

**Verizon
Up To Speed Live
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>> Stop me if you've heard this one before.

>> We are living through.

>> Unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I'm not sure how many times I've 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 June 30th Verizon was gone it was an era of payphones dialup internet and not so smart wireless phones.

We've 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're 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 we call Verizon our historic mass scale of fiberoptics to the

home with FiOS our recovery response to Hurricane Katrina.

>> We're out here to help the people and giving them the opportunity to call their friends and family.

>> 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 looking talent when it comes to digital content analytics and next gen platforms there's our obsession with being a network leader in 4G, FiOS, 5G, One Fiber and MEC.

It's about the superior experiences we deliver today and the ground breaking ones we're delivering tomorrow.

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 Innovative Learning Schools our sustaining leadership and the heartfelt work we do to make the world a better place.

Anniversaries are a reminder of how far we've come.

They are also a celebration of the power of sticking together.

It's about the past we share the future we're building and all of the efforts to make the world moving forward so Happy Anniversary, V Teamers.

Here is to our next 20.

(Music).

>> 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's kept us 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 be part of the solutions.

>> For some of our world's biggest challenges.

>> To make the world in which we work.

>> Better than it was yet.

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.

(Music).

>> My name is Corey I'm a Managing Director in Verizon Business Group I live in Raleigh, North Carolina I've been with Verizon for about ten years.

My wife and I recently had our first child.

Avery is a 9 month old I enjoy spending as much time as I possibly can with them and doing whatever it is he wants to do.

I joined My Verizon to begin my career before that I graduated from East Carolina University.

Go pirates.

Verizon has always been the gold standard in telecoms, remains innovative in technology.

I was inspired to join because of the culture, the people and I have a lot of respect.

Verizon has evolved from a telecom to more of a technology organization.

I've been impressed with the way that we've been trailblazers in technology.

I'm constantly motivated by people I work with across the globe and the focus we have for the customer experience and bringing the best of Verizon to them.

I started out out of college.

I joined Verizon I was working back in operations overnight shift I was able to complete my Master's.

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 interested in making sure that our customers continue to -- are continued to be cared for I'm very focused on trying to bring that to Verizon, focused on enhancing my employee's career progression and developing them into what they want to do I'm also very interested in bring 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 off 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 slick things in technology and we always care for our employees first and foremost which is a real inspirational Mission Statement that we've got.

(Music).

>> 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 continued to exceed targets as traffic patterns in the network shifted we adjusted resources and implemented new solutions to increase capacity we continued to innovate 5G partnering in trials with GSS technology which will enable 4G and 5G on the same band of spectrum with pivotal repeaters technology which amplifies the reach of millimeter-wave node we lit up mobile 5G in San Diego 5G Home in Detroit kept evolving 5G Home network in Houston, Indy and LA how cool is this we introduced the 5G virtual lab to help our innovation partners advance their next gen solutions we continued our network winning streak with rave reviews from OepnSignal RootMetrics and J.D. Power all giving us great 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 reemployment of a large portion of our Retail Team constantly evolving our customers needed to digitally interact with us and bringing touchless retail to our stores with a care focus on social distancing and a nationwide curbside pickup pilot we launched the new Motorola Edge Plus an inclusive on Verizon.

The Samsung Galaxy S20 5G and the latest iPhone the SE we also launched a world first the Lenovo Flex 5G.

That's the first PC built for 5G ultra-wideband we introduced our own and very special Verizon Visa card and demand from customers is already sky high.

We created new prepaid plans that would reward customers the longer they stayed.

We offered even more entertainment options on us.

We gave students our best pricing with the new student discount we celebrated the second anniversary of Visible.

And avoided 5 billion robo calls today making us the leader in the industry.

>> Verizon Business helped our customers in Second Quarter react and rebound as they filtered business continuity, disaster recovery plans to really meet their customer requirements.

We have provided critical connectivity to enable distance learning, including with the Los Angeles Unified School District and the state of California.

We stood up virus testing in quarantine centers and provided enhanced connectivity to every field hospital 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 healthcare and EMS workers in New York City and Detroit which also supported local restaurants we continue to expand our portfolio of advanced business solutions none timelier than the addition of BlueJeans we expanded portfolio with Cisco EMCS for a more flexible agile network infrastructure launched the video for Verizon Connect enterprise platform 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 that sparked critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across Verizon, subscriptions and transactions.

We accelerated our 5G initiatives.

The launch of Verizon Media immersive a mix of VR, AR to empower the future of 5G in context.

We partnered with cooler screens and Samsung to leverage emerging formats for home and connected TV and saw steady increases in the number of new advertisers and growth on the DSP.

