

**VERIZON
UP TO SPEED LIVE
September 10, 2021 12:00 PM ET**

>>DIANA ALVEAR: ALL RIGHT!

ARE YOU READY FOR SOME FOOTBALL?

HOW ABOUT THAT!

THANK YOU FOR JOINING US FOR "UP
TO SPEED" LIVE TODAY THIS FRIDAY.

I AM DIANA ALVEAR.

IT'S SO GOOD TO HAVE YOU WITH US.

AND WE'RE GOING TO TALK MUCH
MORE ABOUT OUR EPIC PARTNERSHIP
WITH THE NFL AND EVEN SOME PULSE
SURVEY RESULTS BUT FIRST WE'RE
GOING TO RECAP THE WEEK.

SO TUESDAY WE TOLD YOU ABOUT OUR
9-12 CAMPAIGN TO TELL THE STORY
OF HOW VERIZON WORKED TO
RECONNECT NEW YORK AFTER 9/11.

AND YESTERDAY, ANDY REFER NEED A

A FANTASTIC EPISODE CELEBRATING THE
NFL KICKOFF IN TAMPA, FLORIDA,
AND OUR 10-YEAR 5G PARTNERSHIP WITH THE LEAGUE.

WE CHECKED IN WITH ANDREW TESTA

MY BUDDY THERE AT THE RAYMOND JAMES STADIUM,
ABOUT OUR AWESOME IN-STADIUM
EXPERIENCES LIKE 5G MULTI-VIEW.

REALLY GOOD STUFF THERE.

SO NOW AN UPDATE ON VACCINE.

AS MANY OF YOU YESTERDAY, THE
WHITE HOUSE ANNOUNCED THAT THE
FEDERAL GOVERNMENT IS DEVELOPING
A NEW RULE THAT WILL REQUIRE
COMPANIES WITH 100 OR MORE
EMPLOYEES TO ENSURE THEIR

WORKFORCE IS FULLY VACCINATED OR TEST FOR THE VIRUS WEEKLY.

WE KNOW THERE ARE SO MANY QUESTIONS ABOUT HOW THIS WILL WORK AND
WE'RE MONITORING THIS CLOSELY
AND CONSIDERING ALL OPTIONS.

FOR THE TIME BEING, HOWEVER,
VERIZON'S COVID-19 POLICIES
REMAIN UNCHANGED.

IF THERE ARE ANY CHANGES, YOU
WILL BE THE FIRST TO KNOW.

WE'RE GOING TO KEEP YOU INFORMED
AND PROVIDE ANY UPDATES.

SHOULD YOU HAVE ANY QUESTIONS OR
CONCERNS ABOUT THE COVID-19
VACCINE, WE URGE YOU TO SPEAK
WITH YOUR HEALTHCARE PROVIDER TO
TRULY UNDERSTAND THE BENEFITS.

AND AS WE'VE SAID MANY TIMES
BEFORE, WE STRONGLY ENCOURAGE
ALL V-TEAMERS TO GET VACCINATED
TO PROTECT YOURSELF, YOUR LOVED
ONES AND EACH OTHER.

I MYSELF WAS FULLY VACCINATED A
FEW MONTHS AGO, AND LET ME TELL
YOU, IT WAS AMAZING TO HUG MY

MOM, MY NANA, SEE MY FAMILY AND FRIENDS AGAIN.

IT WAS JUST THE BEST.

OF COURSE, REGARDLESS ABOUT HOW YOU FEEL ABOUT VACCINES AND MASKS, WE SHOULD ALWAYS DEMONSTRATE RESPECT FOR OUR FELLOW V-TEAMERS AND OUR CUSTOMERS.

ALL RIGHT.

SO LET'S TURN TO THE ONGOING RECOVERY EFFORT AFTER IDA.

"UP TO SPEED" HOST JESS BONARDI WAS ON THE GROUND IN MANVILLE, NEW JERSEY YESTERDAY, HER OWN COMMUNITY, TO TALK TO HER NEIGHBORS AND PIE IT FORWARD.

HEY, EVERYONE.

IT'S JUST HERE, AND I'M JUST BLOCKS AWAY FROM MY HOME IN MANVILLE, NEW JERSEY, WHERE FLOOD WATERS CAME IN AND JUST DEVASTATED OUR TOWN.

