO SLACK IN THE ROPE OF THIS VGS TEAM,
THE GN&T TEAM IS FREE AS ALL GET OUT.
AND THERE AIN'T NO HILL FOR THE CENTERS ON THEIR VCG TEAM.
SO THROW YOUR HAT OVER THE WINDMILL, BECAUSE UP TO SPEED IS PROUD
TO WELCOME YOU TO HIDDEN RIDGE, TEXAS.
[CHEERS AND APPLAUSE]
>> V TEAM, WELCOME TO TEXAS!
WHEW!
WHOA!
LOOK AT THIS CROWD.
THE ENERGY IS LIKE LITERALLY PULSATING THROUGH ME.
YOU DON'T EVEN NEED COFFEE WHEN YOU HAVE THIS CROWD AND, MAN,
WHEN THEY SAY EVERYTHING IS BIGGER IN TEXAS, THEY TRULY MEAN IT.
I MEAN, THERE ARE LEVELS TO THIS.
ONE, TWO, THERE ARE [AWAY FROM MIC] THREE, FOUR, FIVE LEVELS.
THAT IS AWESOME.
WE'RE GOING TO HAVE A GREAT SHOW.
WE'RE GOING TO KEEP THE ENERGY GOING.
LOVE THE POM POMS, OKAY, WE LOVE THAT.
LOVE THE HAT.
WE'RE GOING TO GET TO THAT.
WE'VE GOT SOME GREAT GUESTS, AND I'M JUST SO HAPPY TO BE BACK HERE
IN TEXAS, TEXAS HAS A SPECIAL PLACE IN MY HEART.
WHEN I THINK ABOUT TEXAS, WELL, WHEN A LOT OF PEOPLE THINK ABOUT
TEXAS, THEY THINK ABOUT BEYONCE, MATTHEW MCCONAUGHEY, BUT AS A V
TEAMER YOU KNOW WHAT I'M THINKING WITH?

I'M THINKING ABOUT ALL OF YOU AND I'M THINKING ABOUT WORK BOARD HUB LEADER PHILLIP FRENCH.

LET'S WELCOME PHILLIP TO THE STAGE!

[APPLAUSE]

OH, YEAH, PHILLIP, YOU CAME PREPARED WITH YOUR HAT.

I LOVE THAT.

>> I'M PREPARED TODAY.

>> YOU ARE.

I LOVE THIS.

I LOVE THAT.

>> YOU READY?

>> I'M READY.

>> ALL RIGHT.

HEY, SO FIRST OF ALL, I DIDN'T REALLY HEAR A TEXAS WELCOME, SO LET'S DO IT ONE MORE TIME JUST FOR --

>> THAT WASN'T A TEXAS WELCOME?

>> -- EVERYBODY ON UP TO SPEED TO HEAR THE ENERGY OF THE TEXAS HUB AND THE COASTAL PLAINS MARKET.

LET'S DO IT ONE MORE TIME.

[CHEERS AND APPLAUSE]

>> OH, WE HAVE SOME FOLKS STANDING UP.

>> I LIKE IT.

>> AWESOME.

>> SO, WHAT ARE WE GOING TO TALK ABOUT TODAY?

>> SO PHILLIP, TELL US WHAT MAKES THIS HUB SO SPECIAL, BESIDES EVERYONE BEING HERE AND THE ENERGY BEING SO GREAT, I WAS ABLE TO MEET SOME OF THEM EARLIER TODAY.

TELL US MORE ABOUT THE HUB AND WHAT YOU ALL DO.

>> LOOK, NUMBER ONE, IT'S A BEAUTIFUL FACILITY.

WE'RE VERY BLESSED TO HAVE A FACILITY LIKE THIS.

IF YOU JUST WALK AROUND AND SEE THE COLLABORATION AND THE ENERGY OF THE TEAM MEMBERS HERE, IT'S AMAZING.

LIKE EVERY DAY I GET BUMPED UP JUST COMING DOWN AND BEING AROUND THE V TEAMERS IN THIS LOCATION.

BUT WHAT MAKES THIS HUB SO SPECIAL IS THE PEOPLE THAT WORK HERE.

THEY'RE AMAZING, AND THANK YOU FOR BEING SO INCREDIBLE.

WE EVEN LED IN THE PULSE SURVEYS FOR HUBS.

THAT'S THE KIND OF ENERGY WE BRING HERE IN TEXAS.

[CHEERS AND APPLAUSE]

>> THAT'S AWESOME.

IT'S ALSO BEAUTIFUL.

ABSOLUTELY BEAUTIFUL.

I SAW THE MURAL.

I SAW THE WATERFALL.

THAT'S LIKE SO CALMING AND SERENE.

GOT THE BEAUTIFUL LAKE AND POND OUT THERE.

AWESOME.

>> IT IS AN AMAZING LOCATION.

AMAZING LOCATION.

YOU SEE THE ENERGY IN THIS ROOM.

IT'S INCREDIBLE.

>> IT IS.

WELL, PHILLIP, APPRECIATE YOU GIVING US A WARM WELCOME TO IRVING, SO WE'RE GOING TO GET BACK TO YOU LATER BECAUSE I KNOW YOU HAVE NETWORK NEWS THAT YOU WANT TO TELL US ABOUT, RIGHT?

>> I'VE GOT GREAT NEWS.

I'LL BE BACK IN A LITTLE BIT.

>> AWESOME.

ALL RIGHT.

