

Verizon
Up To Speed Live
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>> Stop me if you have heard this one before. We are living through unprecedented.
>> Unprecedented.
>> Unprecedented.
>> I am not sure how many times I have 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, on 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 our crisis response to September 11th, 2001.
>> I have seen people from everywhere down here, working together, pulling together, and we are going to get this thing up and running.
>> 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 in 2004.
>> Who is this company that we call Verizon?
>> Our historic pioneering of mass scale fiberoptics to the home with Fios, our recovery response to 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 our Verizon Business Group's global scale, we now reach more than 150 countries and almost all of the Fortune 500 partner with us. There's our more recent acquisitions of AOL and Yahoo, now in our media group. Not only are these iconic and loved global brands, but they also have some of the most forward-thinking talent when it comes to digital content, analytics, and next platforms. There's our obsession with being a network leader in 4G, Fios, 5G, One Fiber, and M.E.C. It's about the superior 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 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 of our efforts to keep the world moving forward. So, happy anniversary, V Teamers.

[Music playing]

Here's to our next 20.

>> A lot has happened in our 20-year history (dial-up modem sounds).

We have moved the world forward in so many different ways, and through it all, there is one thing that's kept this on the same page.

>> Who is this company that we call Verizon?

>> We run to a crisis.

>> Not away.

>> We see crisis and change as opportunities.

>> Not threats.

>> We know teamwork.

>> 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 a part of the solutions.

>> 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 the Verizon Business Group. I live in Raleigh, North Carolina. I have been with Verizon for about ten years. My wife and I recently had our first child. Avery is a nine-month-old. I enjoy spending as much time as I can with him, doing whatever he wants to do. I joined Verizon to start my career. Before I was that I was at east Carolina university. Go pirates! I was inspired to join because of the culture, the people. I have a lot of respect for the brand. Verizon has evolved in a telecom to more of a technology organization. I have been impressed with how we have been trailblazers in technology. I'm constantly impressed by the people that we work with across the globe and the focus that we have got on the customer experience 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 am 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.

We encourage them to think about Verizon as being a technological trailblazer that is 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 real 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 continue to exceed targets, as the traffic patterns in our network shifted, our engineers adjusted resources and implemented new solutions to increase capacity. We continue to innovate 5G, partnering in trials on technology that will enable 4G and 5G bands on the same spectrum, and with pivotal repeaters technology, which amplifies the reach of existing 5G nodes. We lit up 5G in San Diego, Detroit, Houston, Indy, and LA. And how cool is this, we introduced the 5G virtual lab to help our partners advance their next gen solutions. We continued our winning streak with rave reviews for 5G, 4G, and Fios. Our response teams answered every call to support essential services. Our field teams kept evolving how we work to continue to support our customers, and 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, constantly evolving our customers' ease to digitally interact with us and bringing touchless to our retail stores with a clear focus on social distancing and a nationwide curbside pickup pilot. We launched the new Motorola Edge+, the Galaxy S20 5G, and we launched the Lenovo flex 5G, the first PC built for 5G ultrawide band. We introduced our first own visa card, and demand from customers is always 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 the leader in the industry.

>> We helped our customers in the second quarter react and rebound, and they felt their business continuity disaster recovery plans to really meet their customer requirements. We have provided critical connectivity and devices to enable distance learning, including with the Los Angeles Unified School District and the state of California. We stood up virus testing and quarantine centers and provided enhanced connectivity to temporary field hospitals and ships, like the USNS Comfort. We supported over 400 small businesses through our Pay It Forward small business grant program, and we proudly served more than 80,000 meals to frontline health care and EMS workers in New York City and Detroit, which also supported local restaurants. We supported advanced business solutions, none timelier than Blue Jeans, and expanded our network services portfolio with Cisco's EMCS with more agile and flexible infrastructure, launched new platforms, kicked off return to business as unusual, the new monthly webinar series for enterprise, and released the 13th edition of our data breach 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. We partnered with Samsung to leverage digital out of home and connected TV. We saw steady increases in the number of new advertisers and growth on the VSP. We have won reader's choice awards for all categories, VSP, ad network video and ad network mobile. This is the most wins for any nominated company. We secured an industry first with Walmart by enabling Yahoo Mail users to make grocery purchases through their in-box. No other email provider allows users to do this. We launched Yahoo Life, a new site focused on well-being. We donated \$10 million to mental health organizations impacted by COVID-19 and launched a venture to help small black-owned businesses.

