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Up To Speed Live  
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>>> THE ISSUE OF VOTING IS BIGGER THAN ANY ONE CANDIDATE, ONE ISSUE OR ONE PARTY.

IT WAS ABOUT PEOPLE USING THEIR VOICES, USING THEIR POWER.

VOTING IS ONE OF THE BEST WAYS TO MAKE SURE THE GOVERNMENT REFLECTS THEIR VALUES AND THEIR COMMUNITY.

>> ANDY: HEY FOLKS, WE'RE TALKING ABOUT VOTING.

WELCOME TO UP TO SPEED LIVE.

WE HAVE A JAM-PACKED SHOW.

YOU SAW A SNIPPET OF A VIDEO WE'RE GOING TO SEE LATER IN THIS SHOW.

HUGE ELECTION COMING UP, AND... OF COURSE, DEMOCRACY AND... MAKING OUR VOICES HEARD IS SOMETHING WE'VE BEEN TALKING ABOUT ALL SUMMER LONG.

SO... WE'LL CONTINUE THAT WITH SOME VIDEOS FROM CHRISTY.

WE HAVE A NETWORK UPDATE AS WELL.

FIRST, WE BEGIN WITH SOME NEWS, WE ARE MAKING TODAY.

LET'S TALK ABOUT VENTI.

AND PASSWORDS PERMITTING.

PASSWORD MANAGER, A JOINT VENTURE WITH THE THREE MAJOR U.S. WIRELESS PROVIDERS.

IF YOU CAN HEAR MAY DOG BARKING -- SHE HATES PASSWORDS TOO -- AT LEAST REMEMBERING THEM.

IMPROVED SECURITY FOR CUSTOMERS, ALL WHILE REDUCING THE NEED FOR EXTRA PASSWORDS AND ONE-TIME PASSWORDS AS WELL.

TODAY... WE ANNOUNCED THIS NETWORK-BASED IDENTITY SOLUTIONS, LIVE ON SEVERAL MAJOR APPS AND WEBSITES, INCLUDING OUR VERIZON LIVE, FIOS MOBILE APP.

CONGRATS TO OUR V TEAMERS MAKING NEWS WITH VENTI TODAY.

YOU'LL HEAR MORE ABOUT WHAT'S MAKING NEWS AS KATIE REVEALS A BIG WEEK FOR US TOMORROW.

AS FAR AS NEWS IS CONCERNED ON FRIDAY'S UP TO SPEED.

LOOK FOR THAT TOMORROW

LET'S TALK ABOUT HURRICANE SALLY FOR A MOMENT.

YOU'VE SEEN THE PICTURES, YOU READ ABOUT THE NEWS -- THE RAIN, FLOODING, LET'S LOOK AT SOME OF THE VIDEOS THAT WE'RE SEEING HERE, DOWN IN THE GULF.

THIS VIDEO IS INCREDIBLE.

JUST TAKE A LOOK.

THE RAIN COMING DOWN -- YOU KNOW... YOU HEARD FOUR MONTHS OF RAIN IN FOUR HOURS -- THOSE TYPES OF STATISTICS, YOU CAN SEE THE POWER OF HURRICANE SALLY.

THIS IS GULF SHORES ALABAMA -- WE'RE THINKING ABOUT THE PEOPLE THERE.

WE HAVE OUR NETWORK TEAMS THERE, MAKING SURE OUR LOVED ONES ARE STAYING CONNECTED.

LET'S INTRODUCE JEFF PLOWMAN TO GIVE AN UPDATE ON THE NETWORK.

YOU SEE THAT TYPE OF VIDEO AND YOUR HEART GOES OUT TO THE COMMUNITY.

ALSO... THINKING AS A NETWORK TEAM MEMBER... THERE'S A LOT TO DO.

PLEASE GIVE US AN UPDATE.

WE'VE HAD BACK-TO-BACK STORMS HITTING THE GULF COAST, AT THIS POINT.

WHERE THIS STORM IS CONCERNED, WE STARTED STAGING DAYS IN ADVANCE.

WE WERE LUCKY IN THAT WE HAD ALL OF OUR PORTABLE ASSETS NEARBY, ANYWAY, AS A RESULT OF LAURA, BUT OUR VERIZON RESPONSE TEAMS WERE IN THE IMPACT AREA FOR SALLY.

DAYS BEFORE IT HIT.

WE'VE BEEN IN CONTACT WITH LOCAL OF THE GOVERNMENT, STATE OFFICIALS, STAYING IN TOUCH WITH THEM TO MAKE SURE WE'RE SUPPORTING THEIR NEEDS THROUGHOUT YESTERDAY, WE SPENT THE DAY, MAKING SURE OUR EMPLOYEES WERE SAFE.

WE WERE WORKING THROUGH, YOU KNOW... PRIORITIES AS WE VISUALIZE THE IMPACTS TAKING PLACE IN THE AREA.

AND... WE DEALT WITH THE -- OUR INFRASTRUCTURE PROVIDERS YESTERDAY, AND WE TALKED ABOUT THOSE PRIORITIES AND WE TALKED ABOUT AND LINED UP THE, THE RESULTING WORK THAT WE'RE GOING TO DO TODAY.

SO... EARLY THIS MORNING... OUR TEAMS HIT THE GROUND.

OUR INFRASTRUCTURE PROVIDERS HIT THE GROUND.

WE'RE ALL WORKING ON THOSE PRIORITIES RIGHT NOW AND RUNNING HARD TO MAKE SURE WE TAKE CARE OF OUR CUSTOMERS.

AND... THE FIRST RESPONDERS OUT THERE RIGHT NOW.

SO... SIGNIFICANT PROGRESS, ALREADY... TODAY, I'D LIKE TO REPORT.

GOING WELL.

>> ANDY: THAT'S WONDERFUL TO HEAR.

