

Verizon
Up to Speed Live
Tuesday, September 8, 2020
12:00 PM ET



Redefining Communication Access

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[Music playing]

>> Stop me if you have heard this before. We are living through unprecedented.

>> I am not sure how many times I have used the word unprecedented.

>> So much of what we do now is virtual, happy hours, meetings, graduations, 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 have made so much history since then, it's worth a look back at some of what went into who we are today. There was the crisis response to September 11th, 2001, a character defining effort with V Teamers working around 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.

>> This company that we call Verizon.

>> Our historic pioneering of mass scale fiberoptics to the home with Fios, our response to the recovery after Hurricane Katrina. Running to a crisis is something that will continue to define us year after year after year. Our acquisition of MCI, which expanded Verizon Business Group's global scale, reaches 150 countries, and almost all of the Fortune 500 partner with us. There's the acquisition of AOL, not only a beloved global brand, but they also have some of the most forward thinking when it comes to digital content and next gen platforms. There's our obsession with being a network leader in 4G, Fios, 5G, One Fiber, and M.E.C. It's about the experiences we deliver for today and the groundbreaking ones we are 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 that 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 have come. They are also a celebration of the power of sticking together. It's about the past we share, the future we are 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 has kept us on the same page.

>> Who is this company that we call Verizon?

[Music playing]

>> We run to a crisis.

>> Not away.

>> We take crisis and change as opportunities.

>> Not threats.

>> We know teamwork.

>> Enables us to serve our customers.

>> Bigger and faster.

>> We believe integrity.

>> Is at the core of who we are.

>> We are committed to being a 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 spiel. I'm a managing director in Verizon Business Group. I live in Raleigh, North Carolina, for the last ten years. My wife and I recently had a child. Avery is a nine-month-old. I enjoy spending as much time with him, doing whatever it is he wants to do. Before joining Verizon, I graduated from East Carolina University. Go Pirates! Verizon has always been the gold standard in telecom and 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 developed from a telecom to more of a technology organization. I have been impressed with the way that we have been kind of trailblazers in technology. I'm constantly motivated by the people I work with across the globe and the focus that we have got for the customer experience and bringing the best of Verizon to them.

I started out out of college, and I joined Verizon, and I was working back when operations, overnight shift, I was able to complete my masters. Luckily, Verizon supported me in that endeavor, but I was able to complete my master's in business administration during my tenure at Verizon. 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 out 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. It's a company that cares deeply for their employee base, as well as continues to focus on the customer. We are doing some really slick things in technology, and we always care for our employees first and foremost, which is a really inspirational mission statement that we have got.

[Music playing]

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

>> Despite all of the obstacles, our GN&T team continues to exceed targets. As the traffic patterns in our networks shifted, our engineers adjusted resources and implemented new solutions to increase capacity. We continue to innovate 5G, partnering in trials with DSS technology, which will enable 4G and 5G bands on the same spectrum, and with pivotal repeaters technology which amplifies the reach of existing millimeter wave nodes. We lit up 5G in San Diego, 5G home in Detroit, and kept evolving 5G in Houston, Indy, and LA, and we helped partners advance their next generation solutions. JD powers gave us great reviews for 5G, 4G, and Fios. Our response teams answered every call to support essential services. Our field teams kept evolving to work on how we continue to support our customer, and due to the pandemic, our technology team delivered years' worth of digital innovation in a matter of months.

>> We continued to evolve our response, which meant rapid redeployment of the retail team, bringing touchless retail to the stores with a clear focus on social distancing and a nationwide curbside pickup pilot. We launched the new Motorola Edge+, the Samsung Galaxy 5G, and the latest iPhone. We also launched Lenovo's first PC built for 5G broadband. Demand for our new credit card is already sky high. We offered even more entertainment options on us. We gave students our best pricing with a new student discount. We celebrated the second anniversary of Visible, our all-digital carrier, and we helped customers avoid over 5 billion robo calls to date, making us a leader in the industry.