[APPLAUSE]

SO AS YOU ALL KNOW, WE HAVE OUR VLC HERE TODAY SO WE'LL BE ABLE TO TALK TO THEM AS WELL.

BUT AT THIS POINT I'D LIKE TO WELCOME HANS TO THE STAGE SO THAT WE CAN SEE HANS.

HANS, YOU GOT SOME POM POMS GOING.

[CHEERS AND APPLAUSE]

>> I KNOW WHERE WE ARE.

>> YOU DO?

>> WE'RE IN TEXAS.

>> WE ARE IN TEXAS.

WE ARE.

TEXAS HOLD 'EM, RIGHT?

>> YEAH.

GREAT TO BE HERE, AND I THINK THAT FIRST OF ALL, THIS PLACE HAS A SPECIAL PLACE IN MY HEART AS MY SON WAS BORN IN DALLAS.

SO, YEAH.

[CHEERS AND APPLAUSE]

>> HOWEVER, I WORKED FOR ANOTHER COMPANY.

[LAUGHTER]

BUT I LIVE HERE IN THIS AREA FOR TWO YEARS AND MY SON WAS BORN HERE, SO TEXAS HAS A VERY SPECIAL PLACE IN MY HEART, IT'S ALWAYS GREAT TO BE BACK.

>> THAT'S AWESOME.

I USED TO LIVE HERE FOR TWO YEARS TOO.

>> OH, YEAH, YEAH.

I THINK YOU ALL HAVE TO BE HERE FOR A WHILE.

>> I KNOW.

I WANT TO BE AN ACTUAL TEXAN, BUT I GUESS TWO YEARS DOESN'T CUT IT. I'M NOT TEXAN.

>> I DON'T THINK IT COUNTS FOR ME NEITHER.

>> THAT'S OKAY, WE'RE HONORARY TODAY.

TELL US, HANS, I KNOW THAT YOU'VE BEEN BUSY.

ANY BUSINESS UPDATES?

>> FIRST OF ALL, IT'S GREAT TO BE HERE AND SEE SO MUCH PEOPLE PHYSICALLY IN THIS OFFICE AND OF COURSE GREAT TO HAVE EVERYBODY ON THE VIDEO.

THE VLC TEAM IS HERE TODAY.

WE CAME YESTERDAY.

THIS MORNING WE HAD A GREAT ROUNDTABLE WITH A LOT OF OUR BEST PEOPLE FROM OUR STORES THAT TOLD US A LITTLE BIT HOW IT'S WORKING, WHAT WE CAN DO BETTER.

WE GOT A LOT OF GREAT DEVICES.

I SEE A COUPLE OF GUYS OVER THERE, REALLY GOOD CONVERSATION.

AND WE HAD ALSO A CONVERSATION WITH A GROUP OF EXPERTS IN DIFFERENT FIELDS, ALL THE WAY FROM CYBERSECURITY, TECHNOLOGY, VBG, VCG THAT WE TALK TO.

FOR US, IT'S COMING OUT AND LISTENING MORE WHAT WE CAN DO BETTER. SO THE MORNING WAS EXCITING AND WE'LL CONTINUE HERE WITH LOTS OF OTHER ACTIVITIES.

BUT FROM BUSINESS POINT OF VIEW, WE CAME UP WITH THE EARNINGS CALL, I DON'T THINK I WILL BELABOR THAT VERY MUCH RIGHT NOW.

WE CONTINUE DOING THE RIGHT THINGS IN THE COMPANY, WHICH IS VERY IMPORTANT TO ME.

BUT A LOT OF THINGS ARE HAPPENING AROUND US.

AND THEN THE VERIZON BUSINESS GROUP JUST LANDED A BIG DEAL WITH THE DHS, VERY PROUD OF THAT.

SO GIVE THEM A ROUND OF APPLAUSE FOR THAT.

[APPLAUSE]

WE ALSO HAVE TO SAY, UNFORTUNATELY WE CONTINUE WITH REALLY TOUGH WEATHER AND NATIONAL DISASTERS.

LOOKING AT JOE, OUR HEAD OF NETWORKS WITH HIS TEAM, THEY'RE DOING AN INCREDIBLE JOB TO KEEP THE NETWORKS UP WHEN IT IS THE MOST CRITICAL MOMENT TO COMMUNICATE.

AND IT'S HAPPENING TOO ALSO RIGHT NOW, BUT I GUESS THE FREQUENT UPDATES FROM JOE, HOW GREAT THE TEAM IS WORKING ON THE GROUND AND SEEING THAT WE KEEP THE EFFORTS UP.

AND IT'S NOT ONLY ONE PLACE, IT'S ACTUALLY ALL AROUND THE COUNTRY WE SEE TORNADOES, WE SEE STORMS, WE SEE RAIN AND HAIL WHICH IS TAKING OUT THE NETWORKS.

BUT OUR NETWORK IS KEEPING IT UP REALLY, REALLY GOOD.

OTHER THAN THAT, YEAH, IF YOU'RE A SPORTS LOVER, YOU KNOW THAT THE SEASON OF FOOTBALL IS STARTING SEASON.

I GUESS A LOT OF YOU ARE CHEERING FOR THE COWBOYS, WHICH IS OKAY, IT'S OKAY.

[CHEERS AND APPLAUSE]

I WILL NEVER REVEAL MY TEAM BECAUSE THAT WOULD BE DETRIMENTAL TO ME.