OF COURSE, WE'LL BE THINKING OF OUR NETWORK TEAM, YOU AND YOUR TEAM AND AS WE SEE THOSE IMAGES, WE KNOW THAT YOU KNOW... IT IS SO CRITICAL TO STAY CONNECTED DURING TIMES LIKE THESE.

JEFF, THANK YOU SO MUCH.

OUR VERIZON RESPONSE TEAM IS THERE.

LET'S LOOK AT SOME OF THE PICTURES FROM THERE -- IT'S NOT RAINING, BUT... OBVIOUSLY THERE'S A LOT OF DAMAGE THERE.

OUR TEAMS ARE OUT THERE, OUR TRUCKS ARE OUT THERE, THEY'RE MAKING SURE TRUCKS ARE PROVIDING THE SUPPORT AND CONNECTIVITY.

REACHING OUT TO OUR CUSTOMERS, MAKING SURE THEY STAY CONNECTED WITH LOVED ONES.

SO CRUCIAL DURING A TIME LIKE THIS.

THANKS TO ON THE VERIZON RESPONSE TEAM.

THIS SHOW IS JAM-PACKED.

WE'RE TALKING ABOUT VOTING, BIG NEWS FROM CHRISTY WHO WILL BE JOINING US IN A MOMENT.

HONESTLY -- I FEEL LIKE I COULD USE A CO-ANCHOR TODAY.

THERE'S JUST SO MUCH TO TALK ABOUT.

AND... I WAS THINKING... YOU KNOW... THERE'S SOMEBODY I HAD IN MIND -- BEFORE, BEFORE COVID HAPPENED, THERE WAS AN AD FELLOW COLLEAGUE OF OURS, RACQUEL WILSON WHO ACTUALLY, YOU KNOW... JOINED OUR TEAM FOR A MOMENT AND... REALLY SORT OF HELPED US REALLY SOLIDIFY AND SHINE THE UP TO SPEED TAPED EPISODES BEFORE COVID.

LET'S ROLL THAT VIDEO -- THERE'S RACQUEL.

RACQUEL WENT ON TO JOIN ANOTHER TEAM, THROUGH AD FELLOWS AND THEN SOMEWHERE ALONG THE WAY... SHE ACTUALLY JOINED OUR TEAM AGAIN.

I WAS LOOKING BACK AT THESE VIDEOS AND THOUGHT... RACQUEL WOULD BE THE PERFECT PERSON TO HELP US WITH THIS EPISODE -- I'M JUST WONDERING, I WONDER WAS RACQUEL IS DOING THESE DAYS?

>> ANDY, I'M BACK.

>> RACQUEL!

>> DYNAMIC DUO HAS RETURNED.

>> YES.

THANK YOU, RACQUEL.

THANK YOU FOR HUMORING ME WITH THAT STRANGE SET-UP AND INTRODUCTION.

WELCOME TO UP TO SPEED LIVE.

THANK YOU FOR HELPING ME -- WE'VE HAD SOME GOOD TIMES, YOU KNOW... ON THE SHOW BEFORE.

PRECOVID.

HERE WE ARE, WE'RE STILL CONNECTING DIGITALLY.

RACQUEL, WHAT DO YOU THINK?

WE'RE TALKING ABOUT ELECTIONS AND... YOU KNOW, OBVIOUSLY CHRISTY WILL BE JOINING US.

THIS IS AN IMPORTANT TIME FOR ALL OF US.

>> YEAH... I'M REALLY EXCITED TO BE TALKING ABOUT ELECTIONS, ESPECIALLY FROM THE GEN Z PERSPECTIVE.

THIS'LL BE MY SECOND TIME VOTING, I REMEMBER MY FIRST.

IT'S NOT ALL ABOUT GEN Z.

THIS IS A MULTIGENERATIONAL EFFORT.

WE'LL HIGHLIGHT THE PEOPLE AND VOICES TODAY.

>> ANDY: I'M JEALOUS.

I WISH I WAS GEN Z.

I BARELY MAKE MILLENNIAL.

ALONG WITH OUR UP TO SPEED TIME -- DIANA ALVEAR HOSTED COULD YOU PLEASE TELL US IN.

DISCUSSING THE IMPORTANCE OF THE CENSUS AND UPCOMING ELECTION.

MAKE SURE YOU CHECK THAT OUT.

WITH THAT -- LET'S INTRODUCE OUR HR LEADER, CHRISTY PAMBIANKI, BACK AGAIN FOR THE SECOND DAY IN A ROW.

>> GREAT TO BE HERE WITH ALL THE V TEAMERS THAT ARE WATCHING.

REALLY GREAT TO SEE AND HEAR ALL THE HARD WORK OUR TEAMS ARE DOING ON THE FRONT LINES AT STORM SALLY.

I JUST WANTED TO START AND GIVE EVERYBODY A COVID UPDATE IN GENERAL.

I HAVEN'T BEEN ON IN A FEW WEEKS TO JUST TALK ABOUT WHAT WE'RE DOING THERE.

I KNOW YOU HEARD FROM HANS AND OTHER VLC MEMBERS ALONG THE WAY.

FIRST AND FOREMOST, AT THE VLC, COULDN'T BE MORE PROUD OF THE V TEAM.

WE HAVE, THROUGH ALL THE THINGS THAT HAVE FACED US THIS YEAR -- WHETHER THE HURRICANE, WE'RE DEALING WITH THIS WEEK -- TO WILDFIRES, THE HURRICANES THAT HAVE PROCEEDED THIS ONE ALREADY, IN THE LAST MONTH AND A HALF OR SO... ON TOP OF

COVID AND ON TOP OF THE WORK WE'RE DOING TO SUPPORT RACIAL AND SOCIAL JUSTICE -- THIS HAS BEEN AN UNPRECEDENTED YEAR.

WE'RE ABSOLUTELY LIVING OUR CREDO, RUNNING TO A CRISIS, PUTTING OUR CUSTOMERS FIRST AND SERVING SOCIETY.