>> We reacted and rebounded with disaster and continuity plans really meeting customer requirements. We created devices to enable distance learning, including with the Los Angeles Unified School District and the state of California, we stood up quarantine testing centers and provided enhanced activity for field hospitals and ships like the USNS Comfort. We supported over 400 small businesses through the pay it forward small business program, and we proudly served more than 80,000 meals to essential workers. We expanded our virtual network services portfolio with Cisco's EMCS for more flexible and agile networking infrastructure, launched the video for enterprise connect business platform, kicked off return to business as usual, a new monthly webinar series for enterprise, and released our data 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. 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 and AR content. We have formats such as connected TV. We saw steady increases in the number of new advertisers and growth on the GSP. We have won reader's choice awards for all categories, and this is the most wins for any nominated company. We had an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their email in-box. No other email provider allows users to do this. We launched Yahoo! Life, a new site focused on well-being, and we donated to mental health organizations impacted by COVID-19, and finally we launched a venture to help small black-owned businesses.

>> This has been yet another incredible quarter, proving once again what this V Team is all about, honored as a top 10 company for multicultural women, and we had pride month with PRISM, which is our newly formed LGBTQ employee resource group. We joined Amazon and global optimism in signing the climate pledge, hosted a virtual commencement series for class of 2020, ready for anything, featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton, and when yet another crisis struck, we opened our hearts,

minds, and resources, to support urgent issues around social and racial injustice. Forbes named us the number one brand in terms of dealing with the pandemic, recognizing 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.

>> The best networks, the best experiences, 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 ethic are unbeatable.

[Music playing]

>> I would like to pay my bill.

>> I'm happy to help with that. Your minimum due is \$75. How much would you like to pay?

[Music playing]

>> You probably think about your phone getting stolen, but not your phone number. Now, with number lock, you can prevent your phone number from being transferred to another carrier without your permission. You can easily set it up in the My Verizon App. We make sure your calls, texts, and other information are yours and only yours.

>> What's a citizen? It's believing in something and doing something about it, being responsible, and following through on promises. We are a company of 135,000 citizens. And we have a plan to work toward a greater good, a better future to share. Citizen Verizon, our plan for economic, environmental, and social advancement.

>> You just unboxed 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. That's why there's tech coach in the My Verizon App. Chat live with tech coach to connect to Verizon Wireless devices, like smart phones or smart watches. This service is available to activate within 30 days, for support you need whenever you need it.

[Music playing]

>> Happy not Monday, friends. Welcome to your Tuesday edition of Up to Speed Live. I hope all of you found some time to spend the Labor Day Weekend with loved ones, relaxing, and as the summer starts to wind down, we thought it would be a great time to focus ourselves on some of the most important topics related to business, 5G, of course, at the top of the list. And, you know, I was thinking about ways that we have been talking about 5G over the past year and a half, and I found an older Twitter video that I posted, this is me in Chicago running a speed test here, and I thought about, you know, what this version of me talked about 5G and what kind of things we talked about. And, of course, you know, this was posted in May of 2019, and showing the speed test and seeing the gig speed was a big deal, but when I look at all of the time that has passed and I think about all what we have learned about 5G collectively together, both with our colleagues and our customers, it's really a great time for us to really strengthen what Hans talked about in terms of our dinner table skills, whether it's talking about 5G to our customers, our loved ones, anyone who asks us about 5G, you know, we should continue to look for ways to keep connecting the 5G story to real-world applications. So that brings us to our first portion of our 5G conversation today. We want to point you to a documentary. It is on the inside Verizon App. It's called speed of thought, and this is a documentary about the first wave of 5G. So, again, we are taking that speed test, we are taking all of that 5G language, and we are connecting it to the people who are going to make it

truly special. Once again, it is on the Verizon App. I have it right here. If you click the webcast tab here, you're going to be able to take a look at this documentary, Speed of Thought. If you haven't downloaded the application yet, go to the Apple or Google Play store, search Verizon, go to webcast, and then you're going to need to access a single sign-on, easy steps, 30 seconds, and it will include a one-time device registration. And this is an exclusive sneak peek for V Teamers this week, so please take a look. This is where we start to make connections from the 5G test connection, the gig speed, all of that good stuff, and this will show how to make our world a better place to work, live, and play. Great movies always come with great trailers here, so take a look at this. Give it a like. Share your thoughts. Send your reviews of the documentary to the good mailbox. That's good@Verizon.com. We are going to show a quick trailer of the documentary Speed of Thought. Let's roll that trailer right now.