[LAUGHTER]

BUT THE SPORTS SEASON IS STARTING, OF COURSE WE'RE A LOT OF OFFERINGS.

WE HAVE THE SUNDAY TICKET COMING OUT AND I PROMISE YOU IT'S GOING TO BE A LOT OF OTHER OFFERINGS FOR OUR CUSTOMERS COMING OUT FOR THE SPORTS SEASON COMING UP.

SO EXCITED OVER THAT.

AND LASTLY, I ALSO WANT TO TALK ABOUT ONE THING THAT I AM REALLY PROUD OF THIS COMPANY.

THAT'S THE VERIZON INNOVATIVE LEARNING.

SOME OF YOU MIGHT KNOW IT, BUT IT'S A REALLY BIG MOMENT.

WE HAVE BEEN ALL IN VERIZON INNOVATIVE LEARNING NOW FOR ALMOST TEN, 15 YEARS.

WE'RE MORE THAN 600 SCHOOLS THAT GET BROADBAND, DEVICE, AND S.T.E.M. EDUCATION PRODUCT.

THAT'S WHAT WE'VE DONE AND WE'VE KEPT THOSE SCHOOLS AND WE CONTINUE.

THERE ARE CHILDREN THAT WERE IN MID CLASS THAT NOW HAS EDUCATION FROM UNIVERSITY THAT ACTUALLY STARTED THE INNOVATIVE LEARNING.

THAT'S HOW LONG OUR COMMITMENTS ARE.

AND IT'S -- IT'S A FACT THAT IT'S PART OF OUR STRATEGY, BECAUSE FOR OUR STRATEGY, BUILDING BROADBAND, SEEING YOU CAN USE THE TECHNOLOGY AND, OF COURSE, SOME OF THIS HERE IN THE SCHOOL WOULD BE OUR CUSTOMERS.

WE JUST INTRODUCED ESPORTS.

>> YES.

>> IN THAT OFFERING.

SO NOW WE'RE GOING TO HAVE ESPORTS TOGETHER WITH THE VERIZON INNOVATIVE LEARNING.

A LOT OF THINGS ARE HAPPENING IN THE COMPANY, THESE ARE JUST FOUR THINGS ON TOP OF MY HEAD.

BUT MORE IMPORTANT, WE'RE HERE IN DALLAS, WE'RE EXCITED TO BE HERE. IT'S A GREAT ENVIRONMENT AND WE'RE GOING TO HAVE A LOT OF CONVERSATION CONTINUING HERE.

REALLY EXCITED TO BE HERE AND THANK YOU, EVERYONE, FOR THE GREAT WORK YOU'RE DOING HERE.

THANK YOU SO MUCH.

THANK YOU SO MUCH.

[CHEERS AND APPLAUSE]

>> THAT WAS A GREAT NEWS RUNDOWN.

YOU SHOULD START LETTING YOU DO UP TO SPEED NEWS RUNDOWN.

THAT WAS AWESOME.

>> YEAH.

>> I DID SOME RESEARCH BEFORE WE GOT HERE AND I HEARD THAT A LOT OF V TEAMERS ARE IN THE VGS ORG.

MAKE SOME NOISE IF YOU'RE A PART OF VGS.

[CHEERS AND APPLAUSE]

YEAH, OKAY.

OKAY.

I FEEL LIKE WE SHOULD INVITE --

>> WE SHOULD INVITE THE GUY FROM THE TEAM.

BRING HIM UP.

>> I THINK SO.

>> SHANKAR, PLEASE.

[APPLAUSE]

>> HOW ARE YOU?

>> VERY GOOD, HOW ARE YOU?

>> I'M DOING WELL.

>> AMAZING JUST LIKE I'VE BEEN HERE SO MANY TIMES, NEVER SEEN THIS ATRIUM THIS FULL.

THANK YOU.

AWESOME TO SEE THE ENERGY HERE.

>> YES.

AND SO MUCH OF YOUR TEAM IS HERE, AND WE'LL GET TO TALK MORE ABOUT THAT.

BUT YOU KNOW, YOU'VE BEEN IN THIS ROLE FOR ABOUT, GIVE OR TAKE, THREE OR SO MONTHS.

>> JULY 1ST WAS THE OFFICIAL START.

SO I'VE BEEN IN A LEARNING [AWAY FROM MIC] AS WELL.

>> AWESOME.

USUALLY WE GET TO KNOW OUR LEADERS AND WE DO A 60 SECONDS.

WE THOUGHT WE'D DECIDE TO DO SOMETHING A LITTLE DIFFERENT THIS TIME.

WE'RE GOING TO PLAY A GAME.

DOES EVERYBODY KNOW TWO TRUTHS AND A LIE?

YEAH?

OKAY.

SO YOU PROVIDED A COUPLE -- YOU PROVIDED TWO TRUTHS AND ONE LIE.

>> YEAH.

>> SO EVERYONE PULL OUT YOUR PHONES.

YOU'RE GOING TO TAKE THIS QUIZ AND WE'RE GOING TO SEE THE TRUTH.

WE'RE GOING TO SEE WHAT SHANKAR'S TRUTH IS.

I DON'T KNOW THE ANSWER AND I'M DYING TO KNOW.

EVERYBODY PULL OUT YOUR PHONE TO TAKE THE QUIZ.

>> THEY'RE GOING TO DO IT, RIGHT?