I FEEL LUCKY TO BE HERE, ON BEHALF OF THE VLC TO GIVE A MEGA THANK YOU TO ALL THE V TEAM.

AND I THINK, AS WE HEAD INTO THE FALL, WE KNEW PEOPLE HAD A LOT OF QUESTIONS ON THEIR MIND AND WHAT WAS GOING TO HAPPEN WITH COVID.

WE CAME FORWARD IN THE MIDDLE OF ALL THIS -- AND WE'LL CONTINUE THESE OPERATING NORMS THROUGH THE END OF THE YEAR.

SO... WE THINK THAT'S BEEN REALLY IMPORTANT SO THAT OUR V TEAMERS CAN HAVE STABILITY AND PLAN FOR ALL THE THINGS THEY NEED TO TAKE CARE OF, IN THEIR LIVES AS WE BALANCE WORKING AND LIVING WITH COVID.

AND... I THINK WE CONTINUE TO HEAR MORE AND MORE REPORTS OF THE FACT THAT THIS IS SOMETHING THAT'LL BE WITH US AS A SOCIETY, WELL INTO 2021 AND... ACTUALLY, JOE RUSSO, AS YOU KNOW, WHO RUNS THE NETWORK OPERATIONS TEAM, AS WELL AS BUSINESS CONTINUITY -- WORKING WITH ME ON CRISIS RESPONSE -- YOU KNOW... WE MADE THE DECISION IN AUGUST, THAT WE WOULD STAND UP SOME CENTERS OF EXCELLENCE SO THAT WE HAD TEAMS THAT WOULD WORK FULL-TIME ON SUPPORT AFG THE V TEAM THROUGH COVID, BECAUSE... WE WERE REALLY DOING IT ON BORROWED TIME AND ENGINEER SUPPORT ALONG THE WAY.

SO... WE ARE HERE, OUR TEAMS ARE HERE TO SUPPORT THE V TEAM AND THE FRONT LINE.

I ALSO WANT TO REMIND EVERYBODY, WE HAVE SOME REALLY, SUPER PROTOCOLS THAT YOU HELPED US DEVELOP -- WHETHER IT WAS TOUCHLESS RETAIL OR THE TECH C AND THE WAY WE'RE SUPPORTING OUR CUSTOMERS AND FIELD ENGINEERING WORK THAT WE'RE DOING.

IN ADDITION TO ALL OF OUR RETURN TO OFFICE PROTOCOLS.

AND SO... WE HAVE OUR RETURN TO OFFICE TOOL, WE'VE DEPLOYED IT THROUGHOUT THE WHOLE UNITED STATES, EVERY TYPE OF WORKER AND ROLE THAT WE HAVE.

AND WE IMPLEMENTED THE TOOL AS WELL, INTERNATIONALLY AND ALL THE COUNTRIES WHERE OFFICES ARE REOPENED AND WE HAVE A ROLLING SCHEDULE THROUGH THE REMAINDER OF THE FALL.

SO... IF YOU ARE GOING INTO THE OFFICE OR GOING TO AN ON-PREMISE SITE LOCATION, WANT TO PUT OUT A REMINDER TO USE THE RETURN TO OFFICE TOOL.

WE LITERALLY HAVE THOUSANDS OF PEOPLE USING IT EACH DAY.

TENS OF THOUSANDS.

THAT'S VERY EXCITING

AND... A COUPLE OTHER THINGS TO HIGHLIGHT... IS THAT... WE WANT TO MAKE SURE, IF YOU DON'T FEEL WELL... PLEASE... DON'T COME TO THE OFFICE.

AND... USE ALL THE PROTOCOLS WE HAVE TO HELP GET YOU SUPPORTED.

AND SO... JUST WANT TO SAY WE ARE HEADING INTO -- WE'RE SEEING CASES -- APPROACHING 30 MILLION CASES WORLDWIDE.

USE THE SAFETY PROTOCOLS WE'VE PUT TOGETHER.

THANK YOU FOR THAT OPPORTUNITY TO GIVE THAT UPDATE, ANDY.

>> CHRISTY, THANK YOU SO MUCH.

THANK YOU TO OUR HR TEAM.

IN TERMS OF THE TRANSITION WITH OUR RETURN TO OFFICE TOOL -- MAKING SURE THAT EVERYONE'S STAYING SAFE AND HEALTHY, THIS CONTINUES AND... IT'S BEEN WONDERFUL KNOWING WE HAVE THE HR TEAM SUPPORT.

SHOUTOUT TO YOUR TEAM, CHRISTY AND AS YOU MENTIONED, COVID, AFFECTING SO MANY PARTS OF OUR LIVES, THE ELECTIONS, OF COURSE... IS NOT AN EXCEPTION AND... TODAY, WE HAVE SOME PRETTY BIG NEWS FOR OUR V TEAMERS WHEN IT COMES TO THE ELECTIONS, CHRISTY.

>> CHRISTY: THANKS FOR THAT.

VERIZON LEADERSHIP -- WE'VE BEEN TALKING ABOUT HOW DO WE HAVE THE RIGHT PROTOCOLS IN PLACE FOR OUR V TEAM THROUGHOUT THE FALL?

ONE OF THE THINGS YOU WERE ASKING US IS WHAT WILL HAPPEN AROUND ELECTION DAY?

WHAT KIND OF SUPPORT WILL YOU HAVE?

WHAT OPPORTUNITIES WILL YOU HAVE?

AS YOU KNOW FROM THE NEWS, IN THE UNITED STATES, WE HAVE A BIG SET OF ELECTIONS COMING UP IN NOVEMBER AND WE HAVE A STATE-DRIVEN ELECTION SYSTEM.