>> This has been another incredible quarter, proving yet again what this V Team is all about. Once again, we were honored as a best top ten company for multicultural women. We celebrated Asian-Pacific heritage month, military tribute month, and pride month PRISM, our new Verizon LGBTQ employee resource group. We hosted a virtual commencement series, 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 as the number one brand for employees in 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 that 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 passion are unbeatable.

>> I would like to pay my bill.

>> I'm 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 phone is stolen, chances are your phone number will be stolen too. Now with number lock, you can prevent your number from being transferred to another carrier without your permission. You can set it up in the My Verizon App. We make sure that your calls and texts are yours and only yours. You're safe with us.

[Music playing]

>> 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, one that will move us all forward. Citizen Verizon, our plan for economic, environmental, and social advancement. You just unbox 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 a tech coach about your wireless devices. This service is included for 30 days after you activate a new device. Support you need, whenever you need it.

>> Hello, friends. Thank you so much for joining us. We have an action-packed show for you. We have guests galore. We are going to talk to Hans, Ronan, Kyle, Guru. We are covering stories all across the business. We are going to really try and get a sense of what we can expect for the rest of the year.

>> All right, guys, let's hold up right there. Boneyard, are you seeing what I am?

>> I sure am. Let's break it down for the folks at home.

>> So we see Andy get off to a strong start, as he always does, but he's got a long lineup of guests. We'll see if he can bounce back.

>> He'll brush that off, no problem.

>> Notice all of the awards in the background and that subtle pointing.

>> Showing off that much hardware may be a humble brag or just a way of Andy letting us know that he is a seasoned pro. I'm going with the latter.

>> Now, we have heard all of the rumblings. We have seen all of the videos. Boneyard, what do you make of this?

>> We see her and Andy as a fantastic 1-two combo, but is she ready to be a starter? Only time will tell.

>> Can't wait to see what happens next. Let's get you caught up now with the live action.

>> Oh, man, I'm glad I still have the starting job. Our thanks to Matthew and Jess for the instant replay of what's happening here on Up to Speed. If you haven't noticed the use of the slow-mo instant replay, that's all to get us excited about football, which is back today, and we have a great way that we can all watch together, thanks to Yahoo, Yahoo Sports, and Guru will be joining us to talk about that in this episode. As Matt mentioned, the lineup was correct. So we have a star-studded event here and a star-studded group of guests that will be joining us today on Up to Speed Live. We are going to be talking with Guru, Kyle, and Joe Russo to talk about our network strengths, our performance there, some of our wins with root metrics, and then, of course, Hans will be joining us, but before we get to Hans, we want to make sure that we talk about some of the news that's happening out west and the wildfires that are affecting so many of our loved ones and friends out west there, and Heidi Flato from our communications team joins us. And Heidi, thank you so much for the update here, and, of course, we are thinking of you and everyone out west as we see those images of those orange skies. I know the air quality can be an issue, but as far as our network performance is concerned, Heidi, if you can give us an update.

>> Heidi: Yeah, hey, Andy. Thanks for having me. It has been an early and crazy fire season out here in the west, so I read something this morning that we have got fires burning in I think 13 of the western states, so basically the western U.S. is aflame. It's really sad to see. But our network is holding up well. I have got to give a shout-out to our network team, as always. They are running to the crisis, and they are really keeping things running. All of the plans for redundancy and backup power have really paid off. So there have been no significant impacts, spots here and there, but typically, they are happening in the wildland areas, where either there's not much population or people have been evacuated, but really just taking care of the network and making sure people can connect when it matters most.

>> Absolutely, and as we continue to monitor the winds shifting, obviously, there's going to be some more challenges, of course, for public safety and first responders, but even for customers who may be looking to stay connected, are there digital options? Are there options that we should make our customers know about?

>> Heidi: Yeah, I mean, I think that the pandemic really drove home the need for making sure that customers can take care of their needs online, if they can't make it into a store. So, it's a good time to remind folks, particularly out here in the west, if they have needs, if they need a phone or an accessory, if they need to do some shopping, they can do that online, and they can get customer assistance with their account there too, and they can use their My Verizon App as well. If they need to come to a store, they can make an appointment online, too, so it's a good time to visit [Verizonwireless.com](https://www.verizonwireless.com).