IT'S BEEN SUPER HEART BREAKING TO SEE ALL THE SMALL BUSINESSES AND RESIDENTS JUST LOSE EVERYTHING.

AS A COMMUNITY, WE'VE REALLY COME TOGETHER, AND IT'S GIVEN ME A LOT OF HOPE THAT WE'LL REBUILD STRONGER THAN WE WERE BEFORE.

I'VE BEEN DOWN THE VFW
VOLUNTEERING MY TIME, FEEDING
RESIDENTS, COLLECTING CLEANING
SUPPLIES, ORGANIZING DONATIONS,
AND I EVEN MET A V-TEAMER THERE
WHO WAS DROPPING OFF SOME
BLEACH.

>> MANY SMALL BUSINESSES LOST
EVERYTHING.

I'M HERE OUTSIDE MANVILLE PIZZA,
WHERE YOU CAN PIE IT FORWARD BY
BUYING A PIZZA PIE FOR A FAMILY
WHO NEEDS A HOT MEAL DURING THIS
TIME.

YOU CAN GET INVOLVED, TOO.

YOU CAN PAY IT FORWARD.

FIND A COMMUNITY THAT NEEDS
HELP, REACH OUT TO SMALL
BUSINESSES, DO WHAT YOU CAN.

DONATE YOUR TIME, IF THAT'S ALL
YOU HAVE.

AND IF YOU'RE STUCK ON IDEAS,
CHECK OUT THE VOLUNTEER PORTAL,
OR, OF COURSE, V-TO-V.

IT'S BEEN REALLY AMAZING TO SEE
THE OUTPOUR OF LOVE AND SUPPORT
AND I WOULDN'T EXPECT ANYTHING
ELSE FROM THE V-TEAM, BECAUSE IN
TIMES OF CRISIS, THIS IS WHEN WE
SHINE.

THANKS SO MUCH FOR EVERYONE'S SUPPORT, AND BE SAFE.

>>DIANA ALVEAR: AND THANK YOU, JESS, FOR GOING OUT THERE AND DOING ALL THAT HARD WORK AND HELPING SO MANY PEOPLE.

AND OF COURSE WE ARE STILL ON THE GROUND IN SEVERAL PLACES ASSISTING WITH IDA RECOVERY AND WE'RE SEEING OUR V-TEAMERS LIKE JESS DOING SO MUCH TO HELP.

SO YOU MAY BE SITTING THERE WONDERING WHAT CAN I DO.

WELL, THERE'S LOTS.

IF YOU WERE LISTENING TO JESS, SHE MADE A GREAT POINT.

SUPPORT THE LOCAL BUSINESSES IN THE HARD-HIT AREAS.

THINK ABOUT VOLUNTEERING IN THESE COMMUNITIES.

OUR VOLUNTEER PORTAL IS ALWAYS A GREAT PLACE TO START.

AND, MOST IMPORTANTLY, AS JESS MENTIONED, YOU CAN GIVE TO OUR V-TO-V FUND.

IT IS A CHARITY FUNDED ENTIRELY BY YOUR DONATIONS, AND IT'S MATCHED BY THE VERIZON FOUNDATION.

WE'RE HELPING V-TEAMERS LIKE YOU

WHO HAVE BEEN DISPLACED FROM
THEIR HOMES BY DISASTER,
SOMETHING WE'VE SEEN TOO MUCH
LATELY.

ALL RIGHT.

WE'RE GOING TO TURN OUR
ATTENTION TO 9/11.

IN HONOR OF THE 20TH
ANNIVERSARY, YES, 20 YEARS, WE
ARE SHARING THE UNTOLD STORIES
OF THE VERIZON EMPLOYEES WHO RAN
TOWARD A CRISIS AND BECAME FIRST
RESPONDERS IN THEIR OWN RIGHT.

SO PLEASE JOIN US FOR AN
EXPERIENCE CALLED "9/12," THE
UNTOLD STORY OF RECONNECTING NEW
YORK, FOR A ONE-DAY REAL-TIME
IMMERSIVE EXPERIENCE THAT TAKES
PLACE ENTIRELY IN YOUR TEXT
MESSAGES.