>> THEY'RE GOING TO DO IT RIGHT THERE ON THE QR AND THEY'RE GOING TO GET THE QUIZ.

>> ALL RIGHT.

>> WE'RE GOING TO LET THEM TO DO THAT TO GET TO KNOW YOU A LITTLE MORE.

BUT IN THE MEANTIME, TELL US MORE ABOUT VGS AND HOW YOU'RE PLANNING TO CONTINUE EVOLVING.

>> ABSOLUTELY.

OVER THE PAST 60 DAYS, AGAIN, ONE MORE SHOUT-OUT ALL OUR VGS COLLEAGUES HERE.

[CHEERS AND APPLAUSE]

GREAT TO SEE EVERYBODY.

SO OVER THE PAST 60 DAYS, RAQUEL, I'VE BEEN SPENDING TIME WITH THE TEAM, WITH THE ORGANIZATION LEARNING, OBSERVING WHAT ARE THE CHALLENGES, OPPORTUNITIES.

SO ONE THING THAT WE'RE CLEAR, OUR STRATEGIES AND PRIORITIES ARE VERY CLEAR.

>> YEAH.

>> SO THERE ARE FIVE PRIORITIES THAT WE TALK ABOUT.

ONE IS SIMPLIFYING AND STANDARDIZING OUR END-TO-END PROCESSES.

>> OKAY.

>> SECOND IS HOW WE TRANSFORM THE WAY WE DO BUSINESS.

>> OKAY.

>> USING TECHNOLOGY, DATA, AND AI.

AND THIRD IS STRATEGIES WHILE MAKING STRATEGIC LONG-TERM INVESTMENT.

FOURTH IS ALL ABOUT EXPERIENCE.

>> YEAH.

>> THE CUSTOMER EXPERIENCE AND EMPLOYEE EXPERIENCE, OUR PARTNER EXPERIENCE.

AND LAST IS ABOUT CULTURE.

HOW DO WE FUEL OUR WINNING TEAM CULTURE.

SO THE STRATEGY AND PRIORITIES ARE CLEAR.

OUR MEASURES OF SUCCESS IS ALSO VERY CLEAR IN EACH OF THESE AREAS.

WE HAVE PUT TOGETHER A PROGRAM WITH ALL THE INITIATIVES THAT'S GOING TO HELP US GET THERE.

TWO WEEKS BACK WE ANNOUNCED OUR ORGANIZATION'S STRUCTURE AS WELL.

>> OKAY.

>> SO WE HAVE THE STRATEGY RIGHT.

WE HAVE OUR SHARE, WE HAVE THE ORG STRUCTURE, NOW IT'S ALL ABOUT EXECUTION.

AND THAT'S WHAT I'M SUPER EXCITED ABOUT OUR ENTIRE VGS TEAM, WE'RE DOUBLING DOWN.

WE'RE FIRING ON ALL CYLINDERS TO ACHIEVING THESE OBJECTIVES.

WE'RE ON THE SCOREBOARD AS WELL SO I'M EXCITED FOR THE SECOND HALF OF THE YEAR.

>> THAT'S GREAT MOTIVATION AND MOMENTUM FOR YOUR TEAM HERE.

I FEEL LIKE THEY'RE ALL TRYING TO FIGURE OUT --

>> THEY'RE ALL --

>> -- YOUR TRUTH.

THE TRUTH IS, THIS IS SO INTERESTING.

>> THERE ARE TWO TRUTHS HERE.

>> YES, THERE TWO TRUTHS.
SO WE'LL SEE.
WE'LL LET THEM ADD THAT IN.
ALL RIGHT.
WE THINK WE'RE READY?
>> ALL RIGHT.
>> OKAY.
SO 52% THINK THAT THE LIE IS THAT YOU'VE GONE SKYDIVING.
OKAY.
32% THAT YOU'VE GONE KAYAKING WITH I BELIEVE IT WAS ALLIGATORS.
>> ALLIGATORS, YEAH.
>> AND THEN 16% THINK THAT YOU HAD A [AWAY FROM MIC].
>> I HATE TO BURST YOUR BUBBLE.
I'M ACROPHOBIC, OKAY, SO I'M SCARED OF HEIGHTS SO I DIDN'T GO
SKYDIVING, BUT THE OTHER TWO.
>> REALLY?
>> BUT THE OTHER TWO, YOU KNOW, I LIVED IN FLORIDA FOR 17 YEARS.
>> OKAY.
>> SO IN FLORIDA -- ANYBODY HERE WHO'S BEEN TO TAMPA, TO THE FLORIDA
AREA?
SO ANY WATER BODY YOU SEE THERE, YOU CAN FIND ALLIGATORS.
SO WHEN YOU GO KAYAKING, THIS IS SOMETHING THAT I'VE ENCOUNTERED
MULTIPLE TIMES.
BUT THERE'S A WAY YOU DEAL WITH THEM AS WELL.
AND BE CAUTIOUS, PARTICULARLY DURING THE MATING SEASON.
>> OKAY.
OKAY.
>> SO I HAVE DONE THAT.
>> GOOD TO KNOW.
>> ON THE OTHER ONE, THE HARROWING EXPERIENCE ON A SINGLE ENGINE,
I'VE HAD THAT.
IT WAS A FORMER V TEAMER WHO GOT HIS FLYING LICENSE.
>> OKAY.
>> SO HE SAID, LET'S GO ON A FLIGHT.
SO WE WENT FOR LUNCH.
>> OKAY.
>> THE RIDE THERE WAS GOOD, WE HAD LUNCH.
ON THE WAY BACK AS WE'RE COMING BACK APPROACHING MORRISTOWN, WE
GET INTO CROSS-WINDS, RIGHT?
THAT'S WHEN HE TURNS TO ME AND SAYS, SHANKAR, I'M NOT TRAINED TO
LAND THIS PLANE WITH CONFIDENCE.
I TELL YOU, THAT WAS THE MOST HARROWING EXPERIENCE WITH ME.
BUT THESE ARE SINGLE ENGINE CESSNA PLANES, THEY GET THROWN
AROUND LIKE A RAG DOLL.
>> RIGHT.

