

VERIZON
UP TO SPEED LIVE
September 3, 2021 12:00 PM ET

>> HELLO, AND THANK YOU FOR JOINING US FOR "UP TO SPEED" LIVE ON THIS FRIDAY, SEPTEMBER 3RD.

I'M DIANA ALVEAR.

THANK YOU FOR BEING WITH ME.

AND I WANT TO START BY SAYING, I KNOW THAT SO MANY OF YOU, SO MANY V-TEAMERS ARE DEALING WITH CHALLENGES, WHETHER IT'S WILDFIRES OR HURRICANE IDA, WE HAVE BEEN DOING OUR BEST TO REACH OUT AND GET YOU CONNECTED AND OFFER SOME RELIEF.

I ALSO WANT TO SAY THANK YOU TO HANS FOR THAT BEAUTIFUL LETTER TO ALL V-TEAMERS THIS MORNING.

IF YOU HAVEN'T READ IT, CHECK YOUR E-MAIL.

IT IS WORTH IT.

ALL RIGHT.

WE'RE GOING TO START WITH THE LATEST IMPACTS FROM IDA.

WE HAVE SEEN UTTER DEVASTATION IN PARTS OF THE NORTHEAST, ESPECIALLY IN PENNSYLVANIA, NEW JERSEY AND NEW YORK.

NOT TO MENTION THE ONGOING CRISES IN LOUISIANA AND MISSISSIPPI, AND THE WILDFIRES, AND THROUGHOUT IT ALL, OUR NETWORK TEAMS HAVE NOT STOPPED.

I WANT TO BRING IN OUR FRIEND GINA WILLBORN TO WALK US THROUGH THIS INCREDIBLE RESPONSE.

SO GINA, FIRST OFF, THANK YOU SO MUCH FOR BEING WITH US, MY FRIEND.

CAN YOU TALK TO US ABOUT THE RESPONSE AND RECOVERY EFFORT ON SO MANY FRIENDS?

>> YES.

SO DIANA, FIRST OF ALL, JUST A BIG SHOUT-OUT TO THE NETWORK TEAM FOR JUST THEIR LEVEL OF COMMITMENT, AND, YOU KNOW, LOOK, OUR RESPONSE IS ALWAYS ON PAR.

OUR PEOPLE ARE A THOUSAND PERCENT COMMITTED, AND I JUST -- THE THING THAT IMPRESSES ME THE MOST IS WE LEAD FROM THE FRONT LINE DURING TIMES LIKE THIS.

WE THROW AWAY THE TITLES.

WE LET OUR FRONT LINES LEAD US THROUGH IT AND OUR PEOPLE ARE THE BEST TO DO THAT, AND WE SEE THAT COME TO LIFE WHEN WE'RE IN A CRISIS LIKE THIS, AND THAT'S EXACTLY WHAT WE'RE SEEING TODAY.

>>DIANA ALVEAR: YOU'RE SO RIGHT, GINA.

AND I WANT TO TALK ABOUT SOMETHING THAT WE'VE SEEN MENTIONED A LOT ON SOCIAL MEDIA LATELY, HOW RELIABLE OUR NETWORK IS.

THAT HAS MADE ME VERY HAPPY TO READ.

WHAT ARE YOUR THOUGHTS ON THAT?

>> LOOK, YOU THINK ABOUT OUR STRATEGY, IT'S TO PLAN, BUILD AND RUN THE NETWORK.

SO THAT COMES FROM YEARS OF PLANNING, YEARS OF BUILDING, AND YEARS OF RUNNING THE NETWORK, AND IT'S FOR TIMES LIKE THIS. AND IT'S TIMES LIKE THIS THAT SHOWS OUR CAPABILITIES OF OUR NETWORK, AND NOT JUST OUR NETWORK, THE CAPABILITIES OF THE PEOPLE BEHIND THE NETWORK.

AND SO WHEN YOU SEE ALL AT ONCE YOU GOT WILDFIRES, YOU GOT HURRICANES, AND YOU GOT HISTORICAL FLOODING IN THE NORTHEAST, SO IT'S IMPACTING THE WHOLE COUNTRY, AND THE NETWORK HAS HELD UP WELL ACROSS THE BOARD, AND IT'S BECAUSE OF WHAT WE'VE DONE IN THE PAST.

