

VERIZON
UP TO SPEED LIVE
September 2, 2021 12:00 PM ET

>>RAQUEL WILSON: HI, V-TEAM.

THANK YOU FOR JOINING US FOR TODAY'S SPECIAL "UP TO SPEED" LIVE. WE'VE GOT UPDATES ON OUR RESPONSE TO HURRICANE IDA, FOCUSING ON OUR RECOVERY AND RELIEF EFFORTS, BUT FIRST, WE'RE GOING TO TURN TO THE FLOODING AND TORNADOES WE SAW HERE IN THE NORTHEAST YESTERDAY EVENING.

SO WE'VE HAD A LOT OF HOMES AND COMMUNITIES THROUGHOUT NORTHERN JERSEY, NEW YORK CITY AND PARTS OF PENNSYLVANIA WHO SAW HISTORIC RAINFALL, AS YOU CAN SEE FROM THE VISUALS HERE, LEADING TO FLASH FLOODING, POWER OUTAGES AND NUMEROUS TORNADOES.

WE ARE KEEPING ALL THOSE IN OUR THOUGHTS AND WE'LL KEEP YOU UPDATED ON OUR RELIEF EFFORTS.

BUT NOW LET'S SHIFT OUR FOCUS TO THE SOUTHEAST.

BEFORE WE CHECK IN WITH DIANA ALVEAR, WITH THE LATEST UPDATES, LET'S TAKE A LOOK AT THE STORY ABOUT THE WORK BEING DONE IN THE FIELD TO KEEP OUR NETWORK RUNNING STRONG.

>> WE ARE IN LOUISIANA, DOWN JUST OUTSIDE OF NEW ORLEANS, TRYING TO RESTORE AS MANY OF THESE SITES THAT'S BEEN AFFECTED BY IDA AS POSSIBLE.

FOR THE PEOPLE HERE, IT'S EXTREMELY IMPORTANT THAT THEY GET COMMUNICATIONS IN PLACE.

WE AS A COMPANY PREPARE BY HAVING MOBILE ACCESS, MANY DIFFERENT FIELD ACCESS AND PEOPLE IN PLACES, AND WE BRING THOSE TOGETHER, AND TRY TO REALLY CUSTOMIZE THE RESPONSE TO THE AREA, LIKE, FOR EXAMPLE, WE'VE BROUGHT A SATELLITE BACK HOME DEVICE CALLED STEER.

WE BRING IT IN, BASICALLY CONNECT IT TO SATELLITE SO THAT THE SITE, INSTEAD OF USING THE FIBER IN THE GROUND, IT USES THE SATELLITE DISH TO THE AIR TO CONNECT BACK TO OUR SWITCH.

IT BRINGS IT BACK TO NEAR FULL CAPACITY.

MY TEAM AND I, WE'RE GOING TO STICK IT OUT UNTIL EVERYTHING IS UP AND WORKING.

WE ARE MAKING IT HAPPEN.

>>DIANA ALVEAR: WOW, SUCH A GREAT EFFORT THERE BY OUR "UP TO SPEED" CREW DOWN THERE ON THE GROUND TO LET US KNOW EXACTLY WHAT'S HAPPENING.

IT'S GOOD TO KNOW WE HAVE ALL THESE ASSETS, AND REALLY DEDICATED TEAM MEMBERS WORKING ON THIS SITUATION, AND WE ACTUALLY HAVE GOOD NEWS TO BREAK RIGHT NOW THAT I'M VERY, VERY GRATEFUL TO BE ABLE TO LET YOU KNOW.

WE ARE EXTENDING THE UNLIMITED TALK, TEXT AND DATA OFFER TO OUR CUSTOMERS THERE ON THE GROUND IN LOUISIANA THAT HAVE BEEN

AFFECTED BY IDA.

I'M GOING TO GIVE YOU THE DETAILS RIGHT NOW ON HOW IT WORKS. SO THIS OFFER IS GOING TO RUN AN ADDITIONAL FIVE DAYS AND INCLUDES ADDITIONAL ZIP CODES.

THAT MEANS IT RUNS THROUGH FRIDAY, SEPTEMBER 10TH.

YOU DON'T HAVE TO DO ANYTHING TO GET THIS RELIEF.

ALL YOU HAVE TO DO IS TO CHECK IF YOU'RE ELIGIBLE.