YOU CAN TEXT 912 TO
1-855-660-0912 TO OPT IN TO HEAR
THESE INCREDIBLE STORIES OF OUR
BRAVE V-TEAMERS.

AND IF YOU DIDN'T HAVE A CHANCE
TO CATCH THAT NUMBER, IT WILL BE
LINKED IN OUR STORY TODAY.

ALL RIGHT.

SO WE'RE GOING TO TALK ABOUT
CITIZEN VERIZON.

THIS WEEK, WE MADE SOME VERY BIG NEWS WITH THE ANNOUNCEMENT THAT VERIZON HAS SETTLED ITS THIRD GREEN BOND OFFERING OF \$1 BILLION.

SHORTLY AFTER THE FULL ALLOCATION OF ITS SECOND GREEN BOND TOWARD RENEWABLE ENERGY COMMITMENTS.

SO THIS, OF COURSE, ALIGNS WITH VERIZON'S LONGSTANDING COMMITMENT TO DRIVE BOTH ENVIRONMENTAL AND SOCIAL PROGRESS AS PART OF OUR RESPONSIBLE BUSINESS PLAN, CITIZEN VERIZON.

AND WE'RE GOING TO STICK WITH OUR GREEN THEME.

THIS WEEK, NFL GREEN CELEBRATED KICKOFF WEEK WITH A COMMUNITY GREENING PROJECT IN THE TAMPA BAY AREA.

THEY WERE BUILDING COMMUNITY AND FLOWER GARDENS.

AND THIS, BY THE WAY, IS THEIR 15TH COMMUNITY GREEN PROJECT THERE IN TAMPA, AND NOW THEY ARE PASSING THE GOLDEN SHOVEL TO LOS ANGELES.

THE FIRST PROJECT?

PLANTING 56 TREES IN HONOR OF
SUPER BOWL 56.

AND BY THE WAY, WE'VE BEEN A
SUSTAINABILITY PARTNER WITH THEM
FOR NINE YEARS RUNNING.

AND THAT BRINGS US TO THE NFL
ONCE AGAIN.

OUR VERY OWN ANDY CHOI SAT DOWN
TO TALK TO DIEGO ABOUT THIS
GAME-CHANGING PARTNERSHIP.

>> HEY, THANKS SO MUCH.

LOOK WHO WE HAVE HERE.

MR. DIEGO SCOTTY.

NOW, YOU, SIR, ARE A FASHION
ICON.

YOU'RE ALWAYS DRESSED TO THE
NINE'S.

WHAT HAPPENED?

I SUITED AND BOOTED FOR YOU.

>> YEAH, I WAS WEARING A TIE,
RIGHT, SO I ASSUMED YOU WERE
WEARING YOUR JACKET AND TIE JUST
BECAUSE OF ME.

>> WELL, I WAS TRYING TO MAKE IT
A FORMAL AFFAIR, BUT YOU KNOW
HOW IT IS.

THE ENERGY IS ALWAYS CASUAL, BUT
WE'RE GOING TO TALK ABOUT SOME
SERIOUS THINGS, INCLUDING
FOOTBALL, BUT I WANT TO START

WHERE WE ALWAYS START.

OUR NETWORK IS PERFORMING IN
WAYS THAT ARE JUST INCREDIBLE.

SO MANY WAYS THAT WE ARE SO
PROUD OF OUR NETWORK.

>> WELL, LISTEN, I THINK I
ALWAYS LIKE TO TALK ABOUT THE
NETWORK, BECAUSE PEOPLE ASK ME,
WHAT'S YOUR FAVORITE TOPIC WHEN
YOU TALK ABOUT MARKETING, AND
IT'S TO TALK ABOUT WHAT MAKES US
DIFFERENT, AND WHAT MAKES US
DIFFERENT STARTS WITH THE BEST
NETWORK OUT THERE.

AND I DO, I THINK THIS IS A
GREAT OPPORTUNITY AS WELL FOR ME
TO SAY THANKS, FOR ALL OF US TO
THANK ALL OF THE THOUSANDS OF
ENGINEERS AND TECHNICIANS THAT
DURING THIS VERY DIFFICULT TIME,
WITH COVID, WITH THE NATURAL

DISASTER, ARE OUT THERE HELPING REMEMBERS, MAKING SURE THAT THERE'S NO
PROBLEMS WITH THE NETWORK.