>> Absolutely, and great to know that our network is performing well, no major impacts to our customers, and, of course, Heidi, we'll be thinking of you and our colleagues out west. Heidi, thank you so much for that update.

Let's turn it over to Hans now, and Hans, obviously, we want to hear from you about what's happening out west, but, first, I just wanted to mention and congratulate you. CES 2021 is all virtual, and Hans, you will be delivering the kickoff keynote. It seems like such a long time ago that you were up there on stage at CES, introducing the world to 5G, but here we are now. Congratulations for that announcement. Any previews to what we'll be speaking about?

>> Hans Vestberg: Thank you, Andy. I am not sure if you should congratulate me. It comes with a lot of work and preparation from the whole V Team. This is the largest consumer electronics show in the world or consumer show in the world, with hundreds of thousands of people viewing, and, of course, Verizon being on the top spot. That says a lot about how far we have been traveling with our 5G and our technology, so I'm excited, but I also, of course, in all of these types of events, you need to have your A game up. But I'm pretty sure that the whole V Team and the technology team will help to put together a great show. I won't reveal now what we'll talk about, but I can tell you that it'll be about 5G and the progress that has been done. Remember when we were at CES two years ago or more, I guess, we talked about the eight currencies, and this time it's sort of delivery time, talking about what we have done since then, use cases, technology advancements, and as I said before, we have a jam-packed second half of 2020, where we are going to do a lot of announcements that are going to be fitting very well into that CES. So, we are excited as a company. I'm starting to prepare myself, because this is a big event, and, of course, I'm not going to be alone on stage for an hour. I'm going to have a lot of friends helping me out. I think that's the best way to do it. That's about it, but, yes, we are excited that we were chosen to be a keynote speaker at that size of an event. So that's great.

Coming back to what I just said, natural disasters that are just continuing across the country of the United States and in all of the world, of course, as well, but the key thing right now with the fires, it's just devastating, and we all know the criticality of the infrastructure, and as was mentioned, you don't fix that in the middle of the crisis. This is something that is how you build the network, and our network and technology team has been onto this for years, seeing that we have the best network and it's performing, still with challenges, and a lot of great employees doing great work out there to see that we are delivering in the front line as well. Thank you for all of that work that we are doing and supporting our customers and society in these tough times.

Always coming back to that we, as a corporation, as a country, as a world still have the pandemic running around, which is lethal in many senses. I just wanted to reiterate the health and safety for all of us, regardless of what you do in our company, if you're on the front lines or if you work from home, the procedures we have talked about are still extremely important, and social distancing, masks, and all of that, and if you are on the front line, we have everything for the store employees and for the field engineers, what is supposed to be done, and just remember it, remember your colleagues, because we are far away from over. Even though the media is maybe reporting a little bit less on it, it's still the same danger, and I want you to really think about that.

Another side note before we go into this star packed Up to Speed, I don't want to steal all of the thunder from them, but one thing that I can tell you is the executive team is meeting today, and we have during 2019 and 2020 sort of every second of executive meetings, traveling around the country and traveling outside of the country and meeting employees at the same time that we were having executive meetings. That's not working anymore, but now we are doing virtual tours, going to different places and employee groups and having conversations, and today we are going to meet some parts of the employees in GN&T and talk about the crisis management. We are going to listen to what the customers are saying in those areas, and we will continue with this, as long as this sort of virtual environment is ongoing, that the executive team will come to different sites and talk to the specific groups and get input from employees and what customers are saying in this area. So, today is time for the GN&T's virtual tour for the executive team, so we are excited about that, and that's going to happen this afternoon in U.S. time. That's about it for me today.

>> Hans, thank you so much, and it's wonderful that we are able to focus our team and our executives on to the GN&T organization and our network, of course. We are going to bring in Kyle right now here, and just before we do that, given what Heidi has shared regarding the wildfires in Oregon, we do have a little bit of breaking news here. I want to let you know that Verizon will be providing unlimited calling, texting and data for customers in the hardest hit areas, like parts of Clackamas, Marion, and other areas in Oregon, running today through at least next Wednesday. So once again, we'll be thinking of our friends in Oregon out west there as folks are dealing with those wildfires. But with that in mind, of course, we want to make sure that our network is top-notch through any situation, and let's bring in our chief technology officer, Kyle Malady, to talk about our network strength and performance. Kyle, good afternoon to you.

