

Verizon  
Up To Speed Live  
Verizon Broadcast Center  
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>>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE.

WE'RE 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 MUCH OF WHAT WE DO NOW IS VIRTUAL.

MEETINGS, HAPPY HOURS, GRADUATIONS, EVEN WEDDINGS.

NOW IT'S TIME FOR A VIRTUAL ANNIVERSARY, WON'T YOU JOIN ME?

20 YEARS AGO, 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 9/11/2001.

>> I'VE SEEN PEOPLE FROM EVERYWHERE DOWN HERE WORKING TOGETHER,  
PULLING TOGETHER, WE'LL GET THIS THING UP AND RUNNING.

>> A CHARACTER-DEFINING EFFORT WITH V TEAMERS WORKING  
AROUND-THE-CLOCK TO GET THINGS BACK UP IN LITTLE MORE THAN A  
WEEK.

THERE WAS THIS ICONIC CAMPAIGN, BEGUN IN 2002.

>> 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 RECOVERY RESPONSE TO HURRICANE KATRINA.

>> GIVING PEOPLE THE OPPORTUNITY TO HELP THEIR FRIENDS AND FAMILY.

>> THIS IS SOMETHING THAT WILL CONTINUE TO DEFINE US 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 IN OUR MEDIA GROUP.

NOT ONLY ARE THESE ICONIC AND BELOVED GLOBAL BRANDS, BUT THEY HAVE SOME OF THE MOST FORWARD-THINKING TALENT WHEN IT COMES TO DIGITAL CONTENT, ANALYTICS AND NEXT GEN PLATFORMS.

IT'S ABOUT THE SUPERIOR EXPERIENCES WE DELIVER FOR TODAY AND THE GROUND BREAKING 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 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, THE PAST WE SHARE, THE FUTURE WE'RE BUILDING AND ALL OUR EFFORTS TO KEEP THE WORLD MOVING FORWARD.

HERE'S TO OUR NEXT 20.

>>> A LOT HAS HAPPENED IN OUR 20-YEAR HISTORY.

WE HAVE MOVED THE WORLD FORWARD SO MANY DIFFERENT WAYS.

AND THROUGH IT ALL, THERE'S ONE THING THAT'S KEPT US ON THE SAME PAGE.

>> WHO IS THIS COMPANY THAT WE CALL VERIZON?

>> WE RUN TO A CRISIS.

>> NOT AWAY.

>> WE SEE CRISIS AS CHANGE AND OPPORTUNITIES.

>> 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 BEING 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.

>> OUR BEST IS GOOD FOR TODAY, TOMORROW, WE'LL DO BETTER --

>> THESE ARE SOME OF THE LINES FROM OUR VERIZON CREDO AND THIS IS WHO OUR CREDO IS FOR.

>> MY NAME IS COREY.

I LIVE IN RALEIGH NORTH CAROLINA.

I'VE BEEN WITH VERIZON 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 CAN WITH HIM, DOING WHATEVER 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 WE'VE BEEN TRAILBLAZERS WITH TECHNOLOGY.

I'M CONSTANTLY MOTIVATED BY PEOPLE I WORK WITH ACROSS THE GLOBE.

AND THE FOCUS THAT WE'VE GOTTEN FOR THE CUSTOMER EXPERIENCE.

AND BRINGING THE BEST OF VERIZON TO THEM.

I STARTED OUT OUT OF COLLEGE AND JOINED VERIZON -- WORKING BACKBONE OPERATIONS, OVERNIGHT SHIFT.

I WAS ABLE TO COMPLETE MY MASTERS.

LUCKILY, VERIZON SUPPORTED ME IN THAT ENDEAVOR.

I WAS ABLE TO COMPLETE MY MASTERS IN BUSINESS ADMINISTRATION DURING MY TENURE AT VERIZON.

I'M VERY FOCUSED ON TRYING TO BRING THE BEST OF VERIZON, FOCUSED ON ENHANCING MY EMPLOYEE'S CAREER PROGRESSION IN DEVELOPING WHAT I WANT TO DO.

I LIKE TO FANCY MYSELF AS A CARD TRICK ENTERTAINER, SO... ONCE IN AWHILE, 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 TRAILBLAZER THAT, IT'S A COMPANY THAT CARES DEEPLY FOR THEIR EMPLOYEE BASE, AS WELL AS CONTINUES TO FOCUS ON THE CUSTOMER.