AND EVEN ON TOP OF THAT ALSO LAYING OUT 5G AT A SPEED THAT IS INCREDIBLE.

SO THANK YOU

FOR EVERYTHING THAT YOU'RE
DOING.

REALLY APPRECIATE IT.

>> YEAH.

AFFECTING WAYS AND ENHANCING

WAYS THAT WE LIVE, WORK AND
PLAY.

LET'S MOVE NOW TO THAT PLAY
PORTION HERE.

YOU WERE AT QUITE THE GAME LAST
NIGHT.

>> YES.

IF I LOOK A LITTLE BIT TIRED,
IT'S BECAUSE I CAME HOME VERY,
VERY LATE LAST NIGHT, BUT IT WAS
ONE OF THOSE DAYS THAT YOU --
IT'S A HISTORIC DAY.

YOU PROBABLY HEARD THAT WE
SIGNED A VERY -- I THINK IT'S
GROUND-BREAKING PARTNERSHIP WITH
THE NFL THAT FOR THE NEXT TEN
YEARS, WE WILL BE THEIR
TECHNOLOGY PARTNER, THE OFFICIAL
5G NETWORK OF THE NFL.

AND A REALLY IMPORTANT
GROUND-BREAKING DEAL, BECAUSE
IT'S TECHNOLOGY,
INNOVATION-DRIVEN PARTNERSHIP
WITH THE NFL TO CREATE
INNOVATIONS THAT ARE GOING TO
CHANGE THE GAME, THE WAY COACHES
COACH, THE WAY TEAMS PLAY, THE
WAY THE STADIUMS WORK, THE WAY
VIEWERS ENJOY THE GAME.

SO REALLY, REALLY EXCITING.

AND GOING BACK TO THE NETWORK
CONVERSATION, YESTERDAY AS WELL,
WE ANNOUNCED THAT NOW, 25
STADIUMS OF THE NFL ARE NOW
LIGHT UP WITH 5G ULTRAWIDEBAND.

>> THAT'S AWESOME.

AND PEOPLE ASKED ME, I WAS DOING
SOME INTERVIEWS YESTERDAY, AND
THEY WERE SAYING, LIKE, 25
STADIUMS?
THEY SAY, YOU HAVE NO IDEA.
THE NETWORKING HAS BEEN FOR THE
LAST TWO AND A HALF YEARS
GETTING THIS WORK DONE.

>> RIGHT.

IT DOESN'T HAPPEN OVERNIGHT.

>> IT DOESN'T HAPPEN OVERNIGHT.

IT NEEDS THAT WORK AND THAT CONSISTENCY.

SO WE'RE VERY, VERY EXCITED.

>> AND YOU GOT TO EXPERIENCE THE
SPEEDS YOURSELF.

YOU WERE TRYING TO REACH ME
THERE.

I WAS A LITTLE JEALOUS THERE,
YOU KNOW, I MEAN, HAVING ALL
KINDS OF FUN AT RAYMOND JAMES
THERE.

PRETTY COOL.

>> I DIDN'T KNOW IF IT WAS RIGHT

FOR ME TO SHARE ALL THE FUN.

>> IT WAS RIGHT.

IT WAS RIGHT.

I ENJOYED VICARIOUSLY.

YES.

DIEGO!

YOU'RE IN TAMPA!

>> ANDY!

I TOLD YOU THAT WE WERE GOING TO
TALK!

I WANT TO TALK TO YOU BECAUSE I
HAD A FEW SURPRISES!

>> REALLY?

>> YES.

WE HAVE THE WHOLE TEAM THAT MAKES IT HAPPEN HERE, THE TEAM, THE
NETWORK
TEAMS.

>> OH, LOOK AT THAT!

>> WHO'S THIS GUY?

>> HOW DID HE GET THERE?

IS THAT HANS?

>> YEAH.

>> HEY, WELCOME TO ONE OF
VERIZON'S PREMIER STADIUMS FOR
5G, HERE AT TAMPA BAY, HOME OF
THE TAMPA BAY BUCCANEERS.

GO, BUCS.

BIG WIN TONIGHT.