>> There's a 7-year-old boy, trapped in a bedroom. A little boy is screaming, we can all hear him, and they are searching, giving their best effort with no visibility. You just can't see. The screams are muffled, and they just couldn't make it to him.

>> We had a young woman in her 40s with an acute heart attack. The total transfer time to get her to our hospital in Grand Rapids is three hours. There's a feeling of helplessness in the position, that you know what the treatment is during a heart attack, and there's a chance of death, but you sometimes can't get to them.

>> We are looking for global technologies to make our jobs better.

>> We as innovators in the economy, we always push a little bit beyond.

>> What are the problems that are out there that need to be solved?

>> You really are risking your life every time you walk across the street.

>> If you want to start talking about change, ask difficult questions.

>> Why don't you come into the fire with me?

>> We are on the left side, second floor.

>> A lot of people before me have been doing work to break the glass ceiling and provide a pathway. We should just break the whole ceiling and bring everybody through.

>> This is lifesaving technology for everyone.

>> The goal is to entirely eliminate serious injuries by 2027.

>> It's a big leap forward to go from where we were then to what is able to be accomplished with 5G, fifth generation.

>> I think we are going to see stuff that just wasn't possible and you're going to look back and marvel at it.

>> And there you have it, the trailer for Speed of Thought, which you can find on the inside Verizon App. Go ahead and download that app inside Verizon. A quick sign-on, and you're good to go, and you'll have yourself an exclusive preview of that documentary, and really kudos to the team who made it happen. We'd love for you to watch this. Send your thoughts to the good mailbox, good@Verizon.com, and then next Tuesday, my colleague Katie will be monitoring a conversation with the folks who made this documentary possible, including Andrew McKechnie from our tech team who coproduced, and we are also joined by Desmond Jackbir, director of network field engineering, so really a lot coming into that story. And really, for all of us, that is a story we'll continue to sharpen as we talk about 5G. As promised, there is much more to talk about in the world of 5G news, and today we had some great news come out from our folks at RootMetrics and the team that works with them, and so a quick -- I just wanted to showcase a headline that came out this morning. This is our Fortune here. I am not sure if you can read this, but the headline, this is the best wireless carrier by far, survey finds, and the first paragraph says that Verizon had the best overall mobile network in the first half of 2020, placing first in six out of seven categories, according to a new survey, and this is, of course, talking about RootMetrics. So congratulations to our network team once again for

another fantastic showing. So nothing new in terms of the consistency in winning here. This is the 14th straight time that Verizon has won outright across several categories. What's new is it also incorporates 5G for the first time. Verizon 5G made up a very small portion of the test results compared to 4G, so RootMetrics, you know, they are being cautious, you know, about how much they want to talk about 5G, but, of course, we are at a point now where 5G matters in those measurements. Congratulations to our network team, and, oh, by the way, you know, you have heard from our competitors about all of the different ways that 5G is making a difference in their products. The RootMetrics report does show that T-Mobile did perform poorly, getting 4th, last place in every category, so something that we are hoping to, you know, distance ourselves from and make sure that our story is one that is of consistency and, of course, of network reliability.

So, congratulations to the team who made sure that RootMetrics is measuring all of our wins here.

So, with that, we also have some more SD-WAN news, and let me see if I can help with perhaps the contrast on the video here. Sorry about that. There we go.