WE'RE DOING SLICK THINGS IN TECHNOLOGY AND WE CARE FOR OUR EMPLOYEES, FIRST AND FOREMOST, WHICH IS REAL INSPIRATIONAL MISSION STATEMENT THAT WE'VE GOT.

>> THIS QUARTER WAS NEARLY OUR FIRST STEP INTO THE NEW NORMAL AND OPPORTUNITY FOR US TO REWRITE THE RULE BOOK.

>> DESPITE ALL THE OBSTACLES, WE CONTINUE TO EXCEED TARGETS.

OUR ENGINEERS ADJUSTED RESOURCES AND IMPLEMENTED NEW SOLUTIONS TO INCREASE CAPACITY.

WE CONTINUE TO INNOVATE 5G, PARTNERING FROM TRIALS OF DSS TECHNOLOGY, ENABLING 4G AND 5G ON THE SAME BAND OF SPECTRUM.

AMPLIFYING THE REACH OF EXISTING MILLIMETER WAVE NOTES.

WE LIT UP MOBILE 5G IN SAN DIEGO, 5G HOME IN DETROIT, EVOLVING IN NEW YORK, HOUSTON, INDY AND L.A. WE INTRODUCED THE 5G VIRTUAL LAB TO HELP OUR INNOVATION PARTNERS ADVANCE THEIR NEXTGEN SOLUTIONS.

ALL GIVING US GREAT REVIEWS FOR 5G, 4G AND FIOS.

OUR RESPONSE TEAM ANSWERED EVERY CALLING TO SUPPORT ESSENTIAL SERVICES.

OUR FIELD TEAMS KEPT EVOLVING HOW WE WORK TO CONTINUE TO SUPPORT OUR CUSTOMERS.

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.

BRINGING TOUCHLESS RETAIL TO OUR STORES.

A CLEAR FOCUS ON SOCIAL DISTANCING AND NATION-WIDE CURBSIDE PICK-UP PILOT.

WE LAUNCHED THE NEW MOTOROLA EDGE PLUS, AN EXCLUSIVE ON VERIZON.

THE SAMSUNG GALAXY S20, 5G AND THE LATEST IPHONE, THE SE.

WE ALSO LAUNCHED A WORLD FIRST -- THE LENOVO FLEX 5G -- THE FIRST PC BUILT FOR 5G ULTRA WIDEBAND.

WE INTRODUCED OUR OWN AND VERY SPECIAL VERIZON VISA CARD WITH 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 ROBO CALLS TODAY.

MAKING US THE LEADER IN THE INDUSTRY.

>> VERIZON BUSINESS HELPED OUR CUSTOMERS IN SECOND QUARTER REACT AND REBOUND AS THEY FILLED THEIR BUSINESS CONTINUITY, DISASTER RECOVERY PLANS, TO REALLY MEET THEIR CUSTOMER REQUIREMENTS.

WE PROVIDED CRITICAL TACTIVITY WITH THE LOS ANGELES UNIFIED SCHOOL DISTRICT AND STATE OF CALIFORNIA.

WE STOOD UP VIRUS TESTING IN QUARANTINE CENTERS AND PROVIDED ENHANCED CONNECTIVITY TO EMORY FIELD HOSPITALS AND SHIFTS LIKE THE USNS COMFORT.

WE SUPPORTED OVER 400 SMALL BUSINESSES THROUGH OUR PAY IT FORWARD, SMALL BUSINESS BRAND 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 CONTINUE TO EXPAND OUR PORTFOLIO TO ADVANCE BUSINESS SOLUTIONS, NONE TIMELIER THAN THE EDITION OF BLUEJEANS.

WE EXPANDED OUR NETWORK SERVICES PORTFOLIO FOR CISCO ENCS FOR MORE FRAGILE NETWORKING INFRASTRUCTURE.

LAUNCHED INTEGRATED VIDEO FOR VERIZON CONNECT, ENTERPRISE PLATFORMS, KICKED OFF RETURN TO BUSINESS AND 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 GEN-PROBE.

>> WE CONTINUE TO MEET CHANGING CUSTOMER BEHAVIORAL SHIFTS BY INNOVATING ACROSS ADVERTISING, SUBSCRIPTION, AND TRANSACTIONS, WE ACCELERATED OUR 5G INITIATIVES.

THE LAUNCH OF VERIZON MEDIA IMMERSIVE, A NEW SUITE OF AR, VR AND MIXED REALITY PRODUCTS TO POWER THE FUTURE OF 5G ADVERTISING AND CONTENT.