>> AWESOME!

>> DAVE AND I HAVE A CHANCE TO
THANK FOR A GREAT JOB.

IT'S JUST AMAZING HOW MUCH

COVERAGE WE HAVE IN THE STADIUM.

AND OF COURSE WE'RE GOING TO
LOOK AT THE GAME.

WE'RE GOING TO CHECK TO SEE THAT

-- IT'S GOING TO BE SUPER GREAT.

>> THAT IS SO AWESOME, HANS!

DIEGO, THAT IS SO AWESOME!

PLEASE TELL THE V-TEAM THANK YOU
FOR ME.

>> THIS IS AMAZING.

THIS IS AMAZING.

A GREAT DAY FOR VERIZON.

SO THANK YOU.

>> AWESOME!

HEY, CONGRATULATIONS TO ALL OF
US!

THAT IS AWESOME!

AND LET'S GET READY FOR SOME
FOOTBALL.

IF I'M AT THE GAME, I'M CALLING
YOU AND SHOWING YOU ALL THE 5G
FUN, THAT IS A PROMISE.

BEFORE WE LET YOU GO, THOUGH, I
KNOW THIS IS AN INCREDIBLE TIME
FOR SPORTS FANS, BUT ALSO, A

MOMENT FOR ALL OF US TO REFLECT.

IT IS, OF COURSE, THE 20TH

ANNIVERSARY OF 9/11, AND WE, OF

COURSE, TALKED ABOUT ALL THE

WAYS THAT WE'RE LOOKING BACK TO

COMMEMORATE THIS ON 9/12.

JUST WANTED TO GET YOUR THOUGHTS

ON THIS MOMENT IN TIME.

>> WHEN I GO BACK TO NETWORK

SUPERIORITY, AGAIN, THE CORE OF

WHO WE ARE, AND I KNOW THAT A

LOT OF YOU KNOW, BUT SOME PEOPLE

MIGHT NOT KNOW THAT OBVIOUSLY

140 WEST STREET, ONE OF OUR

BUILDINGS, WAS RIGHT THERE IN

FRONT OF THE TOWERS, AND WHAT

HAPPENED ON 9/11 THAT SOMETHING

INCREDIBLE, BUT ALSO THE

RECOVERY WAS INCREDIBLE BECAUSE

OBVIOUSLY ALL COMMUNICATIONS

WERE LOST THAT DAY IN LOWER

MANHATTAN, AND THE VERIZON TEAM,

A LOT OF OUR COLLEAGUES, YOU

KNOW, SUFFERED DURING THAT DAY,

BUT ALSO THE COMPANY RISE BACK

UP TO FIGURE OUT HOW DO WE GET

NEW YORK BACK CONNECTED ON 9/12.

SO WHAT WAS INCREDIBLE ON THAT

DAY THAT TEXT MESSAGES PLAYED 20

YEARS AGO KEEP ROLLING, AND SO

HOW PEOPLE COMMUNICATED

THROUGHOUT THE DAY.

SO THIS PROGRAM BASICALLY IS
GOING TO TAKE THAT DAY THROUGH
THE DAY VIA TEXT MESSAGES OF
WHAT HAPPENED AT EVERY MOMENT
DURING THE DAY.

I WAS IN LOWER MANHATTAN WHEN
THAT HAPPENED.

I WAS WORKING AT AMERICAN
EXPRESS DURING THAT TIME.

I WAS ONE OF THOSE PEOPLE THAT
HAD TO, YOU KNOW, GO DOWN ON THE
STAIRS 50 FLOORS, AND I WAS OUT

OF MY HOUSE FOR MONTHS AFTER THAT.

I WAS LIVING IN THAT AREA.

SO ALL THESE MEMORIES COME BACK.

AND KNOWING THAT VERIZON WAS
THERE, THAT VERIZON DID ALL OF
THIS, IT REALLY JUST WARMS YOUR
HEART.

>> TO KNOW HOW FAR WE'VE COME IN
THOSE 20 YEARS, AND TO KNOW THAT
OUR COMPANY PLAYED A CRITICAL
ROLE IN THOSE FIRST FEW HOURS
AND DAYS, WEEKS, MONTHS, IT
TRULY A SOURCE OF PRIDE FOR US.