We have won readers choice awards for all nominated categories.

ESP, SSP, add network video, add network mobile this was the most wins for any nominated company we secured an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their inbox.

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 5 million to help small businesses.

>> This has been another incredible quarter proving yet again what this V Team is all about.

Once again we were honored as a Top 10 best company for multicultural women we celebrated Asian Pacific Heritage Month Military Appreciation Month including this tribute and Pride Month with PRISM which is our newly unified Verizon LGBTQ employee resources group we joined Amazon and Global Optimism in signing the climate pledge hosted a virtual Commencement series Class of 2020 ready for anything featuring our very own Hans Vestberg and former President Bill Clinton and when another crisis struck we opened our hearts our minds and our resources to support urgent issues around social and racial injustice Forbes named us as the No. 1 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 in 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 experience how when our customers expect it.

>> Go together, go, fight, win.

>> Our passion is unbeatable.

(Music).

>> I'd like to pay my bill.

>> Happy to help with that.

>> Your minimum payment due is \$75 how much would you like to pay?

(Music).

>> You probably think about your phone getting stolen but not your phone number. I'm Jesse and I work at Verizon.

If your identity is stolen chances are your phone number will be stolen too 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 your number is safe with us.

(Music).

>> What's a citizen?

It's believing in something.

And doing something about it.

Being responsible.

And following through on promises.

We're 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 advancements.

>> 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 a Tech Coach to help with your wireless devices and virtually anything that connects you like smart home accessories and your SmartWatch and this is included for 30 days after you activate a new device.

The support you need.

Whenever you need it.

(Music).

>> From the first moment that it happened we've had tremendous support from the firefighters, the police officers, the people who work in the buildings, the people who work for Verizon.

>> Verizon folks were on the front lines that day.

They were there literally on the front lines on September 11th holding back fire, smoke, water, keeping us informed about what was going on so we could make informed decisions about how best to support the Secretary.

>> People had told me Tuesday night when I was down here they were standing here, the phones would be working that the New York Stock Exchange, the mercantile exchange and so much of downtown Manhattan would be open today I would say it would take a miracle it hasn't taken a miracle it's taken truly an effort by thousands of people including all of the people at Verizon when the Stock Exchange and Mercantile Exchange open I think it sent a strong message to the world that for all of the evil and catastrophic consequences of this, that we're back.

We're back a lot sooner than anybody thought and we're going to continue to be the financial center of the world thanks to people like this, thanks to leadership like this.

>> DIANA ALVEAR: Good afternoon, welcome to Up to Speed Live I'm Diana Alvear and it is September 11th.

It is a day that most of us will always remember the exact place, the exact time we were watching the horrible events of that day unfold on the TV.

It's one that is burned into my heart and today we have a special My Why to commemorate that day and the work of our network teams in Manhattan we also want to tell you we were just watching a little bit of gone but not forgotten it is our Verizon documentary about that day it is exclusively for V Teamers you just have to download the Inside Verizon app and watch the webcast.

I certainly will.

Okay so today we are facing some different crises particularly on the West Coast I wish

-- we really need to think about our friends and loved ones on the West Coast particularly in Oregon about 10% have had to evacuate their homes Verizon is there with them for consumer and small business customers impacted by the wildfires starting Wednesday through the 16th Verizon is providing unlimited texts calls and data to those customers that are most affected by the wildfires please if you can take that information to share that information on social make sure the people who need to see that can see it.

We're going to recap the week because we've had so many big things happening so many cool people on talking about the cool things happening let's start with the Women in Finance event.

This was on Tuesday it was a great inspiring conversation moderated by Tami Erwin as part of our Women in Business series you can check out this replay or listen to it on the Up to Speed podcast.

You're going to learn so much.

It's powerful women talking about how they manage their lives both personal and professional.

And next I want to get to Wednesday's episode.

I don't have to tell you that times are hard for a lot of people throughout the country let's see the next slide.

I highly encourage you to watch Wednesday's episode.

It's dedicated to suicide prevention.

It's letting you know how to get help if you need it.

It featured a very personal and very impactful story by one of the Up to Speed team members, Christine Henderson.

And you know, this is the sort of episode that could save lives.

We also want to let you know that there's a story on Verizon.com about the power of text messages and preventing suicide just a simple text message reaching out to let somebody know that they care.

That can do wonders.

Just understand that there is never any shame in reaching out.

If you need help, reach out.

Because your life is worth it.

We also debuted our documentary, our 5G documentary speed of thought that was very exciting think about all of the work that went into putting that documentary together to showcase how awesome Verizon is for having the best 5G network in the country and proof that we walk the talk let's see the next slide for the 14th straight time Verizon won United States root score awards outright in the categories of network performance, network reliability, data performance and call performance.