>> Kyle Malady: Hey, Andy, how are you doing, bud?

>> Andy: Doing well.

>> Kyle Malady: What you said right there is kind of how I start off. Verizon, you know, we have a history. You know, we put the customer first, and what you just said right there exemplifies that, and I think that's what I'm really proud of in terms of the overall V Team and, in particular, in my case, the GN&T team, and how we are showing up during this all of this strife. I mean, we are in the middle of a pandemic, and we just keep getting body blows from all of these different natural disasters, and our customers, the same thing. We had that northeast storm that rolled up the northeast. We have had these hurricanes down in the south. We had a derecho come through the middle of the country, and now fires on the west coast. Each one of these events, the V Teamers show up prepared, but everyone is a little bit different, and we do our best to make sure that the resources are working. You go back to the credo, the life expectancy from that, the quality and reliability of the products that we deliver are paramount, and that is really most important when people are having tough times, and you're having these, you know, really troubling situations. We need to be there, and they need to count on us, and, you know, another line is we have worked 24/7 because our customers depend on us 24/7, and we really live that, and just a huge shout-out to all of the engineers and technicians and the folks in the stores and our account reps with customers for really just making -- putting the customer first and helping them out in a time of need. And I would also add VMG to that, because Guru is going to talk to us later about football starting up and some cool applications. I know all of us could use some enjoyment during these times of strife. I have to say I'm also proud of we keep the ball moving forward on technology. Even while we are dealing with all of these things, we keep moving the ball forward, for society and our shareholders and our customers alike. You know, we had a lot of good things that we announced over the last, you know, few weeks. You know, we launched our first two M.E.C. sites. That's great. You've seen a lot about that. We'll have ten by the end of the year. We stay on track with that. We have completed our first end to end fully virtualized 5G call on our 5G core network that we are just starting to build. That's going to bring great capabilities, both consumer and enterprise. We just started on that.

We are the first carrier in the U.S. to do roaming, with South Korea on 5G, another first. We continue to deploy thousands of 5G small cells, as per planned, so we can keep building up the coverage, and more people can get their hands on 5G ultrawide band, which is the 5G done right, if you will, and we are on track for technology development so we can have nationwide 5G this year. So we continue the drum beat of all of the technology advancements, and I'm really looking forward to a strong next few months when we'll be rolling out these things, and we are really excited about that. We kind of walk and chew gum at the same time, but we all kind of know that we do a good job. It's good to see some third-party evaluation of our services, and we are really happy over the last week or so, we saw some reports from root

metrics, which, you know, is a third-party independent survey of different wireless carriers and their performance, and once again, we won for the 14th time in a row the best overall wireless network. And we don't take that lightly. Like I said, everything we do is for the customer. This proves to us that we continue to do the right thing, but we don't rest on our laurels. We need to continue to work. We need to continue to do the right things. We really need to press hard and continue to make sure our network is the best it can be. So, while the team is proud of this, you know, we are looking for number 15, and we popped the champagne for about ten minutes, and then we said, all right, what do we need to do so we can get it the next time so. So we are continuing the great focus there.

Another third-party bit of information we got is PC Magazine did another independent study with their own testing methodology in 26 different cities, and guess what, we won that one too. So, once again, we are really happy about that, we celebrate for a few minutes, and then we move on so we can continue to provide the best networks, both landline and wireless for our consumer groups, enterprise customers, and small business customers. A lot going on here at GN&T, and I couldn't be happier with how the team is showing up.

>> Andy: Kyle, thank you so much. And as you mentioned, we really never rest on our laurels, and it's a testament to what we are dedicated to, and as you mentioned, it's our customers.

To talk more about what we are doing for our customers, as we talk about network and, of course, all of the recovery efforts that are happening around the country right now, let's go to Joe Russo. Joe, thank you so much for joining us. And, you know, I echo all of what Kyle has shared in terms of our dedication to our customers. That's where it starts.