>> AND YOU KNOW WHAT?

FOR A COMPANY THAT IS ALWAYS
FOCUSED ON THE FUTURE,

INNOVATING, WHAT'S NEXT, WHAT
COMES NEXT, LOOKING TO THE PAST
AND SEEING THE CONSISTENCY
AROUND VALUES AND HOW DO WE
BEHAVE AND WHAT DO WE DO AND HOW
DO WE DO THINGS IS A REASSURANCE
THAT THE FOUNDATIONS ARE REALLY,
REALLY STRONG.

FOR THE TEAM, FOR THE BRAND,
THAT'S REALLY, REALLY IMPORTANT.

>> AND THAT FOUNDATION, AS YOU
STARTED THIS CONVERSATION,
STARTS AND ENDS WITH OUR NETWORK
SUPERIORITY.

>> THANK YOU FOR YOUR TIME.

>> GREAT TO SEE YOU AGAIN.

>> THANK YOU.

GOOD TO SEE YOU AS WELL.

I'M GOING TO BE HEADING TO A
FOOTBALL GAME SOMETIME SOON, BUT

FOR NOW, WE'LL SEND IT BACK TO YOU, DIANA.

>>DIANA ALVEAR: THANKS, GUYS, SO
MUCH.

AND I JUST HAVE A COUPLE OF
PERSONAL OBSERVATIONS HERE.

FIRST, I'M SUPER JEALOUS RIGHT
NOW THAT YOU WERE FACETIMING
WITH DIEGO AND HANS.

ANDY'S JOINED THE COOL CLUB
OFFICIALLY.

AND BY THE WAY, MY BROTHER'S
BEEN A FAN OF THE BUCS SINCE
THEY WORE ORANGE UNIFORMS.
SO IT'S REALLY NICE TO SEE
WHAT'S HAPPENING WITH THEM NOW.
ALL RIGHT.

SO WE'RE GOING TO GO FROM THE
GRIDIRON TO GAMING.

WE HAD A SUPER FUN LAUNCH
RECENTLY, AND MY FRIEND, OUR
BUDDY, CHRIS SERICO, WAS IN
MANHATTAN TO TELL US ALL ABOUT
URBAN LEGENDS.

>> VERIZON RECENTLY DEBUTED THE
REALITY GAME URBAN LEGENDS AT
OUR HERALD SQUARE STORE IN NEW
YORK CITY.

>> WE'RE HERE AT HERALD SQUARE
WITH THE URBAN LEGENDS EVENT.
COULDN'T HAVE BEEN A BETTER
PLACE.

>> THE IMMERSIVE EXPERIENCE
THRIVES ON OUR LIGHTNING-FAST 5G

ULTRAWIDEBAND NETWORK ENHANCED WITH COMPUTING, TO HELP
MULTIPLE PLAYERS INTERACT IN AN
AR ENVIRONMENT WITH NEAR ZERO
LAG.

>> PEOPLE SHOULD BE EXCITED
ABOUT URBAN LEGENDS BECAUSE IT
IS THE FIRST MULTI-PLAYER GAMING

EXPERIENCE WITH 5G AND M.E.C.

>> AND LIKE SO MUCH REVOLVING
AROUND VERIZON 5G, THIS IS ONLY
THE BEGINNING.

>> THE VERIZON 5G IS THE PERFECT
MATCH FOR THIS URBAN LEGENDS
EVENT WITH THE ULTRAWIDEBAND 5G
NETWORK.

COULDN'T HAVE HAPPENED TO A
BETTER TEAM.

UNBEATABLE PARTNERSHIP.

>>DIANA ALVEAR: I KNOW THAT'S
RIGHT.

ALL RIGHT.

OUR THANKS TO CHRIS, GEOFFREY,
KELVIN AND THE REST OF THE CREW
AT OUR HERALD SQUARE STORE.

IT WAS SO FUNNY.

I LOVED WATCHING THEM KIND OF
WALK AROUND WITH THEIR PHONES
AND TRYING TO FIGURE OUT WHAT
THEY'RE SEEING ON THEIR PHONES.

ALL RIGHT.

SO AS WE COVERED EARLIER THIS
WEEK, WE LIT UP NEW 5G HOME AND
ULTRAWIDEBAND CITIES.