SO... EACH STATE IS MAKING PROTOCOLS FOR HOW THEY'LL CONDUCT THE ELECTION AND SO... WITH THIS KIND OF VARIED PLAN FOR ELECTION DAY, AS WELL AS THE FACT THAT THERE MIGHT BE FEWER POLLING LOCATIONS OPEN... LARGELY DUE TO COVID AND... THE CONCERNS ABOUT LARGE GATHERINGS, WHETHER STATES CAN SECURE ENOUGH POLL WORKERS AND THE LIKE -- A LOT OF EMPLOYEES HAVE EXPRESSED CONCERN ABOUT HOW THEY'D BE ABLE TO PARTICIPATE AND WHAT, IF ANYTHING, WERE WE THINKING ABOUT, TO HELP OUR EMPLOYEES WITH THAT, SO... ON BEHALF OF THE VLC, ONE OF THE THINGS WE WANT TO ANNOUNCE IS THAT DUE TO COVID AND ALL THE COMPLEXITIES RELATED TO THAT, THAT 2020 PRESENTS, WE ARE GOING TO, FOR EMPLOYEES HERE IN THE UNITED STATES, WE'RE GOING TO GIVE EMPLOYEES THE OPPORTUNITY TO PARTICIPATE AND WE'RE GOING TO GIVE EMPLOYEES FOUR HOURS OF -- UP TO FOUR HOURS OF PAID TIME OFF TO VOTE.

OR... PARTICIPATE IN CIVIC ACTIVITIES IN SUPPORT OF VOTING.

SO... WE THINK THIS IS SUCH AN UNPRECEDENTED YEAR WITH THE BACK DROP OF COVID AND THE CHALLENGES THAT PRESENT FOR EMPLOYEES TO KNOW WHAT ARE ALL THE WAYS IN WHICH THEY CAN VOTE.

WE KNOW LOTS OF STATES ARE CONSIDERING MAIL-IN VOTING AND ARE PROACTIVELY MAKING THAT AVAILABLE IN SOME PARTS OF THE COUNTRY.

VOTING HAS ALREADY STARTED.

PEOPLE CAN HELP KEEP THEMSELVES INFORMED.

I WANT TO HIGHLIGHT -- THIS IS A DECISION THAT THE VLC HAS MADE AT THE TOP OF THE COMPANY.

THE ACTUAL IMPLEMENTATION OF THIS WILL HAPPEN ON A WORK GROUP BY WORK GROUP LEVEL.

SO... OVER THE NEXT FEW WEEKS -- YOU'RE GOING TO HEAR FROM YOUR SUPERVISORS AND TEAM LEADERS, HOW THIS WILL BE ADDRESSED IN YOUR WORK GROUP.

FOR SOME GROUPS, SUPERVISORS WILL BE ARRANGED TIME WITH INDIVIDUAL EMPLOYEES, IN OTHER GROUPS -- THERE MIGHT BE A CHANGE TO WORK SCHEDULE THAT DAY.

GROUPS OF EMPLOYEES WILL HAVE FOUR HOURS OFF, RELATED TO WHERE THEY WORK AND WHERE POLLS ARE OPEN WHERE THIS LIVE.



IN NEW YORK STATE, NEW YORK STATE HAS, IN A NUMBER OF OUR COLLECTIVE BARGAINING AGREEMENTS... THIS IS ALREADY TREATED AS A HOLIDAY FOR OUR UNIONIZED ASSOCIATES IN NEW YORK.

THIS IS OVERARCHING COMMITMENT FROM VERIZON -- WE'RE MAKING THIS ANNOUNCEMENT SO TEAMS AND LEADERS HAVE TIME TO PLAN AND EMPLOYEES CAN TAKE TIME TO PLAN HOW THEY CAN PARTICIPATE IN THE ELECTION PROCESS.

>> ANDY: I'M WATCHING THE COMMENTS COMING THROUGH ON TWITTER.

THANK YOU, VLC, THANK YOU, AMAZING, LOVE THIS COMMITMENT.

IT'S REALLY AMAZING AND THANK YOU TO OUR LEADERSHIP, TO OUR HR TEAMS FOR RECOGNIZING THIS.

AND AS WE CONTINUE TO ROCK THE VOTE... AS THE KIDS SAY, RIGHT?

RACQUEL?

WE ARE GOING TO CONTINUE DOING THAT AND MAKING SURE THAT WE HAVE THE SUPPORT FROM OUR V TEAMERS AS WELL.

CHRISTY, I WANTED TO TALK TO YOU ABOUT OUR VOLUNTEERING AS WELL.

YOU MENTIONED, THIS IS -- THIS MOVE -- THE FOUR HOURS IS REALLY MAKING SURE -- LOOK... IF YOU NEED THE TIME TO VOTE, YOU VOTE, BUT... ALSO, IF YOU CAN PARTICIPATE IN CIVIC ACTIVITIES.

A LOT IS BASED ON VOLUNTEERING AND... OF COURSE, WE ARE EXPERTS AT VOLUNTEERING.

OUR TEAM AS A WHOLE.

>> ONE OF THE THINGS THAT WE KNOW THROUGH OUR PLATFORM AS A COMPANY, YOU HEARD FROM HANS, WE COMMITTED TO 2.5 MILLION HOURS OF VOLUNTEERISM.

WE HAVE A VOLUNTEER PORTAL AND EARLIER THIS YEAR, WE MADE DONATIONS TO THE LEADING ORGANIZATIONS TO HELP FIGHT SOCIAL AND RACIAL JUSTICE.

OVER TIME, ROSE KIRK AND HER TEAM HAD BEEN CURATING AND IDENTIFYING OPPORTUNITIES FOR EMPLOYEES TO VOLUNTEER AND ADD TO THE PORTAL, THOSE THAT ARE RELATED TO VOTING AND SO... BEYOND MAKING IT EASIER TO ENSURE THE V TEAM CAN PARTICIPATE IN THE ELECTIONS, ESPECIALLY WITH THE BACK DROP OF COVID, MANY OTHER EMPLOYEES SAID "HOW CAN I HELP?"

WHAT ARE OTHER WAYS?