WE PARTNERED WITH COOLER SCREENS AND SAMSUNG TO LEVERAGE EMERGING PERFORMANCE OF HOME AND CONNECTED TV, WE SAW STEADY INCREASES IN THE NUMBER OF ADVERTISERS AND RESPONDED TO ESP.

WE HAVE WON READERS CHOICE AWARDS FOR ALL NOMINATED CATEGORIES. ESP, SSP, AD NETWORK VIDEO AND AD NETWORK MOBILE.

THIS IS THE MOST-WINS FOR ANY NOMINATED COMPANY.

WAL-MART, ENABLING USERS TO MAKE COSTLY PURCHASES THROUGH THEIR INBOX.

NO OTHER PROVIDER ALLOWS USERS TO DO THIS.

>> THIS HAS BEEN ANOTHER INCREDIBLE QUARTER, PROVING, YET AGAIN... WHAT THIS V TEAM IS ALL ABOUT.

ONCE AGAIN... WE WERE HONORED AS A TOP 10 BEST COMPANY FOR MULTICULTURAL WOMEN.

WE CELEBRATED ASIAN PACIFIC HERITAGE MONTH, MILITARY APPRECIATION MONTH, INCLUDING THIS V TEAMER TRIBUTE AND PRIDE MONTH WITH PRISM, OUR NEWLY UNIFIED VERIZON LGBTQ EMPLOYEE RESOURCE GROUP.

WE JOINED AMAZON IN FINDING THE CLIMATE SWITCH -- HOSTED A VIRTUAL COMMENCEMENT SERIES, CLASS OF 2020, READY FOR ANYTHING.

FEATURING INSPIRATIONAL LEADERS LIKE HANS VESTBERG AND FORMER PRESIDENT BILL CLINTON.

WE OPENED OUR HEARTS AND MINDS AND RESOURCES TO SUPPORT URGENT ISSUES AROUND SOCIAL AND RACIAL INJUSTICE.

FORBES NAMED US AS THE NUMBER ONE BRAND FOR EMPLOYEES AND 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 THE FIRST HALF. WE NEED TO KEEP OUR FOOT ON THE PEDAL.

>> NOW IS THE TIME TO DOUBLE DOWN, IDEATE, INNOVATE AND MAXIMIZE THE OPPORTUNITIES WE HAVE IN FRONT OF US.

>> BEST NETWORKS, BEST EXPERIENCES, BEST SERVICE.

HOW AND WHERE OUR CUSTOMERS EXPECT IT.

>> THERE IS 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.

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 JESSIE AND I WORK AT VERIZON.

IF YOUR IDENTITY'S STOLEN, CHANCES ARE, YOUR NUMBER WILL BE STOLEN TOO.

WITH NUMBER LOCK, YOU CAN PREVENT YOUR NUMBER FROM GETTING TRANSFERRED WITHOUT WITH YOUR PERMISSION.

WE MAKE SURE YOUR CALLS, TEXTS AND 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 ECONOMICS, ENVIRONMENTAL AND SOCIAL ADVANCEMENT.

>> YOU JUST UNBOXED YOUR NEW DEVICE, 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.

THAT'S WHY THERE'S TECH COACH IN MY VERIZON APP.

THEIR SERVICE IS INCLUDED FOR 30 DAYS AFTER YOU ACTIVATE A NEW DEVICE.

WHenever you need it.

>>> THANK YOU, GEORGE AND LITTLE GABE.

YES... HELLO, EVERYBODY.

I DIANA ALVEAR, WELCOME TO UP TO SPEED.

WE'RE TALKING ABOUT THE NEW SAMSUNG GALAXY, THE FULL 25G.



IT'S QUITE THE PHONE.

LET'S PUT IT THIS WAY... GEORGE IS VERY IMPRESSED.

>> I CANNOT PUT THIS PHONE DOWN.

I'VE BEEN USING IT AS MY DAILY DRIVER FOR THE PAST TWO WEEKS AND I KEEP FINDING COOL NEW THINGS TO DO WITH IT.

HERE ARE A FEW OF MY FAVORITES.

EASY TO WORK, NO MATTER WHERE MY OFFICE IS.

USING THE PHONE'S FRONT SCREEN, I CAN CHECK E-MAIL, SEND TEXT MESSAGES TO COWORKERS AND ATTEND VIDEO CONFERENCES WITHOUT HAVING TO DRAG AROUND MY LAPTOP.

JUST DON'T TELL THAT TO IT.