>> BUT LONG STORY SHORT, I DID NOT BECOME A STATISTIC AND I LANDED AND HE LAND.
SO.

>> WELL WE ARE SO HAPPY THAT YOU ARE HERE WITH US TODAY TO TELL THE STORY.

[APPLAUSE]

THAT WAS A GREAT WAY TO GET TO KNOW YOU.

NOW WE KNOW THAT YOU LIVED IN FLORIDA, WE KNOW YOU DON'T LIKE HEIGHTS, THIS IS PERFECT.

>> PERFECT.

>> THANK YOU SO MUCH FOR JOINING US.

>> THANK YOU.

>> YEAH.

>> THANKS, EVERYBODY.

[CHEERS AND APPLAUSE]

>> ALL RIGHT.

NOW, WE ARE IN A NETWORK HUB, SO I'M GOING TO BRING BACK PHILLIP TO TELL US ABOUT A WIN THAT WE HAD.

>> I'M GO TO GET EXCITED.

AGAIN, FOR THE FIRST TIME IN THREE YEARS, WE DIDN'T TIE THE BEST NETWORK, WE RUN OUTRIGHT, ROOTMETRICS BEST NETWORK.

YOU GUYS SHOULD BE EXCITED AND VERY PROUD.

[CHEERS AND APPLAUSE]

>> LET'S GO!

>> BUT WAIT, WE DIDN'T JUST WIN THE BEST NETWORK, WE WON DATA, WE WON ACCESSIBILITY, AND THE NEWEST METRIC VIDEO OUTRIGHT.

SO THAT'S EVEN MORE IMPRESSIVE THAN ALL OF OUR --

>> GREAT.

>> ALL RIGHT.

SO WHY'S THIS IMPORTANT?

WELL, WHERE OUR CUSTOMERS LIVE, WHERE OUR CUSTOMERS PLAY.

>> YEAH.

>> WHERE THEY WORK, RIGHT?

ROOTMETRICS IS A SCIENTIFIC WAY TO GO ABOUT AND TEST THAT NETWORK HEAD TO HEAD COMPETITIONS, SAME PHONE, SAME EXACT PLANS, SAME EXACT TESTING SCENARIOS.

SO WE LIKE THE SCIENCE BEHIND IT BECAUSE IT GIVES US A TRUE REFLECTION OF OUR CUSTOMERS' EXPERIENCE.

THAT'S WHY WE'RE HERE TO MAKE SURE WE WOW OUR CUSTOMERS.

IT'S ALL ABOUT THE CUSTOMER.

SO THAT'S SUPER IMPORTANT FROM THE PERSPECTIVE OF ROOTMETRICS.

AND SO THE NEXT THING THAT YOU KIND OF LOOK AT IS WHEN YOU START TALKING ABOUT ROOT IS HOW DO WE REALLY TAKE IT TO ANOTHER LEVEL.

>> MM-HMM.

>> AND THAT'S WHAT WE'RE ALL ABOUT IN THE NETWORK IS WE'RE NOT JUST SATISFIED WITH WINNING OUTRIGHT ONE TIME, WE'RE GOING TO

CONTINUOUSLY MAKE SURE WE'RE MAKING THE IMPROVEMENTS TO MAKE SURE THE CUSTOMER EXPERIENCE IS FABULOUS.

BECAUSE THAT'S THE ONLY WAY YOU PRODUCE THE MOST POWERFUL NETWORK, WHICH IS WHO WE, RIGHT?

>> ABSOLUTELY.

>> THE MOST POWERFUL NETWORK.

WE'VE STILL GOT LOTS OF WORK TO DO, BUT WE'RE ON THE RIGHT TRACK. I'M SUPER EXCITED, YOU SHOULD BE PUMPED UP AND THERE'S NOTHING MORE EXCITED THAN BEING IN THE BACKYARD OF BIG BLUE THEY CALL THEM. AND WE LOVE GOING IN FRONT OF THERE AND SPENDING TIME IN FRONT OF THEIR OFFICE.

YOU KNOW WHAT'S REALLY COOL ABOUT IT?

GUESS WHO HAS THE BEST NETWORK ON THEIR CAMPUS?

>> I CAN GUESS THAT IT'S US?

>> MICHELLE'S GOING TO TALK ABOUT THE PARADE IN A LITTLE BIT, SO WE'LL GIVE THEM A PARTICIPATION TROPHY EVERY YEAR.

WE'LL SWING BY AND DROP IT OFF SO THEY FEEL PROUD.

ALL RIGHT.

>> ALL RIGHT.

WELL WE'LL CONTINUE TO STICK IT TO BIG BLUE, HOW ABOUT THAT?

>> I LOVE IT.

>> WE'LL RIDE THAT WAVE.