WE PLAN.

WE ENGINEER.

WE BUILD AND WE RUN, AND IT'S FOR CRISIS LIKE THIS, AND WE'RE SEEING THAT COME TO LIFE, AND IT'S A VERY PROUD MOMENT FOR US.

>>DIANA ALVEAR: YEAH.

I'VE BEEN ON TWITTER A LOT, AND I JUST KEEP SEEING PEOPLE EITHER SAYING I GOT THEM ON VERIZON, OR I'M SWITCHING TO VERIZON, AND THAT'S MUSIC TO OUR EARS.

I HAVE BEEN ON THOSE NETWORK CALLS, SAME AS YOU HAVE BEEN, GINA, AND ALL I EVER HEAR IN PEOPLE'S VOICES, REGARDLESS OF WHAT THEY'RE DOING, IF THEY'RE BOOTS ON THE GROUND OR THEY'RE, YOU KNOW, WORKING VIRTUALLY, IS THEIR UNBELIEVABLE COMMITMENT TO THEIR WORK, AND I WOULD LOVE FOR YOU TO SPEAK ON THAT.

>> IT'S AROUND THE CLOCK.

YOU KNOW, I MEAN, AND I JOINED A COUPLE OF THOSE CALLS AS WELL, AND IT'S LIKE, YOU KNOW, YOU HAVE PEOPLE THAT ARE ON A SHIFT, THEY HAND THE BATON TO THE NEXT SHIFT.

THEY HAND THE BATON TO THE NEXT SHIFT.

THERE ARE, AGAIN, NO TITLES WHEN WE'RE RUNNING TO A CRISIS.

THERE ARE NO LINES IN THE SAND, RIGHT?

EVERYONE'S OPERATING AS ONE, AND SO THAT IS WHAT IS OUR STRENGTH.

THAT'S WHAT GIVES US OUR STRENGTH.

AND IT'S SO REFRESHING TO SEE THAT AND TO SEE OUR TEAMS, AND THEY ARE COMMITTED A THOUSAND PERCENT.

THEY ARE CHARGING THAT HILL EVERY SINGLE DAY TO KEEP OUR CUSTOMERS IN OUR COMMUNITIES CONNECTED.

ABSOLUTELY.

>>DIANA ALVEAR: YEAH.

AND THEY LIVE IN THOSE COMMUNITIES, TOO.

IT'S JUST UNBELIEVABLE TO SEE THEM DO EVERYTHING THEY CAN TO GET EVERYBODY CONNECTED.

FINALLY, WE NEVER STOPPED BUILDING OUR 5G NETWORK.

I MEAN, THAT IS WORK THAT IS AN ONGOING AND WILL NOT STOP.

SO LET'S TALK ABOUT THAT.

>> YEAH.

AND LOOK, THAT'S THE THING ABOUT THIS STORY THAT WE'RE TELLING TODAY.

WITH ALL THAT'S GOING ON, IN THE MIDST OF THAT, WE ARE STILL BUILDING OUR 5G NETWORK, RIGHT?

THAT IS STILL A PRIORITY FOR US.

THAT IS STILL A PRIORITY FOR US FOR YEARS TO COME.

AND SO WE ARE HOLDING THE LINE, RIGHT, AS IT RELATES TO THE DAY-TO-DAY WORK THAT WE HAVE TO DO.

THAT WILL NOT STOP.

BUT THE MOST IMPORTANT THING I THINK THAT WE NEED TO WALK AWAY IS THAT WITH ALL OF THIS GOING ON, THE NUMBER ONE PRIORITY IS THE SAFETY OF OUR EMPLOYEES.

AND I'M VERY PROUD TO SEE HOW THE TEAMS OPERATE AND MAKE SURE NOT ONLY THAT THEY'RE SAFE, BUT OUR COMMUNITIES ARE SAFE AS WELL. AND SO AGAIN, JUST A LOT HAPPENING, A LOT GOING ON, AND IT'S THE PEOPLE BEHIND IT THAT REALLY MAKES OUR NETWORK THE GREATEST NETWORK.