IF MY BOSS ASKS ME TO REVIEW A NEWS RELEASE, I HAVE TO OPEN THE PHONE AND USE THAT HUGE DISPLAY TO EDIT AND WRITE COMMENTS.

GALAXY Z FOLD LET'S ME SHARE MY SCREEN TO A FULL SIZE MONITOR.

WHEN DONE WITH WORK FOR THE DAY, I CAN CATCH UP ON TV WATCHING DINNER OR JUMP ON THE COUCH, UNFOLD THE PHONE AND WATCH MY MOVIES IN FULL HD.

LET'S TALK ABOUT CAMERAS.

THE HIGHWAY HINGE DESIGN MAKES IT A DREAM TO TAKE PICTURES -- I CAN EASILY PLACE THIS PHONE ON ANY FLAT SURFACE, MAKING IT VERY CONVENIENT FOR TAKING SELFIES OR GROUP PHOTOS, USING ONE OF THE FIVE PRO-LEVEL CAMERAS AVAILABLE ON THIS PHONE.

THIS IS ALSO THE FIRST FOLDABLE DEVICE ON VERIZON THAT LET ME TAP INTO OUR 5G WIDEBAND NETWORK.

I CAN DOWNLOAD GAMES AND MOVIES IN SECONDS.

I LOVE HOW THE Z FOLD 2 DISPLAY IS.

5G ULTRA WIDEBAND, YOU GET ACCESS TO AMAZING LOW-LATENCY CAPABILITIES.

MASSIVE MULTIPLAYER, GAMERS, TRUST ME -- IT'LL BE AWESOME.

I CAN ALSO PLAY MY FAVORITE GAMES ON THE FRONT AND INSIDE DISPLAY.

GO MARIO GO.

THE GALAXY Z FOLD 2 5G WILL BE AVAILABLE FOR PREORDER SEPTEMBER 2ND AND WIDELY AVAILABLE SEPTEMBER 18TH ALONG WITH THE S7 5G SERIES.

VISIT VERIZONWIRELESS.COM FOR MORE INFORMATION OR TO ORDER YOURS.

>> DIANA: THANK YOU SO MUCH.

DID YOU CATCH THAT?

FIVE CAMERAS?

ONE PHONE AND IT FOLDS.

GAMERS, IF YOU'RE NOT ALREADY BLOWN AWAY BY WHAT YOU JUST SAW, GET ALOAD OF THE NIAN TIC PLANET-SCALENE AR ALLIANCE.

VERIZON IS JOINING FORCES WITH NIAN TIC TO BUILD A PLANET SCALE AUGMENTED REALITY PLATFORM THAT WILL ENABLE EXPERIENCES ACROSS YOUR MOBILE DEVICES AND YOUR AR WEARABLES.

THIS IS BANANAS.

IT'S GOT THE POWER OF 5G SO YOU KNOW THAT IT'LL ELEVATE ANY SPIRITS YOU HAVE WHILE GAMING AND YOU'LL JOIN TENS OF MILLIONS OF NIAN TIC EXPLORERS AROUND THE WORLD.

WE'RE GOING TO TAKE A LITTLE BIT OF A SERIOUS TURN NOW... OF COURSE, WE WANT TO THINK ABOUT OUR V TEAMERS AND FRIENDS AND FAMILY DEALING WITH RECOVERY -- WE'RE ALONGSIDE YOU.

WE HAVE AN UPDATE FOR YOU, RESTORATION EFFORTS CONTINUE IN LOUISIANA.

THIS IS THE HARD-HIT AREA, LAKE CHARLES, DOWNTOWN LAKE CHARLES AND AS YOU CAN SEE, WE'RE THERE.

WE'VE ALSO EXTENDED UNLIMITED CALLS, TEXTS, AND DATA TO THAT REGION.

IF YOU WANT MORE DETAILS, THEY'RE ALL IN OUR EMERGENCY RESOURCE CENTER, IN CASE YOU WANT TO SPREAD THE WORD TO LOVED ONES OR FRIENDS AFFECTED BY THE STORMS

ALL RIGHT... IN A DAY OF BIG NEWS, WE HIT A MAJOR VIRTUAL MILESTONE LAST FRIDAY, WITH OUR FIRST-EVER, VIRTUAL MARCH ON WASHINGTON.

AND I KNOW SOME OF YOU OUT THERE PARTICIPATED, BECAUSE THIS WAS A BIG ONE.