ALL RIGHT.

>> I CAN ADD ONE MORE THING?

>> OF COURSE.

>> I DO WANT TO THANK ALL THE NETWORK EMPLOYEES.

THERE'S THOUSAND OF EMPLOYEES OUT THERE THAT THIS HARD WORK GOES ON THE BACK OF EVERYDAY WORK.

HANS TOUCHED ABOUT THE NATURAL DISASTERS, BUT JUST THE WORK THAT GOES ON EVERY DAY.

THAT'S SUPER CRITICAL AND I COULDN'T SAY THIS IS REALLY -- I'M JUST FORTUNATE ENOUGH TO COME HERE AND TALK ABOUT IT, BUT THIS IS A REFLECTION OF THE THOUSANDS OF EMPLOYEES DAY AND NIGHT AROUND THE CLOCK WORKING ON THIS NETWORK.

AND THEY ARE TENACIOUS ABOUT AND INFATUATED WITH JUST WINNING.

AND WE'RE OUT THERE MAKING SURE THAT WE'RE MAKING THAT EXPERIENCE BETTER.

SO THANKS FOR LETTING ME JOIN TODAY AND REPRESENT THIS AWESOME ORGANIZATION.

AND THANKS AGAIN FOR COMING OUT TO TEXAS.

>> AWESOME.

THANK YOU, PHILLIP.

[APPLAUSE]

OKAY.

SO THERE'S AN ENERGY PULSATING FROM A CERTAIN GROUP IN THIS ROOM.

I THINK THEY'VE GOT THE POM POMS, THEY'VE GOT COWBOY HATS, AND YOU WOULD THINK THAT WE WOULDN'T COME TO TEXAS AND NOT TALK ABOUT THE COASTAL PLAINS MARKET, DID YOU?

[CHEERS AND APPLAUSE]

ALL RIGHT!

SO WITH THAT, LET'S WELCOME MICHELLE MILLER WHO IS OUR MARKET PRESIDENT.

AND I'M GOING TO DO MY -- OH, IS IT -- OH, NO.

>> IT'S OKAY, WE'LL TEACH YA.

WE'LL TEACH YA.

>> I WANTED TO BE A TEXAN SO BAD AND I CAN'T EVEN PUT ON MY HAT CORRECTLY.

OKAY, I LOVE THIS.

>> IT LOOKS GREAT.

>> I SAW EVERYONE WITH THE HATS, IT WAS LIKE, I WANT A HAT.

SO MICHELLE GOT ME A HAT AND NOW I FEEL SPECIAL AND I'M VERY HAPPY.

SO MICHELLE, TELL US MORE ABOUT THE COASTAL PLAINS MARKET.

EVERYONE IS VERY EXCITED.

WE'VE GOT STOMP THE COMPETITION ON A SIGN, WE'VE GOT LET'S GO!

WE'VE GOT COASTAL PLAINS MARKET SIGN.

TELL US ABOUT THE ENERGY THAT YOU ALL ARE BRINGING.

>> WELL, ABSOLUTELY.

LET ME SHOW YOU SOME OF THE ENERGY.

HOWDY, Y'ALL!

[CHEERS AND APPLAUSE]

>> HEY, LOOK, IT IS ABOUT STOMPING THE COMPETITION, GETTING OUR UNFAIR SHARE HERE IN THE COASTAL PLAINS MARKET.

WE CAN'T DO IT WITHOUT EVERYONE IN THE HIDDEN RIDGE HUB, SO THANK YOU ALL SO MUCH FOR YOUR CONTINUED SUPPORT.

THINGS ARE GOING GREAT.

RAQUEL, WE LOVE MY PLAN.

WE LOVE MY HOME, RIGHT?

AND CUSTOMERS LOVE PERKS, RIGHT?

[CHEERS AND APPLAUSE]

>> THAT'S WHAT IT'S ABOUT.

>> YOU KNOW WHO ELSE LOVES PERKS?

>> WHO?

>> OUR V TEAMERS.

>> OH.

[CHEERS AND APPLAUSE]

>> SO LET ME TELL YOU, OUR V TEAMERS, LIKE I SAID, WE LOVE EACH OTHER HERE.

OUR BIGGEST AMBASSADORS, ESPECIALLY IN THIS AREA, DEFINITELY REPRESENTING OUR PRODUCTS AND SERVICES, BUT I THOUGHT WHY NOT BE OUR OWN V TEAM FOCUS GROUP.

>> OKAY.