All right. We'll see if we can fix that, but SD-WAN, we also have some great news out of the SD-WAN. So, IDC is a premier global provider of market intelligence, and says Verizon is a leader across the globe in managed SD-WAN services worldwide for enterprise customers. This is in a recent report. Now, the question, of course, is what exactly is SD-WAN. This is, once again, we are sharpening our dinner table conversation skills here. So SD, first the SD part, software defined networking, and the WAN -- whether they are using the internet, wireless or wired networks, it gives companies the ability to manage and secure their network with software. This is, of course, super important for remote networking. The VBG team can now talk to enterprise customers and say, hey, if you need SD-WAN, we are the leaders across the globe in terms of managing those services worldwide for our enterprise customers, so a big win for us once again.

We are continuing our 5G discussion here when it comes to M.E.C., that's Mobile Edge Computing, of course, and this is one that, you know, I'm not going to lie, it takes a little bit of time to get educated on what M.E.C. is all about, and we've had many different videos that sort of showcase what this is, and this is another explainer that we can sort of sharpen our 5G tools here when we talk about what 5G can do.

So, with that in mind, let's take a few moments here to take a look at this M.E.C., Mobile Edge Computing explainer. Here's the video right now.

>> What is 5G? For most people, 5G means faster. You might have heard the example about how fast you can download a movie, but there's more to it than that. 5G stands for fifth generation, the next evolution of wireless technology, and it represents a massive step forward that will revolutionize entire industries. But not all 5G is the same. In fact, most of what is advertised as 5G is only slightly faster than current 4G offerings, but with Verizon 5G ultrawide band, we have built something completely different, running on frequencies known as millimeter wave with spectrum assets at a much larger bandwidth. It's the fastest 5G anywhere in the world, with more speed, more capacity, and lower latency than traditional 4G, translating to experiences more in real time, bringing virtual and augmented reality vividly to life for consumers, increasing speeds across all industries, like health care and manufacturing, and support massive IoT deployments that will change how we live, work and play, and just like you may have heard a lot about 5G, you may have also heard about something called edge computing, Mobile Edge Computing, or M.E.C. for short, takes the burden of powering computing off of the consumers' devices and puts it all on the cloud, but instead of the cloud server being hundreds or thousands of miles away, M.E.C. brings the power as close to the consumer as possible, or one might say right to the edge of the network, giving access to

cutting edge processing power without having to download complex applications or invest in equipment. The data has a shorter roundtrip, which makes for near instantaneous responses. There are other benefits too. By offloading the burden from the device, you open the door to a number of exciting possibilities on that front, like new form factors, better battery life, and even lower cost options. When you put all of that computing power at the edge of the network, the network you're using matters more than ever. To get the most out of M.E.C., you need 5G, for its massive increases in speed and number of supported devices and dramatically reduced latency. Think of it this way: If M.E.C. is the rocket, then our 5G ultrawide band is the rocket fuel. Our 5G ultrawide band network leverages the full capacity of edge computing. We partnered with Amazon to bring your Mobile Edge Compute platform everywhere, through all of our 5G labs and programs, we are enabling the next generation of innovators. Here are some of the use cases currently in development. Augmented commerce, real-time quality control, AI-assisted health care, public safety, drone automation and inspection, online and mobile gaming, and autonomous fields. And that's just a start. Every day, the demand for real-time enterprise keeps growing, and 5G ultrawide band and Edge computing will be there when needed.

>> Very cool. We hope these videos are helping you sharpen your skills, when you're talking about 5G Mobile Edge Computing. By the way, we have a tech influencer that we are working on, and I know a lot of you follow network Chuck on YouTube, who is going to help us talk more about M.E.C. and how it works in his own video. That is coming up on Wednesday. We'll share it more when it is live. That's coming up in just a little bit. Coming a little sooner than that on Verizon's page, Tami Erwin is sharing a part of the women in business program a Women in Finance panel speaking about how they handle the challenges in today's world, again, the Women in Finance event again happens today at 4:00 p.m. eastern on Verizon's LinkedIn page. It should be a fantastic conversation.