MORE THAN 24,000 OF US MARCHED TO COMMEMORATE THE 57TH ANNIVERSARY OF DR. KING'S ICONIC MARCHING SPEECH.

57 YEARS AGO.

A HUGE CONGRATULATIONS TO THE TEAM.

MORE THAN 10,000 PEOPLE PARTICIPATE AND ANOTHER BIG SHOUTOUT, AS YOU SAW V TEAMERS MARCHING WHILE ON NATIONAL GUARD TRAINING DUTY.

TOGETHER, WE'RE MOVING THE WORLD FORWARD, TOGETHER IS THE WORD

ONE V TEAMER WHO PARTICIPATED, WAS INSPIRED BY OUR NEXT 20 CONVERSATION.

LET'S TAKE THAT FIRST SLIDE.

THIS WITH A SPECIAL MESSAGE FROM V TEAMER UNGELA COSAR.

SHE WRITES: AFTER WATCHING OUR UP TO SPEED SPECIAL NEXT 20, WE HAD A DREAM FEATURING DR. CLARENCE JONES, I GOT INSPIRED.

LET'S SEE HER SON IN THE NEXT SLIDE.

IT WAS AN INDELIBLE EXPERIENCE FOR US, AMONGST A SEA OF VARIOUS TYPES OF PEOPLE, SEEKING TO REALIZE THE ESSENCE OF THE DREAM, FORWARD TOGETHER.

I WANT TO TAKE A MOMENT AND SAY, THAT'S ALWAYS BEEN THE POINT OF NEXT 20.

IT'S NOT JUST A CONVERSATION, IS TO TAKE ACTION ON THE THINGS WE'RE HEARING ABOUT.

BOY, DID YOU TAKE ACTION.

I'M SURE YOUR SON WILL NEVER FORGET BEING PART OF THAT MARCH.

IT'S ALL BECAUSE OF THESE NEXT 20 CONVERSATIONS.

WE ARE CHANGING THE WORLD TOGETHER

LET'S TALK A LITTLE ABOUT OUR SERVICE MEMBERS.

YOU SAW THEM -- THEY'RE MARCHING, WELL... WE HAVE 10,000 VETERANS WORKING AT VERIZON.

10,000-STRONG.

WE HAVE A SPECIAL PROGRAM WE'D LIKE TO TALK ABOUT.

PARTNERSHIP WITH HIRING OUR HEROES.

THIS IS A CORPORATE FELLOWSHIP PROGRAM THAT PROVIDES  
TRANSITIONING SERVICE MEMBERS WITH MANAGEMENT TRAINING AND  
HANDS-ON EXPERIENCE IN THE CIVILIAN WORKFORCE, PREPARING THEM  
FOR SMOOTH TRANSITION KNEES MEANINGFUL CIVILIAN CAREERS.

THIS IS A TOUGH TRANSITION TO GO FROM SOMETHING SO REGIMENTED TO  
THE CIVILIAN RANKS

SINCE 2018, VERIZON HAS PARTICIPATED IN SEVEN HOH COHORTS,  
THEY'VE RESULTED IN A TOTAL OF 26 NEW HIRES WITH 100% RETENTION  
RATE.

THIS WEEK WE'RE PROUD TO ANNOUNCE OUR BIGGEST COHORT TO DATE.

16 FELLOWS STARTING AN 11-WEEK PROGRAM AND THEY REPRESENT THE  
ARMY, AIR FORCE, MARINE CORPS AND NAVY, WORKING ACROSS THE  
BUSINESS IN VERIZON BUSINESS GROUP AND VERIZON CONSUMER GROUP.

WE'RE SO LUCKY TO HAVE YOU.

WE THANK YOU FOR YOUR SERVICE AND WELCOME YOU TO THE V TEAM  
COMMUNITY.

THANK YOU

SO... OUR DAYS ARE A LITTLE CRAZY.

WE CAN ALWAYS USE A REMINDER OF KINDNESS.

TO BE KIND OF.

THAT'S EXACTLY THE MISSION OF A VERY SPECIAL V TEAMER YOU ARE  
ABOUT TO MEET.

LET'S TAKE THAT SLIDE.

CRYSTAL PHELPS IS PART OF OUR GLOBAL NETWORK AND TECHNOLOGY  
TEAM.

SHE DECIDED TO SPREAD THIS MESSAGE IN A WONDERFUL WAY.

SHE HAS "BE KIND," A SIGN IN HER HAND AND IS GIVING THEM TO  
NEIGHBORS IN HER COMMUNITY.

IT'S A FAMILY AFFAIR.