>> SO WE SENT OUT A POLL IN OUR HIDDEN RIDGE HUB.
WE ASKED ALL OF YOU WHAT IS YOUR FAVORITE PERKS.
NO SLIDO, ALLIGATORS, WE SENT OUT A VOTE CUT AND DRY.
CUT AND DRY.
ANY GUESSES ON WHAT OUR FAVORITE PERK HERE IS OUT OF HIDDEN
RIDGE?
>> I MEAN, I DON'T KNOW.
I FEEL LIKE IT'S ALWAYS A BIG HIT, YOU ARE KIND OF, WELL, KINDA CLOSE-ISH
TO FLORIDA.
KIND OF CLOSE TO FLORIDA.
I'M GOING TO GO WITH DISNEY?
>> DISNEY BUNDLE CAME OUT ON TOP, YOU'RE RIGHT.
YOU'RE RIGHT.
DISNEY BUNDLE IS WHAT YOU ALL SAID TO US, RIGHT?
>> THAT'S MY PERSONAL FAVORITE.
>> THAT'S YOUR PERK TOO?
>> YEAH.
YEAH.
>> THANK YOU ALL FOR VOTING.
I'M SURE THERE'S PLENTY MORE THAT WE ALL LOVE, BUT THAT WAS
DEFINITELY THE FAN FAVORITE HERE.
>> OKAY, THAT'S GOOD TO KNOW.
I THINK THAT'S PROBABLY A GOOD TESTAMENT TO WHAT OTHER FOLKS ARE --
THEIR FAVORITES ARE.
>> PROBABLY SO.
PROBABLY SO.
>> AWESOME.
SO TELL US MORE ABOUT THE LOCAL WORK THAT YOU ALL ARE DOING.
I ALWAYS SEE EVERY TIME I GET ON THE NEWS THAT WE'RE COVERING YOU
ALL ARE ALWAYS INVOLVED IN THE COMMUNITY, WHICH IS SO IMPORTANT TO
BE ABLE TO SHOW UP FOR OUR CUSTOMERS IN THAT WAY.
TELL US MORE ABOUT THAT.
>> RIGHT.
WE LOVE OUR COMMUNITY, RIGHT?
WE LOVE OUR COMMUNITY.
WE ALSO LOVE WHEN OUR BRAND SHOWS UP IN OUR COMMUNITY, RIGHT?
SO HIDDEN RIDGE, I HAVE AN ANNOUNCEMENT FOR YOU, OKAY.
SO YOU ALL KNOW IT'S BACK TO SCHOOL WEEK HERE IN TEXAS.
HOW MANY HAD A BACK TO SCHOOL THIS MORNING?
YES, LOTS OF US.
>> OH, WOW.
>> GOT THAT FIRST DAY OF SCHOOL PICTURE IN.
WELL HEY, BACK TO SCHOOL HERE DEFINITELY MEANS FOOTBALL.
>> YES, FOR SURE.
>> HANS, I DON'T MEAN NFL, ALTHOUGH WE LOVE THE NFL.
BUT HERE IN TEXAS, FOOTBALL MEANS FRIDAY NIGHT LIGHTS, RIGHT?

RIGHT?

[CHEERS AND APPLAUSE]

YOU GUYS, I'M SO EXCITED TO ANNOUNCE THAT THIS YEAR FOR FRIDAY NIGHT LIGHTS YOU WILL SEE OUR BRAND SHOWING UP IN FOOTBALL STADIUMS IN FORT WORTH.

>> WOW.

>> EXCITED ABOUT THAT.

OVER 85,000 KIDS ARE ENROLLED IN FORT WORTH.

>> AWESOME.

>> SO STUDENTS, FANS, PARENTS, WHEN YOU SHOW UP, OVER A HUNDRED EVENTS ACROSS FRIDAY NIGHT LIGHTS IN FORT WORTH, YOU'RE GOING TO SEE VERIZON.

[CHEERS AND APPLAUSE]

>> THAT'S GOING TO BE SUCH A PROUD MOMENT WHEN YOU WALK INTO SCHOOL AND YOU SEE VERIZON THERE.

AND THEN ALL THE KIDS ARE GOING TO BE LIKE, MY PARENTS WORK AT VERIZON.

>> RIGHT.

>> SO I'M COOL.

>> SHOUT-OUT TO THE LOCAL MARKETING TEAM BECAUSE THEY HEAR ALL YOUR FEEDBACK AND MAKING SURE WE'RE SHOWING UP PROUD.

>> THAT'S GREAT.

THAT'S HUGE.

WHAT ELSE IS HAPPENING?

>> WHAT ELSE?

OF COURSE THERE'S ALWAYS MORE, BECAUSE EVERYTHING IS BIGGER HERE IN TEXAS.

SO I HAVE ONE MORE.

>> OKAY.

>> SO HOPEFULLY YOU SAW IN THE VIDEO, OPENING VIDEO THIS LITTLE THING CALLED THE DALLAS HOLIDAY PARADE, RIGHT?

>> YEAH.

>> WHERE WE SAVE THE HOLIDAY FOR DALLAS LAST YEAR, DIDN'T WE, RIGHT? THANK YOU.

THERE WAS 350 V TEAMERS IN THIS CROWD ACROSS THIS BUILDING THAT SHOWED UP AND SAVED THE HOLIDAYS.

BY THE WAY, ON THE FRONT STEPS OF A PARTICULAR BLUE --

>> THERE IT IS.

>> -- FRONT LINE.

>> BLUE.

>> THERE IT IS AGAIN.

SO YOU HAD BIG RED SHOWING UP, AGAIN, 350 VOLUNTEERS WITH THOSE BIG BALLOONS.

AND TEAM, I'M SO EXCITED TO SHARE WITH YOU, WE WILL BE BACK THIS YEAR AS A PRESENTING SPONSOR.