We also won or tied six out of seven awards and won 41 awards out of 51 metrics.

That is impressive.

Yesterday we had a really fun takeover we had all of the all stars at Verizon we had Hans, Guru, Kyle, Joe Russo all talking about the Global Network & Technology team and the latest going on with them and of course we had all of the exciting news about the Yahoo partnership with NFL.

You see that's live.

Verizon is offering free live streams of NFL games through the Yahoo Sports mobile app of course we'll allow you to watch with up to three with your friends because all sports are better when with your buddies we're launching a new feature called Play AR Guru was talking about that, free replace in real-time 360 degree views in some places and player and ball tracking information on screen you die hard NFLers you've never seen games like that.

So back to today, back to today's remembrance.

9/11 again such a terrible day for all of us but much worse when you lose some of your own let's see that slide here.

We want to honor these three folks right here Donna Bowen, Derrick Washington and Leonard White.

And for some of our V Teamers their pain was mixed with urgency at having to get the nation and the network back up and running so we have a very special My Why for you today he's going to tell us why his mission at Verizon still matters so much.

(Music).

>> NIGEL LEU-WAI-SEE: My name is Nigel Leu-wai-see I'm a Verizon field technician.

I've been so for 23 plus years.

I am in installation and maintenance.

Any time a customer needs service especially during these times I'm your guy.

My favorite thing to do in my spare time is actually to play chess.

I also watch chess.

Quite frequently.

When I was a -- I was a student at NYIT Manhattan New York in between classes a NYNEX technician came to repair one of the payphones I pretty much attended the looking in and all of the different electrical components once I saw that I said you know what I think I want to venture into this line of work.

We instituted the application where technicians didn't have to go to the home we were able to do a lot of repair and installations virtually we have a face wearing policy I have to wear a mask and as well as the customers I see I'm glad they communicate that to keep me safe.

Earlier in the pandemic having good reliable service was paramount to finishing out that semester.

We finished with all A's so that was actually pretty good.

What motivates and inspires me is the customer satisfaction.

I also support the technicians that I work with, my co-workers, the Management Team and vice versa, they support me.

I was given the honor of ringing the opening bell at the New York Stock Exchange.

I could not believe it.

I couldn't stop smiling.

Every time I think about it, it makes me smile.

Verizon is the company that's always responding to challenging times.

Pandemic storms, particularly 9/11.

Verizon responded by deploying every field technician that they could have to the downtown location.

140 West Street the building that's in my territory that building was damaged and Verizon actually ran 3,000 cables out of that building directly to affected buildings and neighborhoods to restore service.

I actually spent that same night in one of the local hospitals.

Verizon actually communicated the immediate needs for our technicians to help with communication needs.

I helped the construction team a lot with the underground cable being in that area.

There was definitely a great need for a technician so I'm glad I was able to help.

I am actually very mechanical.

It turns out I can fix anything.

I'm a planter.

Anything I plant tends to grow.

I'm also into karaoke.

I'm just a soul whose intentions are good.

I have customer satisfaction -- have customer satisfaction at the top of your agenda.

Be open minded.

Be able to adapt to change.

Be a thinker.

Be a bit technical it will definitely help you along the way I hope to achieve a leadership role at Verizon keeping the company on the path that Hans has laid out.

We are a communications company.

And that's what we do.

(Music).

>> DIANA ALVEAR: Nigel, I have news for you, you are already a leader we are so lucky to have you handling the network you have such capable hands and by the way boy you can sing so yeah you have that going for you so glad you're part of the V Team community by the way all of you watching right now you can also do your part by the way let's see that slide you can participate in the special volunteer opportunities that

we have.

To commemorate 9/11 all you have to do is go to the volunteer portal and you can make your service count and I just want to say it is a good day to reflect on the blessings that we have in our lives we have so many blessings it's really easy to get caught up sometimes in thinking about the things that are stressing you out or things not going your way.

And I'm just as guilty of that, too.

But today I really give thanks not only for my friends and my family and my loved ones and the roof over my head.

But also that I'm a member of this Verizon community.

I've been here about five months.

And I've never felt more welcome and I just want to say thank you so much for welcoming me to the V Team.

Because this is truly a family.

Quick note on Monday we are doing a very special takeover.

It's the start of Hispanic Heritage Month we'll have some really awesome guests and we're going to learn all about the culture of so many V Teamers here.

It is really going to be a fun episode.

Thank you so much for spending your time today.

I hope you stay safe this weekend and have a good time.

I'm Diana Alvear and for now, you're up to speed.