>> Joe: Absolutely. Thanks, Andy and the V Teamers out there. Normally, the last couple of times that I have been on Up to Speed, I have been speaking to you in my role as part of the emergency operations center revolving around COVID. Today, I am representing the global network management and the various operations teams across the network organization. I'm here in one of our network operations centers. I'll be participating with Hans in that virtual meeting later today, and we'll be sharing more information about how the teams are responding to these crises, keeping the network up, and also proactive work we are doing to inform, educate, and improve our customers' experiences. So, it was my week on the rotational schedule, so I decided since I'm going to be on video a lot coming into the office -- so, I represent this global management team, and this team wakes up every day with the following in mind, right? They are trying to provide the best, most reliable, highest performing and most secure network for our customers. And that's our task, every day, when my team wakes up. And through this pandemic and the hurricanes, the derecho that we mentioned and now the wildfires, we know that our network needs to be always on. So I wanted to share a little bit more detail about what we say, when we say that winning these awards is a result of how we build our network and the culture of our employees as they run to this crisis. So, some of the key things that I think about is we have generators where others don't. We put in secondary and tertiary paths in our network where others would rely on only one. We build extra capacity, knowing that there will be failures and unexpected events, where others run their networks just for the sunny days. We plan and perform routine maintenance every day to keep our equipment healthy, and that's a step that I have seen others skip.

So, you know, when I think about the network and technology and the various groups, our planning and technology, development teams, they are making sure that we have the latest technology and that the plans on how we will deploy that technology have built-in resiliency and reliability, and then our engineering teams take those plans and make them real, and they make sure that we have the capacity and that we are taking the appropriate routes to avoid potential dangerous spots, and they make that plan real.

And then our operations team, one that I lead, we are carefully monitoring that network every day and maintaining it, maintaining the health of that network, and if we see a fault, we respond with a sense of urgency. That's the way we show up.

And going into this year, even before we knew how crazy it was going to be, the global network and technology team made a significant commitment to the business unit to further stretch our lead in network reliability. We made some additional investments in redundancy of some of our critical networks. We removed some troublesome equipment. We set lots of stretch targets on how fast we would repair things, and we put tens of thousands of our employees through a reliability matters training campaign to properly make sure that when they are working on the network, they are making sure that they are preparing, pausing, and confirming that things are going to work right, and that avoids network outages.

And just some results of that, so, through August of this year, the number of major outages that we have had is down 35%, but probably even more impactful for our customers, we measure every time that we have an outage that we have a customer, we count those minutes, and the total outage minutes impacting our customers is down 73% this year.

So, our customers are seeing the benefits of the way we build, design, plan, and respond for our customers. So, when storms hit, we are ready. It's been in the process. It's in our culture. It's in our DNA. So, when, as an example, Hurricane Laura hit, massive storm, over 400 miles wide, hit Louisiana and east Texas, we were ready. After the storm blew through, we saw no outages on our wireline network. All of our designed resiliency worked, and 96% of our wireless network was in service after the storm. We quickly ran in, once it was safe, and deployed over 30 temporary cell sites. We even used a tethered drone to provide service in those areas that were really hard hit, and we had some coverage gaps.

So, I hope that I was able to give you a little bit of a picture of what network reliability and performance really looks like at Verizon, and I am certainly proud to work with what I believe are the best engineers in the business to deliver on our promise to our customers during some really, really challenging times. And I look forward, Hans, to spending some more time with you this afternoon, with some of my teammates, explaining even more around the details of how we do this. So, Andy, back to you.

>> Andy: Joe, thank you so much. That pride swelled up, as you mentioned those numbers. We know minutes matter in any kind of crisis, and that 73% number is just a wonderful source of pride for all of us, so kudos to your team, and, of course, to the rest of your GN&T team, and, by the way, Joe, your apparel there, getting lots of love on Twitter. Go Hokies indeed.

>> Joe: Go Hokies!

>> Andy: So as you can tell, Joe and our friends on Twitter here, they are excited to talk about who they are rooting for, and that brings us to our next topic here, as Kyle mentioned, the need for levity, entertainment, for time to unwind, is very high right now, and football can't be coming back at a more perfect time, and so let's bring in Guru to talk more about this exciting watch together announcement. Guru, thank you so much for bringing football together for all of us.

>> Guru Gowrappan: Hey, Andy, thank you. How are you doing today?

>> Andy: Doing well, thank you.

>> Guru Gowrappan: Good. I'm going to ask you for the team that you are cheering for on the NFL, and I might get in trouble, but let's get some Twitter wars going on. Before I begin, I want to congratulate Kyle and his GN&T team, all of the amazing work you are doing. You make us proud and are always putting the customers first, so Kyle and team, great job and thank you for everything you guys do.