YOU CAN CLICK THE LINK IN TODAY'S STORY, AND WE'RE HOPING THAT THIS HELPS EVERYBODY THERE ON THE GROUND.

WE KNOW, I KNOW, HAVING BEEN THROUGH HURRICANE ANDREW, THAT THE LAST THING YOU WANT TO THINK ABOUT IS THIS WHEN YOU'RE JUST TRYING TO RECOVER FROM SUCH A TERRIBLE DISASTER.

AND OF COURSE WE CONTINUE TO ASSESS THE SITUATION THERE IN LOUISIANA.

I'VE BEEN SPEAKING TO SOME TEAMS, AND THEY'RE FINALLY BEING ABLE TO GET IN TO SOME OF THOSE PREVIOUSLY IMPASSABLE AREAS AND ASSESS THE SITUATION, AND THEN GET TO WORK.

THEY REALLY NEEDED TO GET DOWN THERE AND GET A BETTER UNDERSTANDING OF THAT SITUATION.

SO WE HAVE A WIRELESS EMERGENCY COMMAND CENTER, OTHERWISE KNOWN AS W.E.C.C., IN PLACE IN HAMMOND, LOUISIANA, PLUS FOUR ADDITIONAL CHARGING STATIONS THROUGHOUT BATON ROUGE AND NEW ORLEANS.

THAT MEANS THAT OUR CUSTOMERS THERE ARE GOING TO HAVE SOME SPOTS THAT THEY CAN GO AND GET THEIR DEVICES CHARGED AT A TIME LIKE THIS, AND OF COURSE WE CONTINUE TO ANSWER THE NEEDS OF OUR FIRST RESPONDER AND OUR GOVERNMENT PARTNER.

THAT IS A MAJOR PRIORITY FOR US TO KEEP THEM CONNECTED, AND I HAVE A GREAT STORY FOR YOU.

AS OF THIS MORNING, THE VERIZON RESPONSE TEAM HAS DELIVERED MORE THAN 900 VERIZON FRONT LINE SOLUTIONS TO 38 PUBLIC SECTOR AGENCIES IN SOUTHEASTERN LOUISIANA.

OUR THANKS TO THESE TEAMS DOING REALLY, REALLY INCREDIBLE WORK THERE.

AND, FINALLY, THIS IS JUST SO GREAT, RAQUEL, WHILE MANY OF OUR TEAM MEMBERS DOWN THERE ARE STILL DEALING WITH SO MUCH, WE HAVE REOPENED TWO STORES.

WE HAVE ONE IN THE BATON ROUGE AREA AND ONE IN SLIDELL.

IT IS INCREDIBLE HOW THESE TEAMS MEMBERS ARE STEPPING UP TO GET BACK IN THE STORE TO HELP THESE CUSTOMERS.

IT JUST GOES TO SHOW THAT WE ARE REALLY LIVING THE CREDO THESE DAYS.

WE RUN TO THE CRISIS AND THEN DO EVERYTHING NECESSARY TO HELP EVERYBODY DOWN THERE.

SO I'M REALLY HAPPY TO GIVE YOU THAT UPDATE ON SOUTHEAST LOUISIANA, AND RAQUEL, BACK TO YOU.

>>RAQUEL WILSON: THANK YOU SO MUCH, DIANA.

WE APPRECIATE THAT UPDATE.

YOU'VE BEEN KEEPING US INFORMED ALL WEEK AND WE REALLY

APPRECIATE IT.

AND WE'RE ALSO VERY LUCKY TO HAVE OUR VERIZON RESPONSE TEAMS AND OUR RETAIL OUT THERE WHO ARE WORKING HARD TO KEEP OUR COMMUNITIES CONNECTED.

IN FACT, WE WERE ABLE TO CONNECT WITH THE MAJOR EMERGENCY RESPONSE INCIDENT TEAM, ALSO KNOWN AS MERIT, YOU MAY HAVE HEARD OF THEM, THEY ARE VERIZON ENGINEERS WHO HAVE BEEN VOLUNTEERING THEIR TIME TO RECONNECT OUR NETWORK.

SO A BIG ROUND OF APPLAUSE TO THEM.

BUT LET'S TAKE A LOOK AT THE WORK THEY'VE BEEN DOING TO RESTORE OUR NETWORKS.

>> WE'RE IN HAMMOND, LOUISIANA SUPPORTING HURRICANE IDA RELIEF. MERIT IS A MAJOR EMERGENCY RESPONSE INCIDENT TEAM.