WILL VERIZON BE OFFERING VOLUNTEER OPPORTUNITIES RELATED TO ELECTION DAY?

THE ANSWER IS YES.

OUR CORPORATE SOCIAL RESPONSIBILITY TEAM IS CURATING THOSE ACTIVITIES AND VOTER ENGAGEMENT IN EDUCATION.

MORE INFORMATION WILL BE COMING

WE'RE QUITE EXCITED TODAY, ANDY AND RACQUEL TO ANNOUNCE THAT WE ARE SUPPORTING GLOBAL CITIZENS AND... THEIR JUST VOTE CAMPAIGN WHICH REALLY ENCOURAGES CONSUMERS TO CHECK THEIR REGISTRATION STATUS, EARNING A CHANCE TO WIN EXCLUSIVE EXPERIENCES AND EMPLOYEES CAN VISIT GLOBAL CITIZENS WEBSITE TO CHECK THEIR STATUS AND LEARN MORE.

AND... AS ONE OF THE CORPORATIONS THAT PARTNERS WITH GLOBAL CITIZEN, WE'RE EXCITED TO PARTICIPATE AS SUPPORT THEIR CAMPAIGN.

>> THIS IS AWESOME.

AND... AGAIN... THANK YOU AND... I CAN'T -- I MEAN, THE TORRENT OF COMMENTS ON OUR TWITTER FEED.

IT'S A WONDERFUL DAY FOR ALL OF US TO MAKE SURE OUR VOICES ARE HEARD.

YOU KNOW... YOU MAY WONDER -- A LOT OF US ARE CELEBRATING IN THIS NEWS, AND WONDERING HOW THIS WILL ALL WORK OUT.

YOU WILL GET MESSAGING FROM YOUR LEADERSHIP AS WE CONTINUE TO GET CLOSER TO ELECTION DAY.

CHRISTY, BACK-TO-BACK -- GREAT NEWS, YOU KNOW... ON TWO CONSECUTIVE DAYS HERE.

I MEAN... DO YOU HAVE ANYTHING MORE FOR US?

>> CHRISTY: WELL... ANDY AND RACQUEL, IT'S GREAT TO BE HERE WITH YOU GUYS AGAIN.

I WANT TO HIGHLIGHT -- WE STARTED TALKING ABOUT COVID, SO... I FEEL LIKE IT'S PERFECT TIME TO MENTION THE HR TEAM'S BEEN HARD AT WORK, GEARING UP TO SUPPORT ANOTHER BIG ANNUAL HR ACTIVITY THAT HAPPENS EVERY YEAR AND THAT IS IN OCTOBER... AND... OUR EMPLOYEES IN THE UNITED STATES WILL HAVE ANNUAL ENROLLMENT WINDOW TO MAKE THEIR BENEFIT ELECTIONS AND I THINK... OBVIOUSLY, JUST A REMINDER AGAINST A BACK DROP OF A HUMAN MEDICAL CRISIS.

WANT TO MAKE SURE EMPLOYEES PAY ATTENTION -- KNOW THIS IS COMING.

YOU'LL RECEIVE NOTICE TO MAKE YOUR ELECTIONS.

PAY ATTENTION, STAY TUNED, LOOK FOR MORE DETAILS.

WHILE OCTOBER FEELS FAR OFF IN THE DISTANCE, IT'S ONLY ABOUT TWO WEEKS AWAY.

WANT TO PUT THIS NOTE OUT THERE.

WE WANT TO MAKE SURE THE V TEAM STAYS SAFE AND TAKES CARE OF THEMSELVES.

>> WE'LL LOOK FORWARD TO HEARING MORE ABOUT ANNUAL ENROLLMENT IN THE WEEKS TO COME.

I WANT TO BRING IN OUR GEN Z CORRESPONDENT RACQUEL WILSON BACK INTO THE CONVERSATION.

>> RACQUEL: I'M SO EXCITED TO USE THAT OPPORTUNITY TO VOTE AND USE OUR GREAT VOLUNTEER PORTAL.

THANK YOU, CHRISTY, FOR THE GREAT OPPORTUNITIES.

I THINK VOTING IS SUCH AN IMPORTANT CIVIC DUTY.

THERE'S NO BETTER WAY TO EXPRESS THAT THAN TO HEAR FROM OUR LEADERS OF CHANGE.

SO... HERE'S JUST A HANDFUL OF OBSERVATION FROM OUR NEXT 20 PANELISTS ABOUT EXERCISING OUR RIGHT TO VOTE.

LET'S TAKE A LOOK.

>> THE ISSUE OF VOTING IS BIGGER THAN ANY ONE CANDIDATE, ONE ISSUE, ONE PARTY.

IT'S ABOUT PEOPLE USING THEIR VOICES AND POWER.

VOTING IS ONE OF THE BEST WAYS FOR PEOPLE TO MAKE SURE THE GOVERNMENT REFLECTS THEIR VALUES, REFLECTS THEIR COMMUNITY.

>> IN THIS MOMENT, IT'S AN OPPORTUNE TIME FOR US TO ADVANCE OURSELVES AND MOVE THAT MUCH CLOSER TO BECOMING AMERICA THAT WE ALL DESERVE.

>> I'VE KNOWN PEOPLE WHO WALKED FIVE, SEVEN MILES, EACH WAY.

FIVE, SEVEN MILES THERE AND BACK.

TO VOTE.

>> PART OF CHANGING THE CULTURE AROUND VOTING IS ALSO, EVERY AMERICAN, EVERY ORGANIZATION... EVERY SCHOOL -- EVERY LEADER -- UNDERSTANDING IT'S PART OF THEIR ROLE AS A CITIZEN, NOT ONLY TO VOTE, BUT TO HELP OTHERS VOTE.

>> WE ARE A GENERATION OF WE.

WE ARE THE MOST DIVERSE GENERATION EVER.

WHEN I GO TO THE POLLS, YOU BETTER BELIEVE THAT I GO TO THE POLLS, RIGHT?