>>DIANA ALVEAR: I 100 PERCENT AGREE WITH YOU, GINA.

AND THANK YOU FOR COMING ON WITH US TODAY.

I THINK IT'S REALLY IMPORTANT TO HEAR FROM SOMEBODY WHO HAS BEEN INVOLVED WITH THIS, YOU KNOW, EVERY SINGLE MOMENT OF THIS RESPONSE.

AND A BIG THANK YOU TO YOU AND YOUR TEAMS.

WE REALLY APPRECIATE ALL OF YOU.

>> THANK YOU.

IT TAKES A VILLAGE, SO IT'S ALL OF THE V-TEAMERS IN IT TOGETHER.

>>DIANA ALVEAR: ABSOLUTELY.

THANK YOU SO MUCH, GINA.

WE'RE ALSO HAPPY TO LET YOU KNOW THAT VERIZON IS OFFERING UNLIMITED CALLING, TEXTING AND DATA TO ITS CONSUMER AND SMALL BUSINESS CUSTOMERS IN SOME OF THE AREAS MOST IMPACTED BY THIS DISASTER, INCLUDING PARTS OF MARYLAND, NEW JERSEY, NEW YORK AND PENNSYLVANIA.

NOW, THIS IS A NEW OFFER RUNNING CONCURRENTLY WITH OUR SOUTHEAST RELIEF OFFER.

THIS PARTICULAR OFFER FOR THE NORTHEAST RUNS THROUGH SEPTEMBER 7TH.

IF YOU ARE IN AN ELIGIBLE AREA, YOU DON'T HAVE TO DO ANYTHING TO GET THIS RELIEF.

TO SEE IF YOU'RE ELIGIBLE, CHECK OUT THE LINK IN TODAY'S STORY. ALL RIGHT.

SO LET'S TALK THE NETWORK EFFORTS ON THE GROUND.

WE'VE BEEN TALKING A LOT ABOUT HOW MUCH WORK THEY'RE DOING.

WHAT ARE THEY REALLY DEALING WITH?

COMMUNITIES FLOODING, TORNADOES ON THE GROUND IN JERSEY, IDA CUT A TERRIFYING PATH, BUT THANKS TO OUR TIRELESS NETWORK TEAMS

WE ARE BACK ON LINE IN A LOT OF PLACES.
TECHNICIANS FROM ALL OVER NEW YORK STATE ARE PUSHING TO GET EVERYONE RESTORED AS SOON AS POSSIBLE, AND THESE ARE THE SAME TEAMS THAT WORKED THROUGH HURRICANE SANDY.
THEY ARE CONSUMMATE PROS.
WE ARE LUCKY TO HAVE THEM.
THANK YOU FOR RUNNING TO THIS CRISIS AND MAKING THINGS HAPPEN.
WE ALSO CONTINUE OUR WORK IN LOUISIANA AND SURROUNDING AREAS.
POWER IS STILL A MAJOR ISSUE THERE, BUT OUR TEAMS ARE DOING THEIR BEST TO BRING IN TEMPORARY ASSETS TO GET PEOPLE CONNECTED.
IT IS SUCH A TOUGH SITUATION, THOUGH, AND WE'RE GOING TO BE HONEST.
IT'S GOING TO BE TOUGH FOR PEOPLE THERE FOR A WHILE.
WHAT YOU'RE SEEING RIGHT NOW WAS PROVIDED TO US FROM AN INDEPENDENT STORM CHASER, PHILLIP MCGEE, WHO RELIES ON OUR VERIZON TECHNOLOGY TO DO HIS WORK.
HERE'S A LITTLE BIT ABOUT WHAT HE HAD TO SAY ABOUT THE IMPORTANCE OF BEING ON A RELIABLE NETWORK LIKE VERIZON.