HER MOM PAINTS AND HER STEP DAD DRILLS THE HOLES.

YOU'LL SEE HOW MANY THEY'RE DOING.

THEY'RE PAINTING UP TO 200 AT A TIME AND GIVING THEM AWAY.

I'D LOVE TO HAVE ONE OF THOSE SIGNS ON MY DOOR.

IT'S ALWAYS GOOD TO BE REMINDED THAT BEING KIND GOES SO FAR.  
CRYSTAL, THANK YOU FOR BEING A BEACON OF KINDNESS

OKAY... ARE YOU READY TO FIND OUT WHO'S UP TO SPEED?  
WE HAVE A NEW WINNER OF THE ARE YOU UP TO SPEED CONTEST.  
DRUM ROLL, PLEASE.

SLIDE, PLEASE.

CONGRATULATIONS TO KATHLEEN SCHOENNEMAN WITH VBG.

YOU'RE OUR GRAND WINNER.

THANK YOU FOR PARTICIPATING.

EXPECT SOME SWAG COMING YOUR WAY.

THANK YOU TO EVERYBODY WHO PARTICIPATED AS WELL IN THIS CONTEST.

IT'S ALWAYS REALLY FUN TO HEAR FROM ALL OF YOU.

OKAY... QUICK NOTE, WE HAVE ROSE KIRK AND JOHN NITTI ON THE  
SHOW TOMORROW, TALKING ABOUT ALL SORTS OF GOOD THINGS.

PAY ATTENTION.

WHILE WE MAY NOT BE DOING A LOT OF TRAVELING THESE DAYS, OUR  
STAYCATION TEAM HAS BEEN VERY ACTIVE.

I'M SUPER EXCITED ABOUT THE ONE TO COME.

ONE OF MY FAVORITE PLACES IN THE WORLD.

>> THIS CAMPER'S BEEN DRIVING ACROSS THE COUNTRY VIRTUALLY,  
WE'VE BEEN CRISSCROSSING THE U.S. MAP, BUT... VERIZON'S A GLOBAL  
COMPANY.

OUR NEXT STAYCATION ROAD TRIP DESTINATION SHOULD TAKE US FOR A  
SPIN AROUND THE GLOBE.

THE QUESTION IS WHERE?

WELCOME TO DUB LINE IRELAND, FROM LITERARY GIANTS LIKE OSCAR  
WILD AND JAMES JOYCE TO THE MUSICAL STYLINGS OF BONO AND U2, IF  
YOU STILL HAVEN'T FOUND WHAT YOU'RE LOOKING FOR, YOU MIGHT FIND  
IT HERE IN DUBLIN, IRELAND.

THERE'S A FEW REASONS TO RAISE A GLASS.

WE'RE RAISING OUR GUINNESS TODAY.

WE HAVE THE PERFECT V TEAMER TO SHOW US AROUND.

YOU KNOW HIM AS THE CEO OF VERIZON CONSUMER GROUP.

TODAY... RONAN DUNNE IS OUR DUBLIN TOUR GUIDE.

HEY THERE, RONAN.

>> THE FIRST THING TO SAY IS 100,000 WELCOMES IN MY NATIVE TONGUE.

GREAT TO HAVE YOU VIRTUALLY, VISITING IRELAND.

>> GLAD TO BE LEARNING THE NATIVE TONGUE OF IRELAND.

IF WE WERE SPENDING A DAY IN DUBLIN, WHERE WOULD WE GO?

WHAT WOULD WE DO?

>> IRELAND IS KNOWN AS THE THE IRELAND OF SAINTS AND SCHOLARS.

WE PROBABLY FOCUS ON THE SCHOLARS, WHETHER THAT BE TAKE A TOUR AROUND DUBLIN IS IN THE FOOTPRINT OF JAMES JOYCE FROM THE STORIES OUT OF ULYSSES OR GO AND LEARN ABOUT OTHER GREAT ORATORS AND AUTHORS FROM NEW YORK.

SO... ONE OF THE THINGS YOU'D WANT TO DO IS VISIT ONE OF THE OLDEST BREWERIES IN THE WORLD.

WHICH IS THE GUINNESS BREWERY IN DUBLIN.

IF YOU TRAVELED FURTHER, IRELAND HAS ONE OF THE OLDEST DISTILLERIES IN THE WORLD.

BUSHMILLS IN NORTHERN AIRLINES.

>> ALL OVER THE COUNTRY AND ALL OVER THE WORLD.