So, now to sports. As Kyle mentioned and Andy mentioned, I am excited for the NFL football season kickoff tonight, like many of you. I missed everything about it, the competition, the players, the camaraderie of watching it with friends, and, of course, Fantasy, as you can see

here on my hat. This is Yahoo Fantasy Sports. If you looked at the journey early on, we saw a big opportunity for the way we shape news, sports, and live music events, leveraging Verizon's broader ecosystem, our technologies, our streaming capabilities. We created something called watch together, which is essentially a co-viewing experience, designed to innovate live events by providing fans the ability to live stream and track and fully immerse themselves in the live events. We are excited to kick this off with our first partner, which is the NFL, and this season will look a lot different than the past, which we'll all know. Let me tell you why it'll be different. Starting tonight with the NFL season kickoff, football fans will have a way to watch together with a feature on the Yahoo Sports app. First, make sure that you have the Yahoo Sports app. This co-viewing experience allows three people to watch together. You will see the button clearly on the app located underneath the video player. When you're watching the live stream, there's a banner, and if from there you enter the nickname for the room name you want to create. You can create a fun name. Once you're in there, that's when the fun starts. You tap in, share the link, invite friends, and it's that simple. You just sit back, cheer along, or even do a little trash talking. I think I'm definitely game for trash talking with some of friends. I already know for sure there are two sets of groups I'm going to call in. Hans, Christy, Diego are going to create a group, and I have got one with Tami, Ronan and Kyle as well, so be ready for some fun.

Two cool features, I think it's important to know how much technology and innovation has gone into this. One, watch together television and audio, which allows you to chat freely without having to shout over the game audio.

Secondly, the live stream is also synchronized across devices, so no one in the room will yell touchdown before you see the play, so we make sure everybody gets to see the same pixel, if you will. So, Watch Together again is a great example about what we can do to help our partners innovate while also delivering the next gen consumer experience that creates connection and, of course, community.

And in addition to watch together, Yahoo Sports will also be enhancing the NFL experience with a new experience called play AR, which provides the ability to see 3D replays of key game plays in real-time. This is an awesome feature. Again, I'm hoping you get to try that from all different angles. But with all of these things, what I would say is action speaks louder than words. Please download the Yahoo Sports app. Tune in, tell your friends for the game tonight. Experience Watch Together, send us feedback, use the Play AR, and what I would say is just the beginning of how we are shaping the virtual live events experience and what the future holds for us. So, our technology, what Kyle's team and what we do at VMG broadly, we have the ability to create powerful, immersive entertainment experiences of the future like no other. I'm super excited. With that, Andy, you have got to tell us the team that you're rooting for this year.

>> Andy: Well, it's no secret. I'm a Chicago guy. Go bears.

Now, I'll send the question back to you. Who are you rooting for?

>> Guru Gowrappan: I'm a Niners fan, but tonight I'll root for Kansas City.

>> Andy: A lot of Chiefs fans on the Twitter chat there. That said, Guru, thank you. As we kind of close here, I know that we are going to have to ask Hans the million dollar question, and most people know who he is rooting for, but it is an interesting season for Hans' team, right?

>> Hans Vestberg: Yeah, I'm rooting for the New York Rangers. No, I'm joking. [Laughter] No, yeah, I'm a Patriots fan, so, it's going to be an interesting season. But I'm also excited that the NBA is going on at the same time, and the NFL as well, so in these times, I think sports is, for the ones that like it -- there are other things that one can do, but I, like Guru, am excited over sports and what it brings to the table in times like this. So, yeah, it's going to be exciting.

Hey, a quick summary of this. First of all, Kyle and team, and I don't want to steal your thunder, but the work you're doing with the resilience of the network and the wins in root metrics, it's so clear that, hey, we want number 14, that's fine, we'll move. This is how we build a company, and I have a great confidence in our networking technology and that they will continue to do it, so it's just great to see.

And then listening to Joe talking about how well we have improved the resilience of the network, the numbers are staggering, in a year that infrastructure is more important than anything else, just so we know that, and it will continue to be. So I'm really proud of the team and what you have been doing.