>> HI THERE.
MY NAME IS PHILLIP MCGEE, AND I AM AN INDEPENDENT STORM CHASER.
I'VE BEEN CHASING FOR A LITTLE OVER A DECADE NOW, AND I HAVE COVERED SOME OF THE MOST EXTREME WEATHER EVENTS.
ONE OF THE MOST IMPORTANT THINGS IS THE TECHNOLOGY THAT WE HAVE NOWADAYS.
I'VE BEEN A VERIZON CUSTOMER FOR NEARLY AS LONG AS I'VE BEEN STORM CHASING, AND VERIZON HAS NEVER LET ME DOWN WHENEVER I'M OUT IN THE FIELD.
I'VE BEEN IN REMOTE AREAS, AND THE SIGNAL HAS NOT DEVIATED BY ANY MEANS DURING ANY OF THOSE CHASES.
THE DATA THAT WE HAVE THAT'S BEING DELIVERED TO OUR VEHICLE IS IMPERATIVE FOR POSITIONING AND SAFETY DURING CHASING THESE STORMS.
WE HAVE THE ABILITY TO TAKE AND HAVE A BONDED CONNECTION BETWEEN OUR COMPUTER AND THE MIFI DEVICE THAT WE USE IN OUR VEHICLE, WHICH BUILDS A STRONGER SIGNAL AND GIVES US THOSE NEEDED VIDEO LIVE STREAMS SO THAT WE MIGHT PROVIDE SAFETY FOR THE PEOPLE IN THE AREA THAT THE STORMS ARE AFFECTING.

>>DIANA ALVEAR: THANK YOU SO MUCH, PHILLIP, FOR THE WORK YOU DO.
I AM FASCINATED BY STORM CHASERS, AND REALLY KNOWING THAT THEY HAVE A RELIABLE NETWORK IS KEY.
SO NOW WE'RE GOING TO TURN TO HOW IMPORTANT IT IS FOR VERIZON TO KEEP OUR PUBLIC SAFETY PARTNERS CONNECTED.
OUR "UP TO SPEED" TEAM CAUGHT UP WITH V-TEAMERS WHO BROUGHT IN DEVICES AND ALL SORTS OF PORTABLE ASSETS TO ENSURE FIRST RESPONDERS CAN DO THEIR JOBS.
TAKE A LOOK.

>> WE ARE IN LOUISIANA.
THIS WOULD BE OUR BASE CAMP.
WE ENSURE THAT PUBLIC SAFETY IS UP AND SO THEY CAN PERFORM THEIR MISSION.
WE ARE DEPLOYING JET PACKS, SMARTPHONES, BATTERIES, GRIDLESS DEVICES.
WE ALSO HAVE A CONNECTION WITH LARGE ASSETS, WE HAVE A COUPLE OF SPOT TRAILERS HAVE BEEN DEPLOYED AS WELL.
WE MAKE SURE THEY COME IN AND THEY HAVE SOMETHING TO BE ABLE TO MAKE THAT PHONE CALL, CALL THAT LOVED ONE AND, YOU KNOW, TELL THEM THEY'RE SAFE.
WE ALWAYS HEAR HOW MUCH THE PEOPLE AROUND HERE LOVE VERIZON.
WE ALWAYS SHOW UP.
WE'RE VERY FAMILIAR FACES.
WE'VE HAD A COUPLE OF OTHER MISSIONS FROM THE CITY OF NEW ORLEANS FOR ENDURING THAT THE MAYOR'S OFFICE FOR THE CITY OF NEW ORLEANS IS UP AND RUNNING AS WELL.
WE'LL PROBABLY BE AT THE SITE THROUGHOUT THE WEEKEND.
OUR MAIN GOAL IS JUST TO BE HERE UNTIL PUBLIC SAFETY IS BACK UP AND RUNNING ON THEIR FEET.
I LOVE THIS JOB.
EVERYBODY WANTS TO BE PART OF THIS TEAM, JUST BECAUSE OF WHAT WE DO.
I WOULDN'T TRADE THIS JOB FOR THE WORLD.

>>DIANA ALVEAR: WHAT DO I WANT TO DO DURING A CRISIS?
YOU WANT TO KNOW THAT YOUR FIRST RESPONDERS ARE THERE TO HELP YOU AND YOU WANT TO HEAR YOUR FAMILIES' VOICES.
SO THAT'S WHAT THEY DO.
WE TOLD YOU THAT A COUPLE OF OUR RETAIL STORES HAVE OPENED THEIR DOORS AGAIN.
OUR "UP TO SPEED" TEAM ALSO CAUGHT UP WITH A FEW V-TEAMERS IN BATON ROUGE TO SEE WHAT THEY WEATHERED, AND THEY CAUGHT A CUSTOMER WHO JUST MADE THE SWITCH TO VERIZON.