>> ONE BUSINESS THAT EPITOMIZES FOR ME, THE BEST OF IRISH, FOCUSING ON QUALITY SERVICE, QUALITY FOOD, QUALITY INGREDIENTS AND AGILITY OF BUSINESS MODEL IS A SMALL RESTAURANT CALLED HOST, A LOCAL SUBURB.

THEY STOOD OUT BY THE DIFFERENTIATED QUALITY OF CUISINE, ALL GREAT IRISH INGREDIENTS.

THEN THE PANDEMIC HAPPENED.

THEY INNOVATED STRAIGHT AWAY.

THEY CREATED A FABULOUS FARM SHOP INSIDE THEIR RESTAURANT.

THEY SIMPLIFIED THEIR MENU AND MADE IT AVAILABLE TO PEOPLE TO TAKE AWAY.

SO... THEY PREPARED ALL THE INGREDIENTS, AND... MADE IT AVAILABLE WITH CLEAR INSTRUCTIONS, SO YOU COULD TAKE IT HOME AND COOK IT ALL OR... IN SOME CASES, THEY PREPARED THE INDIVIDUAL COURSES FOR YOU, SO... IF YOU DO GET AN OPPORTUNITY, PARTICULARLY POST THE LOCK DOWN, VISIT HOST.

>> TALK TO US ABOUT THE IMPORTANCE OF STAYING CONNECTED, ESPECIALLY WITH A GLOBAL PERSPECTIVE IN MIND.

>> ONE OF THE THINGS WE'VE ALL LEARNED AS PART OF THE PANDEMIC IS THE IMPORTANCE OF CONNECTIONS.

BUT... ACTUALLY, IT'S BUILDING THE NETWORKS THAT THE WORLD RELIES ON.

THOSE NETWORKS ARE NOT JUST SIMPLY OUR 4G OR WORLD CLASS 5G NETWORK.

THEY'RE THE NETWORKS OF FRIENDS, RELATIONSHIPS, BUSINESS PARTNERSHIPS THAT ARE SO IMPORTANT.

LET'S MAKE SURE WE'RE ALL REACHING OUT, STAYING IN TOUCH AND BEING POSITIVE IN THIS CHALLENGING SITUATION AND MAKING SURE THOSE WHO NEED US MOST KNOW THAT THEY CAN RELY ON US.

>> FINALLY, ANY FUN FACTS OR THINGS THAT PEOPLE DON'T KNOW ABOUT IRELAND YOU'D LIKE TO SHARE?

>> ONE LITTLE INSIGHT THAT MAY OR MAY NOT BE KNOWN TO YOU IS THE MOST-CELEBRATED EVENT IN AMERICA, EVERY YEAR... THAT COMES FROM IRELAND IS NOT ACTUALLY ST. PATRICK'S DAY.

IT'S HALLOWEEN.

WHICH WAS BROUGHT BY IRISH IMMIGRANTS TO AMERICA.

THE NEXT TIME YOU'RE DRESSING UP THE GULF COASTS AND GHOULS AND GOING TRICK-OR-TREATING, IT'S A MESSAGE COMING FROM IRELAND.

>> YOU HEARD RONAN TALK ABOUT HOST RESTAURANTS AND THE FRESH PRODUCE THEY USE FOR FARM TO TABLE DISHES.

HOST HAD TO THINK CREATIVELY AND SHIFT THEIR BUSINESS MODEL TO OFFER PRODUCE, BAKERY GOODS AND PRE-PREPARED TAKE-HOME MEALS SO PATRONS CAN FIX THEIR FAVORITE DISHES AT HOME.

TODAY, WE'RE USING THE VERIZON CARD TO GIVE BACK TO THE LOCAL COMMUNITY.

THANK YOU, RONAN FOR THE GREAT VIRTUAL TOUR.

WHEN I MAKE IT TO IRELAND AND SEE IT ALL IN PERSON ONE OF THESE DAYS, I'M LOOKING FORWARD TO USING TRAVEL PASS AND STAYING CONNECTED OVERSEAS.

VERIZON TRAVEL PASS LET'S YOU TAKE YOUR TALK, TEXT, AND DATA TO MORE THAN 185 COUNTRIES FOR A LOW DAILY RATE, PERFECT FOR WHEN TRAVEL BECOMES A BIGGER PART OF OUR LIVES.

UNTIL THEN... THE VIRTUAL TOUR CONTINUES.