Then coming back a little bit to what Guru talked about, remember when I talked about the VLC decided on a three-prong strategy or a governance early on, one was the pandemic where Joe and Christy were running sort of the daily challenges with the pandemic, which we continue to do. Then we had the business as usual, where the VMC continued to do, and then the third one, of course, how can we innovate on products for our customers in the new world, and I think that you heard Guru speaking. This is exactly what we were expecting, and this new way of sharing the virtual sort of NFL games and being able to both talk and chat, that's the new way. Remember, also, we launched a couple of weeks ago what we are doing with the NBA, which was another way that we innovate. All of our different units, the consumer group, the business group, and, of course, the media group are all innovating in this time, and I have to say Verizon Media Group has been very innovative to come up with new products in this virtual world and delight our customers. That's what we need to do.

So, I thank the teams for that, and I think Guru and his team for being innovative for tonight's game. Hopefully it's going to be an exciting game, and you can use the app in order to get it even more exciting.

So, all in all, a lot of great things happening. We still continue in the three prong strategy. We still have the crisis, as I mentioned. We still have a lot of important things, doing business as usual. We need to continue to keep our customers happy, seeing that our shareholders are getting what they need and, of course, doing what you need to do for society, and I think we are doing quite a lot of those things, and I'm proud of the team. That's how we are performing in these times, and we just need to continue to do it. Yesterday, there was a very important piece on Up to Speed about mental health and all of that, and I have said so many times to all of you, remember to reach out to your colleagues, your friends constantly in this new environment. We are sitting at home, many of us. Some, of course, we know are going out into the field or in the stores and doing the great work and the important work for our customers every day, but, please, reach out and see that you're staying close to the near and dear ones but also the colleagues that you normally meet in the office but you're not meeting anymore in the office. I urge you to do that, and also take a look at the piece from Up to Speed yesterday to get a lot of good input about the mental health and things that can happen in times like this.

With that, I hand it back to you, Andy, and I thank all of you guys on this call for doing a great job. Thank you.

>> Andy: Absolutely, thank you Hans. Thank you, Hans, Kyle, Guru, Joe, Heidi. And we would be remiss if we didn't mention that today is world suicide prevention day, so please do as Hans mentioned here and take a look at yesterday's Up to Speed, and at the very end, we ask a challenge to find somebody to reach out that is important to you. That challenge continues today on world suicide prevention day.

If you haven't seen the 5G documentary, we are talking about the network quite a bit today, of course, and every day, but it is on the inside Verizon App for our V Teamers. It's a single sign

on, so you'll drop a code in there, and then in the webcast tab there, you're going to be able to see the speed of thought documentary that is an exclusive on the inside Verizon App.

So, as I mentioned, a star-studded event today, kind of the Avengers end game of Up to Speed here with so people. Thanks to all of our guests, and the synergy and the way we work together, it amazes me every single day, and, of course, thanks to all of our teams who make that happen. Thank you for watching, and until next time, you're Up to Speed.

>> It's a rainy 72 degrees here in my mom's Midwest backyard, but I hope you have got plenty of water for our next stop. It is hot, like triple-digit hot. Everyone likes to say it is a dry heat. I'll take your word for it, but I'm still bringing the cooler.

[Music playing]

Ow. Welcome to Phoenix, Arizona, despite its desert-like conditions, there are picturesque activities out here. You can roam the desert botanical garden, home to more than 50,000 plants, hike Camelback mountain, or visit hole in the rock, which is exactly what it sounds like. We kicked off an event here to provide tablets and other educational opportunities to students in need. We delivered 3000 devices to students in the Glendale and Alhambra school districts. Verizon has donated more than \$535 million in market value, refusing technology into the school's curriculum, enhancing student learning. It is exciting to think that the kids have the tools to become scientists and even musicians. There is a band of four brothers originally from Johannesburg now making Phoenix their home. They write and mix their own music. So let's turn up the dial, and I'll catch you on the next vacation stop. Here's Kongos.

[Music playing]

>> Rhythm heavy music.

[Music playing]

>> One of the things that makes our band unique is the brother aspect. There aren't that many out there, four brothers in the band. We all write independently. So we all have our own songs, styles, and influences, and that comes out in the music. You'll hear everything from hard guitar driven music to synths, ballads, and everything in between. I think that gives us a certain communication that we have as brothers when we write and play music, especially when we play live. We are very in tune and in touch with what direction a song might go.

[Music playing]