WE'RE ONE OF THREE TEAMS MADE UP OF 30 PEOPLE THAT ARE VOLUNTEERS THAT ARE TRAINED AS HAZMAT TECHNICIANS.

THEY ARE NORMAL DAY-TO-DAY TECHS THAT GO OUT AND REPAIR AND MAINTAIN OUR NETWORK, AND THEN IN A DISASTER LIKE THIS, I WOULD RECALL THEM AND ACTIVE THEM TO BE ACTIVE ON THE MERIT TEAM.

SO IT'S JUST LIKE A VOLUNTEER FIRE DEPARTMENT.

WE ARE ON STANDBY TO SUPPORT ANY MAJOR EMERGENCY THAT THE NETWORK COULD EXPERIENCE THAT COULD RESTRICT ACCESS FOR OUR TECHNICIANS.

SO IF THERE'S A CHEMICAL SPILL OR A BATTERY RUN-AWAY OR ANY TYPE OF HARSH ENVIRONMENT, WE'LL GO IN AND WORK AND RESTORE THE NETWORK.

SO IN THIS INSTANCE, WE'RE DOING LOGISTICS.

THEY'RE RESTORING GENERATORS, CELL SPOTS, DEPLOYING SPOTS, MAINTAINING WHATEVER THE NETWORK NEEDS.

WE HAVE LOGISTICAL ASSETS THAT ARE COMPOUND, SO WE BRING ACCOMMODATION TRAILERS, WHICH ARE BUNK HOUSE TRAILERS AND COMFORT TRAILERS, WHICH ARE SHOWER AND TOILET ACCOMMODATIONS, SO WHEN THERE'S NO ROOM, WE CAN BRING A BASIC AMENITIES TO GROUND ZERO FOR THE RESTORATION PURPOSES IN THE AREA.

AS FIRST RESPONDERS, THIS IS WHAT DRIVES ME TO RUN TO AN EMERGENCY AND GIVE BACK TO THE PEOPLE AND MAKE SURE OUR NETWORK IS THERE AS A PUBLIC SAFETY TOOL.

>>RAQUEL WILSON: ALL RIGHT.

WELL, THAT WAS AWESOME, AND AGAIN, WE APPRECIATE ALL THOSE WHO HAVE BEEN VOLUNTEERING THEIR TIME.

THAT IS HUGE.

AND WE ALSO HAVE SOME NEWS FOR OUR TEAMMATES IN THE WEST.

OUR VERIZON OFFERING IS GOING TO BE UNLIMITED CALLING, TEXTING AND DATA IN THE AREAS MOST IMPACTED BY THE ACTIVE WILDFIRES. SO MAKE SURE TO CHECK THAT OUT IF YOUR ZIP CODE IS INCLUDED IN THE STORY.

IT WILL INCLUDE THE CALDOR, DIXIE, FRENCH AND MONUMENT FIRES. AND IF YOU'RE ELIGIBLE, YOU DON'T HAVE TO DO ANYTHING TO GET THIS RELIEF.

IT WENT INTO AFFECT YESTERDAY AND RUNS THROUGH SEPTEMBER 7TH.
THANK YOU AGAIN TO OUR V-TEAMERS WHO ARE WORKING AROUND THE
CLOCK.

IT REMINDS ME OF HOW IMPORTANT IT IS TO COME TOGETHER, WHICH
IS WHY I WANT TO REMIND YOU THAT YOU CAN HELP AS WELL WITH OUR
V-TO-V FUND.

IT'S AN EASY WAY TO GIVE BACK TO COLLEAGUES WHO MAY HAVE BEEN
DISPLACED DURING THIS TIME.

SO MAKE SURE YOU CHECK OUT THE STORY AFTER THE SHOW TO FIGURE
OUT HOW YOU CAN GIVE BACK.

AND BEFORE I GO, IF YOU REMEMBER, DIANA MENTIONED TWO STORES
IN LOUISIANA HAVE REOPENED THEIR DOORS, WHICH IS GREAT,
UPLIFTING NEWS THAT WE NEED RIGHT NOW.

SO MAKE SURE TO TUNE IN TOMORROW TO HEAR ABOUT THEIR STORIES
AND HOW THEY'RE MOVING FORWARD.

STAY SAFE, V-TEAM.

AND UNTIL NEXT, YOU'RE UP TO SPEED.