ALL RIGHT.

SO IN FLORIDA, WE WELCOME
PENSACOLA AND SARASOTA, AS WELL
AS NIAGARA FALLS NEW YORK TO OUR 5G HOME FAMILY.

IN ADDITION, ATHENS, GEORGIA AND HARRISBURG, PENNSYLVANIA ARE NOW PART OF OUR 5G ULTRAWIDEBAND NETWORK, AND LUCKY FREMONT, CALIFORNIA AND ORLANDO, FLORIDA, THEY NOW HAVE BOTH 5G HOME AND 5G ULTRAWIDEBAND.

TAKE A LOOK.

>> SUPER EXCITED ABOUT 5G COMING TO THE AREA.

THE GAMERS, THE STREAMERS, THE VLOGGERS, THEY ARE GOING TO ABSOLUTELY LOVE IT.

>> SO 5G HOME IS REALLY EXCITING FOR NIAGARA FALLS, BECAUSE YOU'RE GETTING GIGABYTE SPEEDS FOR AFFORDABLE PRICES.

AND YOU HAVE THE OPTION TO DO A SELF INSTALL.

>> WHAT'S REALLY EXCITING FOR OUR CUSTOMERS IS THAT NOW THEY HAVE ONE MORE CHOICE IN INTERNET CONNECTIVITY, BUT IT'S ALSO SIMPLER, BECAUSE IT CAN BE WITH THE NETWORK.

SO THEY HAVE VERIZON WIRELESS CELLPHONE SERVICE AND NOW THEY CAN JOIN THEIR HOME WITH THAT AND MAKE IT ONE SIMPLE BILL.

>> IT GETS CUSTOMERS TO HAVE A MORE COMPLETE PACKAGE WITH

VERIZON, NOT JUST THEIR MOBILE
DEVICES.

ALSO A GOOD HOME SERVICE.

RELIABLE AND MUCH FASTER THAN A
LOT OF THE COMPETITION.

>> WE CAN OFFER LIKE A FULL AND
ENTIRE SOLUTION FOR THE ENTIRE
HOUSE.

EVERYBODY'S EXCITED HERE.

I MEAN, WE'RE ALL LOOKING TO
SWITCH OVER ALREADY.

>> 5G HOME IS GOING TO BE GREAT.

THERE'S NO DATA CAP.

MY KIDS CAN PLAY ON THE GAMES
AND THE COMPUTERS AS MUCH AS
THEY WANT AS LONG AS THEY WANT.

IT'S AFFORDABLE.

IT'S CHEAP AND YOU'RE GOING TO
GET A LOT OF FAST INTERNET
SPEEDS.

>> TO BE ABLE TO NOW HAVE THAT
IN YOUR HOME AND BE ABLE TO
LIGHT UP EVERYTHING IN THE HOME.

TV'S, YOUR GAMING SYSTEMS, ALL
THAT GOOD STUFF.

>> DEFINITELY EXCITED FOR 5G IN
HARRISBURG.

I PLAY POKE MON GO, FOR ONE, AND THERE'S
PLENTY OF POKE STOPS IN
HARRISBURG, SO I DON'T HAVE TO

WORRY ABOUT ANY LAGGING WHEN I'M
DOING THE RAGE.

>> WE ARE RELEASING 5G NOT ONLY
ON OUR PHONES, BUT ON OUR HOMES,
TOO.

THIS IS A REVOLUTION.

DO YOU KNOW WHAT THAT MEANS FOR,
LIKE, VR AND JUST CREATING
ENTIRE WORLDS AROUND YOU?

IT'S AMAZING.

LIKE, I'M BLOWN AWAY.

THIS IS A TECHNOLOGICAL
REVOLUTION.

THIS IS THE NEXT STEP, AND I'M
PART OF IT.

I'M PART OF IT.

I HAVE THE LOGO ON MY SHIRT.

THIS IS THE BIGGEST HONOR OUT
THERE.

IT'S THE COOLEST THING EVER.

>>DIANA ALVEAR: I MEAN, IT'S
CONTAGIOUS, RIGHT?

LIKE, SEEING THE ENERGY THAT
THEY HAVE AND THE EXCITEMENT,
AND JUST KNOWING THAT THE NATION
IS LIGHTING UP WITH 5G ALL OVER
THE PLACE.