I'M NOT JUST THINKING ABOUT THE PEOPLE LIVING ON MY STREET, I'M THINKING ABOUT THE THOUSANDS OF PEOPLE I'M CONNECTED TO ONLINE AND HOW MY VOTE AFFECTS THEIR REALITY.

>> THEY HAVE SUCH IMPORTANT VOICES AND PUSHING SUCH IMPORTANT NARRATIVES -- WHAT ARE WAYS WE CAN KEEP GEN Z INVOLVED IN THE CONVERSATION, EVEN IF THEY CAN'T GO TO THE POLLS?

>> PART ITSELF IS THE CANDIDATES THAT ARE RUNNING.

JUST BECAUSE GEN Z AREN'T VOTERS -- DOESN'T MEAN THEY CAN'T BE PART OF THE PROCESS.

BRINGING THEM ON AS INTERNS AND DIGITAL STRATEGISTS.

IT'S A WAY TO ENSURE THAT THEIR VOICES ARE REFLECTED IN MESSAGING AND THE POLICY THAT COMES FROM IT.

>> IT'S SUCH A PRIVILEGE AND A TOOL THAT CAN DRIVE A LOT OF CHANGE.

AND I THINK... WHEN YOU VOICE YOUR CONCERNS AND YOU REFUSE TO BE A BYSTANDER, THEN YOU ACTUALLY SPARK CHANGE AND THAT'S ONE OF THE BEST THINGS YOU CAN DO IN THIS WORLD.

SO... I THINK MOTIVATING EVERYBODY TO GET OUT AND VOTE AND USE THEIR VOICE AND THEIR PLATFORM IN WHATEVER WAY THAT IS... I THINK THAT'S IMPORTANT.

>> THAT IS ONE OF THE THINGS THAT I -- THAT THIS GENERATION AND GENERATIONS AFTER ME ARE REALLY REALIZING.

THE POWER OF OUR VOICE.

AND THAT WE -- IF WE DON'T VOTE, WE ARE LITERALLY LOSING OUR VOICE.

WE'RE GIVING UP OUR VOICE.

>> DEFINITELY AND... YOU HEARD IN THAT VIDEO -- I MEAN, ACROSS THE SPECTRUM -- YOU KNOW... ALL WALKS OF LIFE... ALL GENERATIONS.

AND WE'VE GOT A GREAT NEXT 20 COMING UP.

TODAY... THIS AFTERNOON, TELL ME ABOUT IT.

>> I'M SUPER EXCITED TO HEAR FROM MY FELLOW GEN ZERS, I MIGHT BE BIAS, BUT I'M EXCITED.

OUR LATEST NEXT 20 EPISODE, BORN DIGITAL WILL BE RELEASING TODAY AT 3:00 P.M. EASTERN TIME.

WE'LL HEAR ABOUT GEN Z'S INFLUENCE ON NETWORKING AND PROMOTING SOCIAL GOOD AND JUSTICE.

>> WHEN YOU SEE THAT CLIP AND YOU SEE THE EXCITEMENT AND I'M SURE YOU'VE SEEN THAT GEN Z EXCITEMENT IN THE PAMBIANKI HOUSEHOLD TOO.

>> THAT'S AN AMAZING UNDERPINNING OF OUR CONSTRUCT HERE.

IN THE UNITED STATES, WHICH IS THE FACT THAT IT'S, YOU KNOW... GOVERNMENT FOR THE PEOPLE BY THE PEOPLE AND THAT ONLY WORKS WHEN PEOPLE PARTICIPATE.

I THINK THAT'S A REALLY EXCITING -- AND THAT'S EXCITING TO SEE YOUNG PEOPLE TALKING ABOUT IT AND REALIZING THAT THEY EITHER NEWLY-AGED INTO THAT OR... THEY'RE HOPEFULLY EXCITED TO SOON, IN THE FUTURE -- GET AT THAT.

ONE DAUGHTER IS 17 -- SHE'S GOING TO MISS THIS ELECTION.

SHE'S PRETTY BUMMED ABOUT IT, HER TWO OLDER BROTHERS WILL BE ABLE TO VOTE FOR THE FIRST TIME.

MY YOUNGER SON IS ONLY 13, SO... HE'S WATCHING.

BUT... I THINK ONE OF THE THINGS TO ME THAT'S BEEN REALLY EXCITING IS LISTENING TO THE LEVEL OF ENGAGEMENT THAT THEY AND THEIR FRIENDS HAVE.

I THINK THAT'S DUE TO -- WHERE WE STARTED THE CONVERSATION, FOR LEVEL OF ISSUES THAT ARE GOING ON IN THE WORLD.

WHETHER IT WAS COVID OR THE STORMS OR OTHER, YOU KNOW... REALLY HARD CONVERSATIONS, CHALLENGING, SOCIETAL NORMS AS WE LOOK AT HOW DO WE TAKE OUR SOCIETY TO THE NEXT LEVEL WITH JUSTICE AND EQUALITY FOR ALL.

I THINK IT'S AN EXCITING TIME.

TO BE TOTALLY HONEST, MY BIRTHDAY IS IN NOVEMBER AND, AS A KID, ONCE EVERY EIGHT YEARS, IT FALLS ON ELECTION DAY.

I USED TO LOVE TO STAY UP LATE AND WORK.

VOLUNTEER AND... YOU KNOW, BACK IN THE DAY... NOT A GEN ZER, WITH OAK TAG AND LAND LINES AND MARKERS AND HELP VOLUNTEER AT VARIOUS LOCAL PARTY HEADQUARTERS.

PRECINCTS WOULD CALL IN TO VOTE.

WE'D ADD UP THE TOTALS.

TO ME, THERE'S NOTHING MORE EXCITING THAN SEEING WHAT TEAMS AND GROUPS OF PEOPLE COME UP WITH.