>> TODAY WE ARE AT THE VERIZON LOCATION HERE IN BATON ROUGE.
RIGHT NOW OUR COMMUNITY IS DEALING WITH THE AFTERMATH OF HURRICANE IDA.
THE LOCATIONS HERE IN BATON ROUGE HAS BEEN CLOSED.
WE'VE RE-OPENED YESTERDAY.
REDUCED HOURS, BUT WE'RE HERE FOR THE COMMUNITY, AND WE'RE SEEING A LOT OF CUSTOMERS COME IN WHO HAVE BEEN IMPACTED AND NEEDING ITEMS SUCH AS BATTERY PACKS, HOT SPOTS.
IT'S VERY IMPORTANT AND VITAL FOR THEM TO BE ABLE TO GET IN TOUCH WITH THEIR FAMILY AND LOVED ONES, NOT JUST FOR THOSE IN THE BATON ROUGE AREA, BUT A LOT OF US HAVE FAMILY IN, YOU KNOW, THE NEW ORLEANS AREA.
IT GIVES THEM A SENSE OF RELIEF FOR ONE ASPECT OF ALL OF THE DAMAGE, DESTRUCTION AND AFTERMATH OF THE HURRICANE IDA TO WHERE THEY CAN STAY IN TOUCH WITH THEIR FRIENDS AND FAMILY.

>> WITH EVERYTHING GOING ON, VERIZON HAS BEEN -- KEPT TOWERS UP.

TODAY I WANTED TO MAKE A CHANGE AND BE ABLE TO NOT BREAK THAT COMMUNICATION WHEN I'M IN THAT AREA.

I JUST DECIDED TO SWITCH BECAUSE I NEED BETTER COVERAGE. HAVING THAT GOOD CELL PHONE COVERAGE IS GOING TO HELP BE CONNECTED TO THE PEOPLE THAT'S MOST IMPORTANT AND TAKE CARE OF THE BUSINESS THAT NEEDS TO BE TAKEN CARE OF.

>> IT MAKES ME FEEL SO GREAT TO WHERE WE CAN PROVIDE OUR COMMUNITY WITH, YOU KNOW, THOSE ESSENTIAL SERVICES SO THAT THEY CAN KEEP IN TOUCH WITH THEIR FRIENDS AND FAMILY.

IT JUST GIVES US A SENSE OF ACCOMPLISHMENT KNOWING THAT WE'RE THERE FOR THEM.

WE TAKE CARE OF OUR PEOPLE AS WELL AS OUR COMMUNITY.

>>DIANA ALVEAR: DID YOU CATCH THAT SIGN THERE THAT SAID WE'RE GLAD YOU'RE HERE?

WELL, WE'RE GLAD THEY'RE THERE HELPING OUR CUSTOMERS.

FINALLY, WE WANT TO REMIND YOU THAT OUR RELIEF OFFER FOR CUSTOMERS HIT HARD BY IDA IN LOUISIANA AND MISSISSIPPI HAS BEEN EXTENDED THROUGH SEPTEMBER 10TH.

THIS IS FOR UNLIMITED CALLING, TEXT AND DATA.

AND AGAIN, I KNOW I KEEP SAYING THIS, I JUST WANT YOU TO KNOW, YOU DON'T HAVE TO DO ANYTHING TO GET THIS RELIEF, AND TO FIND OUT IF YOU'RE ELIGIBLE, JUST CLICK THE LINK IN TODAY'S STORY. WE'RE ALSO OFFERING UNLIMITED TALK, TEXT AND DATA TO OUR CUSTOMERS IN THE AREAS MOST IMPACTED BY SEVERAL WILDFIRES IN THE WEST.

THESE INCLUDE THE CALDOR, DIXIE, FRENCH AND MONUMENT FIRES.

AGAIN, JUST CLICK THE LINK IN TODAY'S STORY FOR DETAILS.

AND AGAIN, THIS IS EXACTLY WHEN OUR V-TEAMERS NEED TO TURN TO THE V-TO-V FUND.