SO OUR THANKS TO EVERYBODY IN
THOSE CITIES THAT WE'RE TALKING
TO US ABOUT IT AND ALSO THE

MEMBERS OF THE TEAM WHO WENT OUT
ON THE ROAD TO GET THOSE SOUND
BITES.

IT TAKES A VILLAGE.

OKAY.

SPEAKING OF TAKING A VILLAGE,
WE'RE GOING TO TALK ABOUT THE
THIRD QUARTER VZPULSE SURVEY
RESULTS.

WE'VE GOT SOME GREAT NEWS TO
KICK OFF WITH.

WE'VE HIT 80 PERCENT
PARTICIPATION, WHICH IS SUPER
IMPRESSIVE, GIVEN EVERYTHING
HAPPENING WITHIN THE BUSINESS,
SUMMER VACATIONS, AND, OF
COURSE, KIDS HEADING BACK TO
SCHOOL.

NOT STRESSFUL AT ALL.

WE'RE GOING TO BE BACK AT IT IN
Q4 SO MAKE SURE THAT YOU TAKE IT
AS SOON AS IT POPS UP IN YOUR IN
BOX.

IT WON'T YOU LONG AT ALL.

SO WHAT ELSE DID WE LEARN?

EMPLOYEE SATISFACTION HOLDING
STEADY AT THE 72ND PERCENTILE.

IN REGULAR PERSON SPEAK, THIS
MEANS EMPLOYEES ARE MORE
SATISFIED AT VERIZON THAN 72

PERCENT OF EMPLOYEES AT GALLUP'S
OTHER CLIENTS.

AND WHILE THAT IS GREAT NEWS, WE
DO NOT WANT TO STOP HERE.

ALL THE WORK THAT WE DO WITH
VZPULSE PLUS AND EMPLOYEE
ENGAGEMENT IS TO MAKE VERIZON A
FANTASTIC PLACE TO WORK FOR
EVERY EMPLOYEE, YOU INCLUDED,
EVERY DAY.

SOME OTHER GREAT DEVELOPMENTS.
WE'VE GOT AN UPTICK SINCE LAST
YEAR IN LEADERS SHARING RESULTS
AND FEEDBACK ON VZPULSE +.

IT IS GREAT THAT YOU WERE
DISCUSSING YOUR RESULTS AND
HAVING THOSE MEANINGFUL
CONVERSATIONS ABOUT HOW TO MAKE
THINGS BETTER TOGETHER.

FINALLY, THIS MONDAY, SEPTEMBER
13TH, ALL PEOPLE LEADERS ARE
GOING TO GET ACCESS TO THEIR Q3
RESULTS IN THE GALLUP DASHBOARD.

SO PLEASE, PLEASE, PLEASE, TAKE
THE TIME TO REVIEW THE RESULTS,
DISCUSS AS A TEAM WHY THEY
RESPONDED THE WAY THEY DID, AND
THEN YOU CAN REVISIT THE ACTION
PLAN.

WE CANNOT WAIT TO SEE THE

PROGRESS THAT WE MAKE WHEN EVERYONE PUTS THOSE PLANS IN TO ACTION.
AND AGAIN IN THE Q4 PULSE
SURVEY, WE'RE GOING TO CHECK IN
AND SEE HOW WE'RE DOING.
THAT'S IT, Y'ALL.
I'M DIANA ALVEAR.
THANK YOU SO MUCH FOR WATCHING
ON THIS FRIDAY WITH ME.
NOW WE'RE GOING TO KICK IT TO
OUR NEW MEMBERS OF THE 5G HOME
AND ULTRAWIDEBAND FAMILY TO SEND
US OFF PROPERLY.
>> FROM ALL OF US HERE AT
SARASOTA.
>> FROM ATHENS, GEORGIA.
>> FROM HARRISBURG.
>> FROM THE WATERFORD STORE IN ORLANDO.
>> FROM NIAGARA FALLS.
>> FROM PENSACOLA, FLORIDA.
>> FROM THE COLONIAL STORE IN ORLANDO,
FLORIDA, UNTIL NEXT TIME, YOU'RE
UP TO SPEED!