LIKE SO MANY OF OUR STAFFS, WE'RE GETTING ON THE VIRTUAL TOUR BUS AND TAKING A LOOK AT EYE-CATCHING STREET ART IN DUBLIN.

INTERCONTINENTAL ARTIST AND IRELAND NATIVE SOLACE SAT DOWN WITH US TO SHARE MORE.

>> I'M AN ARTIST IN DUBLIN.

I PAINT OUTDOOR LARGE SCALE MURALS AND RECREATE THE MURALS ONTO CANVAS AND LIMITED EDITION PRINTS.

EUROPE, EGYPT, ALL THE MAJOR CITIES.

WITH STREET ART, IT'S TEMPORARY, SOMETIMES I PUT A MURAL UP AND IT'LL BE THERE FOR SIX MONTHS OR TWO YEARS.

IT REALLY DEPENDS.

PERMISSION IS REQUIRED, PARTICULARLY WITH LARGE MURALS, YOU HAVE TO SPEND LIKE FIVE DAYS THERE AND NEED SCAFFOLD.

GENERALLY GETTING PERMISSION FROM THE BUILDING OWNER AND SUBMITTING THE DESIGN TO THE CITY.

IT CAN BE A TIME-CONSUMING PROCESS.

DUBLIN IS A REALLY BEAUTIFUL CITY.

IT'S VERY SMALL CITY, BUT HAS EVERYTHING HERE.

IT'S VERY CLOSE TO THE COUNTRYSIDE.

SO... FOR ME, DUBLIN WAS THE PERFECT PLACE TO BE.

WITHIN A VERY SHORT TIME, WE CAN BE IN NATURE AND BE IN THE COMMUNITY.

IT WAS HELPFUL DURING THIS TIME.

DEFINITELY, DUBLIN, BOXING BALLERINAS THERE.

JUST STRENGTH AND BEAUTY, THERE'S AN INNER STRENGTH IN WOMEN I TRY TO PORTRAY.



NOT GETTING UP AND GETTING UP AND OVERCOMING STRUGGLES.

I LIKE TO PORTRAY A POSITIVE MEANING.

I FEEL LIKE I HAVE A RESPONSIBILITY THAT, WHEN PEOPLE SEE IT, THEY HAVE A POSITIVE REACTION.

AND ALSO, STREET ART MUST BE BOLD AND HAS TO RESONATE WITH SOMEBODY.

THEY MUST FEEL SOMETHING WHEN THEY'RE DRIVING BY.

THE LOCK DOWN HAS PUSHED ME TO CREATE MORE ARTWORK THAN I GENERALLY WOULD HAVE.

I THINK THAT ARTISTS WERE IN THEIR STUDIOS AND CREATING ARTWORK ONLINE.

EVERYBODY WAS AT HOME, ON THEIR PHONE AND THE FACT THAT THERE WAS STILL BEAUTIFUL THINGS BEING CREATED AND POSTED, I FEEL LIKE IT WAS GIVING PEOPLE HOPE.

YOU CAN BUY PRINTS, I'D BE GRATEFUL FOR THE SUPPORT.

I'M HOPEFUL THAT THIS VIRUS IS COMING TO AN END.

I REALLY MISS TRAVELING AND I'M LOOKING FORWARD TO CREATING MORE MURALS AND PUBLIC SPACES, AND... I NEVER THOUGHT I'D DO IT AS A LIVING, BECAUSE IT WAS SOMETHING I ENJOYED DOING.

>> ANDY: THANKS TO SOLACE, RONAN, THANK YOU OSCAR WILDE.

I'M GOING TO GET A LITTLE SOMETHING TO EAT, WITH OR WITHOUT YOU.

I'M THINKING CORN BEEF.

THERE'S GOTTA BE A CORN BEEF SOMEPLACE AROUND HERE.

>> SO GREAT.

OH MY GOODNESS.

I LOVE THAT STAYCATION.

AWESOME JOB, ANDY AND THE REST OF THE TEAM.

CAN I PUT IN A WORD FOR GALLOWAY THERE?

I WENT THERE, HAD THE BEST TIME, GREAT BEER, FRIENDLY PEOPLE, FOOTBALL MATCHES -- IRELAND, ONE OF MY FAVORITE PLACES IN THE WORLD.

ONCE WE'RE ALL OUT OF LOCK DOWN -- MAKE SURE YOU MAKE A PIT STOP  
THERE.

I LOVED IT.

THANK YOU SO MUCH FOR JOINING ME TODAY.

I'M DIANA ALVEAR AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.