TRYING TO LEAD THAT WAY, I LOVE BRINGING THE HR PEOPLE TOGETHER OR THE V TEAMERS TOGETHER TO HELP COCREATE SOLUTIONS TO MAKE OUR COMPANIES WHAT WE WANT IT TO BE.

THAT'S WHY WE TOOK THE PULSE SURVEY -- WE HAVE HUNDREDS OF THOUSANDS OF YOU TELLING US WHAT YOU WANT AND HANS AND THE VLC, WE USE YOUR INPUT TO BUILD THE BEST VERIZON WE CAN BE FOR THE WORLD.

WE REALIZE THESE ARE COMPLETELY UNPRECEDENTED TIMES.

WE KNOW PEOPLE ARE WORRIED ABOUT GETTING IN LINES IN A GROUP LOCATION.

OR... MAYBE SURE THEY UNDERSTAND THE PROVISIONS OR HAVE THE TIME.

IF THEY LIVE IN A STATE THAT YOU HAVE TO VOTE IN PERSON.

ULTIMATELY, WE SPENT A LOT OF TIME TALKING ABOUT IT, WE FELT LIKE THIS WAS A SOLUTION THAT WAS A WIN-WIN FOR EVERYBODY.

GOING TO BE A WIN FOR EMPLOYEES, GOING TO BE BE A WIN FOR SOCIETY.

IT'S A WIN FOR OUR CUSTOMERS AND SHAREHOLDERS.

SO... I THINK THIS IS JUST AN EXCITING DAY AND HOPEFULLY, SOMETHING THAT YOU KNOW... FOR THE V TEAMERS OUT THERE, YOU'RE EXCITED OR HAPPY TO HEAR THAT WE'VE CARED FOR THIS AND OBVIOUSLY... YOU KNOW... GIVE YOUR LEADERS A DAY OR TWO OF BREATHING TO FIGURE OUT HOW THEY'RE GOING TO OPERATIONALIZE THIS WITH THEIR TEAM.

WE'RE EXCITED AND I THINK IT'S ANOTHER EXAMPLE OF LIVING IN THE CRISIS AND BEING OUR BEST VERIZON.

>> IT IS AN EXCITEMENT THAT IS TRULY PALPABLE, CHRISTY -- THE COMMENTS KEEP ROLLING IN.

>> THANK YOU FOR HELPING WITH THIS EPISODE AS WE WRAP THINGS UP. THANK YOU TO JEFF PLOWMAN AND OUR NETWORK TEAM.

WE'LL CONTINUE TO MONITOR WHAT'S HAPPENING WITH SALLY AND THE RECOVERY EFFORTS THERE AS WELL.

BEFORE WE GO, I WANT TO MENTION A COUPLE QUICK THINGS.

WE DO HAVE A STAYCATION EPISODE -- WE HAD THE LAST TWO EPISODES COMING UP.

YOU'LL SEE THE SECOND TO LAST AFTER UP TO SPEED HERE.

STAY TUNED IF YOU HAVE TIME AND THEN YOU'LL SEE THE FINAL EPISODE TOMORROW, IN NEW YORK CITY.

SO... WE'LL BE VISITING DALLAS TODAY FOR STAYCATION, BUT... I DON'T KNOW, RACQUEL -- WHAT DO YOU THINK?

ARE YOU FEELING THIS?

MAYBE WE CAN BRING THE BAND BACK.

>> RACQUEL: I THINK WE SHOULD.

>> ANDY: EXCELLENT.

I JUST WANT TO MAKE SURE, RACQUEL, I'M WITH YOU ON THE WHOLE GEN Z THING -- PROBABLY A WAYS AWAY -- BUT... I HAD A SURPRISE FOR YOU.

I'M DOING MY BEST TO, TO -- YEAH... BE PART OF THE MOVEMENT AND RACQUEL, THANK YOU SO MUCH FOR JOINING US.

IF THAT'S -- WHAT DO YOU THINK?

>> I THINK WE CAN MAKE SOME ARRANGEMENTS FOR YOU.

WE'LL TWEAK IT A BIT -- I'LL HELP YOU, OFFLINE.

>> SOUNDS GOOD.

OKAY... SO... HERE'S WHAT WE'RE GOING TO DO, RACQUEL.

YOU'RE GOING TO CLOSE US OUT -- I'LL LET YOU DO THE HONORS OF CLOSING US OUT.

>> THANK YOU, EVERYBODY.

IT WAS SO NICE TO BE BACK.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> YEAH!

I'M GOING TO TAKE MY HOUSE TO THE OLD TOWN ROAD... I'M GOING TO RIDE... UNTIL I... IS THAT SONG NOT COOL ANYMORE?

HOWDY PARTNERS.

TODAY WE VISIT A CITY FOUND IN 1841, WHICH DOES MAKE IT AN OLD TOWN.

SO... WE'RE GOING TO TAKE MY HORSE TO DALLAS -- ONE OF MY FAVORITE CITIES IN THE LONE STAR STATE.

YOU KNOW WHAT THEY SAY?

EVERYTHING BIGGER IN TEXAS AND BIG D IS NO EXCEPTION.

BIG JUICY, GIANT STEAKS.

55-FOOT TALL COWBOYS AND RIVER PARK THAT'LL BE MORE THAN TEN TIMES THE SIZE OF NEW YORK'S CENTRAL PARK.

DID YOU KNOW DALLAS HAS 30,000 HOTEL ROOMS WHICH COULD COME IN HAPPENEDY AFTER VISITING ALL THESE CITIES.

THE CAMPER IS DEVELOPING A CERTAIN ROAD TRIP AROMA.

ANYWAY... I REGULARLY CHECK IN WITH ONE OF OUR LONE STAR V TEAMERS TO GET A CLOSER LOOK AT ALL THE LOCAL HOT SPOTS IN DALLAS.

>> I ACTUALLY WANT TO BE A SYSTEM MANAGER HERE IN DALLAS, TEXAS, BASED ON THE OUT OF TOWN LOCATION.