We hope you enjoyed our conversation about 5G. Hopefully this helps you sharpen your tools when it comes to speaking about 5G. It's something that we should all be thinking about as we head into that -- the second half of the year here, and with that in mind, I know a lot of you have followed some of my adventures out in the backyard. It's a little cloudy out there, hence the strange contrast camera. I'm going to see if I can work that out for the next Up to Speed, but before we go, I did want to share our latest episode of the Verizon staycation road trip. We have been traveling to all of the different 5G cities that we have, learning more about the cities. Shout-out to the teams who helped us tell the stories of their city proudly, and this one, we are singing the blues, but not really, because Memphis is a fantastic town. And as we say good-bye on Up to Speed Live here, we leave you with our Memphis staycation. Up to Speed, Memphis, enjoy.

>> If you love music, you're going to love in 5G city. It's also where you can visit historic Beale Street and a little home called Graceland. Thank you very much. Slip on your Blue Suede Shoes because we are walking in Memphis. After you've checked out Elvis's legendary residence, we'll waddle over to see the red carpet, for the Peabody ducks, a Memphis tradition dating back to the 1930s. Those are some lucky ducks.

Make sure you take some time to visit the Lorraine Motel, once a popular place to stay among famous recording artists, it is now best known as the site where Dr. Martin Luther King, Jr. was assassinated back in 1968. It may represent a somber moment in American history, but it echoes throughout history, now today standing as the home of the national civil rights museum.

We have one of our V Teamers, Jessica Chambliss here with us.

>> I have been working for Verizon for a little over five years now. I currently am a business specialist, so I help small businesses throughout the area in Memphis and surrounding areas.

One of my personal favorites I'm actually working with right now is called the RISE Foundation. They are a business that helps people in Memphis that are low-income to be able to get better jobs and to assist them with their needs and with their children's needs, if they are a large family. They are a very good foundation.

The first thing that sticks out to me about Memphis, of course, is the culture. They have the blues, the rock and roll, pop stars from Memphis, I mean everything. I would probably start out with breakfast at Another Broken Egg. It's one of my favorite places, and then I would probably head over to Bass Pro Shop. It used to be the pyramid. The view up at the top is amazing. You can see the whole city and over the Mississippi River. For lunch, I would go to Huey's, one of my very favorite places. I would spend the evening in midtown. They have a little theater over there, and then catch a Grizzlies game, if possible. They have the best nachos from Rendezvous, one of the best restaurants in town. The southern hospitality is refreshing. I love that.

>> We are getting to know the art scene in Memphis with a young muralist.

>> I live in Memphis, Tennessee, and I'm an illustrator. I go by Bird Cat. I think most people know me as a muralist. I'm also an illustrator. I do comic books. I paint cartoon monsters doing things. I build a micro-world that works as a proxy for my real life. It could be sad, happy, whatever I'm feeling that day. I try not to set too many screens between me and the work.

I can't talk highly enough about what a wonderful place Memphis is to be a young artist. I had no idea what I wanted to do. I had no idea what kind of career to do, and as opposed to maybe a larger more competitive place, the artists here were incredibly kind, patient, and sharing of their work. I have a career now because Memphis, after like I was here for two days, it's like, yeah, he's a Memphis artist.

My mom passed in February, and I have been wanting to do a big tribute mural for her.

Christmas means a lot to my family. It meant more to my mom. She would start talking about Christmas in August. But breaking down the images of the mural, it's a really large maternal figure with these big angel wings, and in her arms are Christmas gifts. I'm really excited to get started on it. I made a whole play list of songs that I know my mom likes, and I'm just going to be listening to that on repeat and painting a big old version of her.

A good way to help artists is to, you know, look locally and help them. You know, for every one artist that you see on something like this, there's 20 more who are really talented in our town who just don't have the push right now, and all they need is just a little support. If they become really good and they get better, part of that is you. Like, you did that, so it helps grow ownership and authenticity between the audience and the artist.

>> Interested in getting your hands on a limited-edition print from bird cat? Share this episode on Twitter, using the hash tag Verizon staycation road trip for your chance to win. And you can check out his favorite small business, the barbecue shop, voted number one by the food network. You know you can't go to Memphis without getting your hands on good dry rub barbecue. That does it for us in Memphis. Andy has left the building. It is hot outside here. We'll see you on the next staycation road trip (singing.)