[CHEERS AND APPLAUSE]

>> AWESOME.
>> AND I KNOW WE'RE GOING TO BE EVEN BIGGER AND BETTER THIS YEAR WITH EVEN MORE VOLUNTEERS.
AND IT IS ALWAYS A LITTLE FUN TO BE IN THE FRONT YARD OF SOMEBODY'S HOUSE, RIGHT?
>> IT IS.
>> THANK YOU ALL.
I'M EXCITED AND LOOK FORWARD SOON WITH THE HOLIDAYS COMING.
>> IT'S NEVER TOO EARLY TO START TALKING ABOUT THE HOLIDAYS.
>> NEVER.
NEVER.
>> AWESOME PLUG THERE.
ALL RIGHT.
I THINK YOU HAVE ONE MORE THING YOU WANT TO SAY.
>> I DO.
I HAVE ONE MORE THING.
HANS, I THINK WE'RE GOING TO ASK YOU TO COME ON STAGE, BECAUSE YOU'RE ACTUALLY COMING UP NEXT, I'M GOING TO COME DOWN.
BUT BEFORE -- COME ON UP.
I HAVE A LITTLE SOUTHERN HOSPITALITY LIKE WE DO HERE IN TEXAS, RIGHT Y'ALL?
[CHEERING].
COME ON UP.
IT'S NOT A COWBOY HAT.
>> GOOD, GOOD.
>> BUT WE DO WANT TO GIVE YOU A LITTLE BIT OF A PRESENTATION HERE.
>> LOOK ON THE BOTTOM TOO.
>> SO YOU REMEMBER COASTAL PLAINS.
>> OKAY.
>> SO THIS IS OUR COASTAL PLAINS.
[CHEERS AND APPLAUSE]
THANK YOU.
THANKS TO THE VLC TEAM FOR COMING TODAY.
WE WANT TO MAKE SURE THAT ESPECIALLY SINCE YOU HAVE A LITTLE BIT OF YOUR HEART HERE.
>> YES, I HAVE.
ARE YOU SUPPOSED TO DRINK THIS?
>> YOU CAN DO THAT, ABSOLUTELY.
I SEE FLOWERS, BUT I HEAR THAT A DRINK MIGHT FIT IN THAT TOO.
>> I'M GOING TO DO FLOWERS.
>> THANK YOU FOR COMING.
APPRECIATE IT.
>> THANK YOU SO MUCH.
>> THANKS, RAQUEL.
>> THANK YOU, MICHELLE.
[CHEERS AND APPLAUSE]

>> I GOT A HAT, YOU GOT A BOOT.
WE'RE TEXANS AFTERALL.
I LOVE THAT FOR US.

>> GREAT.

>> ALL RIGHT, HANS, GIVE US THE CLOSING REMARKS.

>> FIRST ALL OF, THANK YOU, MICHELLE, THANK YOU, PHILLIP, FOR THE GREAT
WORK YOU'RE DOING HERE TO KEEP THIS TEAM WITH HIGH SPIRITS AND OF
COURSE SHANKAR FOR COMING IN.

I ACTUALLY HAD THE RIGHT ANSWER.

I'M WAITING FOR YOUR REWARD, BUT WE'LL TAKE THAT BETWEEN YOU AND
ME.

THANK YOU, EVERYONE, ON UP TO SPEED COMING HERE EITHER IN HIDDEN
RIDGE OR ON THE VIDEO CAST.

THANK YOU SO MUCH.

THERE'S A LOT DO THE SECOND HALF OF THE YEAR, SO BACK TO WORK.

>> YES, BACK TO WORK.

ALL RIGHT, V TEAM, YOU KNOW I CAN'T LET YOU GO WITHOUT A COUPLE OF
REMINDERS.

ONE, IF YOU LIKE THE SHIRT THAT I'M WEARING TODAY, IT'S VERY NICE.

>> VERY NICE.

>> IT'S THE NEW SALMON COLOR.

>> OH, SALMON COLOR.

>> DO A QUICK SEARCH ON THE INSIDE INTERNET AND YOU SHOULD BE ABLE
TO FIND IT AND ORDER IT FOR YOURSELF, SOME VERIZON SWAG.

AND TWO, ON THURSDAY WE'RE GOING TO HAVE A WEBCAST WITH STACY,
SAM, AND LESLIE TALKING ABOUT OUR PURPOSE, OUR VALUES, AND OUR
CULTURE OS.

YOU DEFINITELY WANT TO TUNE INTO THAT.

>> GOING TO BE REALLY GOOD.

VERY IMPORTANT.

>> VERY IMPORTANT AS WE MOVE INTO OUR NEW CHAPTER.

AND LASTLY, GEORGE, YOU ALL KNOW GEORGE FROM GEORGE TALKS TECH,
HE HAS A SPECIAL ANNOUNCEMENT.

HE'S GOING TO BE COOKING UP SOMETHING, SO MAKE SURE YOU TUNE IN A
LITTLE LATER TODAY TO SEE WHAT THAT IS.

I HEAR IT'S A NEW DEVICE LAUNCH.

SO THAT SHOULD BE EXCITING.

WELL THAT'S ALL I HAVE.

HANS, I THINK IT'S TIME TO DO OUR CLOSEOUT, AND WE'RE GOING TO DO IT
WITH THE CROWD.

>> YEP.

>> WE'RE GOING TO DO THE FIRST PART AND YOU DO THE SECOND PART.

>> THEN WE DO THE SECOND PART.

>> YEAH.

SO WE'RE GOING TO POINT TO THE CAMERA HERE SO THAT THEY CAN SEE
THE CROWD.

SO WE'RE GOING TO SAY UNTIL NEXT TIME AND YOU WILL SAY, UP TO SPEED.
>> UP TO SPEED.
>> ON THE COUNT OF TEN.
ONE, TWO, THREE.
UNTIL NEXT TIME.
>> YOU'RE UP TO SPEED!