I STARTED WITH VERIZON FOUR YEARS AGO AND THE GREAT CITY OF EL PASO TEXAS, JUST A LITTLE WEST OF HERE.

COMING FROM A SMALL TOWN, WAS DEFINITELY SOME ADJUSTMENTS TO DO, BUT... I LOVE LIVING IN THE BIG CITY.

OCTOBER, NOVEMBER, IS THE BEST TIME TO COME TO DALLAS, IN MY OPINION.

GO AHEAD AND GO TO TEXAS AND SAY HI TO BIG TEX.

DON'T FORGET TO GET CORN DOGS.



>> MY FAVORITE PLACE IS THE RUSTIC.

THEY HAVE LIVE MUSIC, WHICH IS ONE OF MY FAVORITE THINGS TO DO  
HERE IN DALLAS AS WELL.

GET THAT COUNTRY NIGHT GOING ON.

YOU CANNOT COME TO DALLAS WITHOUT HAVING SOME BARBECUE.

MY TOP TWO PLACES ARE GOING TO BE LOCKHART AND PECAN LUNCH.

ONE OF MY FAVORITES WILL BE TACOS.

AS A COMMUNITY IN HARD TIMES OR ANY TIMES -- WE COME TOGETHER.

ONE OF THE PLACES YOU'LL DEFINITELY SEE THAT IS THE FARMER'S  
MARKET.

THAT'S ANOTHER GREAT SPOT I'LL TAKE YOU TO FIND SOME LOCAL  
VENDORS.

>> I THINK WE'VE TAKEN CARE OF PLACES, FOR YOU AND ALL THE V  
TEAMERS TO VISIT.

>> OUR DALLAS MUSICIAN WROTE HIS ALBUM WELCOME TO HARD TIMES  
RIGHT BEFORE THE PANDEMIC.

WE'RE THRILLED TO HAVE HIM SHARE ABOUT HIS WORK.

HERE'S CHARLIE CROCKET.

>> I'M CHARLIE CROCKET.

I WAS BORN IN THE RIO GRANDE VALLEY, RAISED UP IN DALLAS  
FORWARD, THEN I SPENT MOST OF MY ADULT LIFE TRAVELING AROUND THE  
GREAT LAND OF AMERICA.

>> LIFE'S A CASINO, I'M TELLING YOU.

>> I CARRY ALL KINDS OF TEXAS MUSIC HERITAGE.

WHETHER IT BE BLUES OR SOUL OR COUNTRY OR FOLK MUSIC -- I CARRY  
ALL THAT IN MY HEART, IN MY SOUND.

AND... I SEE MYSELF AS SOMEBODY TO TAKE THAT MUSIC ALL OVER THE  
WORLD.

>> WELCOME TO HARD TIMES AND FEELING LOW.

DO YOU LIKE SINNING?

WHO KNOWS WHERE YOU WILL BE BEFORE YOU GO?

>> THE WAY I COMMUNICATE WITH MY AUDIENCE IS TOURING IN MY LIVE SHOW.

I'VE MADE A LOT OF RECORDS, PRETTY DARN CHEAP.

NOT A LOT OF MARKETING.

TOURING FIVE NIGHTS A WEEK, YEAR-ROUND.

>> TAKE A LOOK IN MY EYES, TELL ME WHAT YOU SEE.

BLINKING LIGHTS ARE STRETCHED OUT IN FRONT OF ME.

>> DALLAS HAS HELPED ME IN A LOT OF WAYS.

I THINK, WALKING AROUND AND MEETING A NEIGHBORHOOD THAT HAS A CULTURAL SIGNIFICANCE OF NEW ORLEANS, FRENCH QUARTER OR MEMPHIS AND BILL STREET -- MUSIC HERITAGE CAN BE DRAWN TO THAT NEIGHBORHOOD OVER ANY STATE -- THE LIST OF PEOPLE THAT COME OUT OF DALLAS.

>> WHERE YOU WILL BE BEFORE YOU GO.

>> ANYWHERE YOU PREFER TO LISTEN TO MUSIC --

>> I GOT PROBABLY 30 MUSIC VIDEOS ON YOUTUBE.

ONE OF THESE DAYS, BY THE GRACE OF THE CREATOR, MAYBE WE CAN START DOING SHOWS AGAIN AND FESTIVALS.

MEANWHILE... I'M RECORDING LIKE A FUEL.

>> HOPE YOU'RE FEELING WELCOME... TO HARD TIMES.

>> ANDY: WHEN CHARLIE ISN'T WRITING OR PERFORMING, YOU CAN FIND HIM KICKING BACK AT THE FREEMAN CAJUN CAFE AND LOUNGE.

KNOWN FOR THEIR LOCAL JAZZ BANDS, CHARLIE SAYS THIS IS THE SPOT TO VISIT IF YOU'RE EVER IN DALLAS.

VERIZON WILL BE PAYING IT FORWARD AND PURCHASING MEALS FOR LUCKY CUSTOMERS AT THE FREEMAN LOUNGE.

FOLLOW US ON TWITTER AT VZ UP TO SPEED TO LEARN MORE ABOUT WHEN YOU CAN SCORE SOME GOOD FOOD.

THAT'S ALL FOR NOW.

TIME TO SKEDADDLE.

TIME TO HEAD UP AND MOVE THEM OUT.

KEEP THE COWS AHEAD OF YOU, AND THE SUN BEHIND YOU, YOU'LL BE  
JUST FINE.

Y'ALL COME BACK NOW, YOU HEAR?

>> GUYS... I LIKE THE BELT BUCKLE, BUT... COULDN'T WE SING SOME  
OLD TOWN ROAD OR SOMETHING?

HOW ARE THEY GOING TO KNOW I'M A REAL COWBOY?

DO WE HAVE ANY PACE PICANTE SAUCE?

THEY'RE GOING TO THINK THIS STUFF IS MADE IN NEW YORK CITY.