MANY HAVE HAD TO LEAVE THEIR HOMES, WHETHER IN THE SOUTHEAST, NORTHEAST OR WEST, AND THEY DON'T KNOW WHAT THEY'RE GOING TO COME HOME TO WHEN IT'S SAFE TO DO SO.

V-TO-V EMPLOYEE RELIEF FUND IS A CHARITY THAT PROVIDES AID FOR VERIZON EMPLOYEES DISPLACED FROM THEIR HOMES DUE TO A NATURAL OR PERSONAL EMERGENCY, AND THAT IS EXACTLY WHAT IS HAPPENING RIGHT NOW FOR TOO MANY OF US.

IT IS ENTIRELY SUPPORTED DIFFICULT EMPLOYEE DONATIONS AND THE VERIZON FOUNDATION MATCHES EVERY DONATION WITH 100 PERCENT OF ALL DONATIONS GOING TO THOSE EMPLOYEES WHO NEED IT THE MOST. SO TO DONATE OR LEARN MORE, YOU CAN CHECK OUT THE LINK IN TODAY'S STORY.

WE'RE GOING TO TALK ABOUT SOME OTHER NEWS, OKAY?

SO YESTERDAY WE ANNOUNCED THAT OUR SALE OF YAHOO, FORMERLY VERIZON MEDIA, TO APOLLO GLOBAL MANAGEMENT IS OFFICIALLY COMPLETE.

WE WISH GURU AND ALL OF OUR FRIENDS WELL.
I HAVE A LOT OF FRIENDS OVER THERE, AS THEY EMBARK ON THIS
EXCITING NEW CHAPTER.
THAT SAID, WE'RE NOT TOTALLY SAYING GOOD-BYE.
WE'RE GOING TO BE RETAINING 10 PERCENT OF THE NEW COMPANY.
SO FAREWELL.
LET'S TALK ETHICS.
IT IS SUCH AN IMPORTANT CORE COMPONENT OF WHO WE ARE AS
V-TEAMERS.
WE HAVE THE SECOND ANNUAL INTEGRITY SURVEY.
IT'S A SHORT QUESTIONNAIRE TO HELP US UNDERSTAND WHAT WE'RE
DOING WELL AND WHERE WE NEED TO IMPROVE.
THIS SURVEY IS VOLUNTARY AND CONFIDENTIAL AND GO AHEAD AND TAKE
IT TODAY.
THE LINK IN TODAY'S STORY TAKES YOU RIGHT THERE.
YOU HAVE UNTIL TUESDAY THE 14TH TO TAKE IT.
ALL RIGHT, Y'ALL.
WE LOVE OUR GOOD STORIES HERE AND WE LOVE OUR FURRY BEST FRIENDS
EVEN MORE AT "UP TO SPEED."
SO WE WANT YOU TO MEET A VERY GOOD GIRL.
CHECK OUT LITTLE MAIZIE.
SHE WAS FOUND BY ONE OF OUR VERIZON RESPONSE MANAGERS, TRENT
GRIGGS, WONDERING LOST IN THE AREA, OUTSIDE OF THE STATE'S
EMERGENCY OPERATIONS CENTER.
HOW CUTE IS SHE!
WELL, GUESS WHAT!
WE FOUND HER OWNER, AND NOW MAIZIE IS BACK HOME, HAPPY, AND I'M
SURE HER TAIL IS WAGGING.
IS THAT NOT AWESOME?
DO YOU SEE HOW WE TAKE CARE OF LITERALLY EVERYBODY?
THANK YOU, TRENT, AND I WANT TO THANK EVERYONE WATCHING RIGHT
NOW, ESPECIALLY OUR TEAM MEMBERS WHO HAVE BEEN ON THAT CRISIS
FRONT SINCE HENRI.
REMEMBER -- SORRY, I MISPRONOUNCED THAT, HENRI, WEEKS AGO.
NO REST FOR THE PEOPLE WHO KEEP US CONNECTED, AND I'M THANKFUL
FOR THAT.
I'M DIANA ALVEAR.
THANK YOU SO MUCH FOR WATCHING, AND UNTIL NEXT TIME, YOU'RE UP
TO SPEED.