

Verizon
Up To Speed Live
Verizon Broadcast Center
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[Music].

>> KATIE REGNER: Hey everyone happy Friday to all of you what a week it has already been and we've still got some news to make today welcome to Up to Speed. First our teams continue to keep communities connected in the aftermath of Hurricane Sally. As we heard from Wendy Taccetta earlier in the week our response teams are on the ground working alongside our network teams to support first responders and the impacted communities. For the latest update on the relief efforts here is Kate Jay.

>> KATE JAY: As our teams continue to work tirelessly to continue to support the impacted areas today we are announcing \$300 no donations to support immediate relief efforts in the communities in California, Oregon and Washington impacted by the wildfires. As well as those in Alabama and Florida impacted by Hurricane Sally.

In the west, \$200,000 will go to the American Red Cross to support fire relief and in the south \$100,000 will go to Feeding the Gulf Coast to support their emergency response efforts following Sally.

2020 has been a challenging year. And these donations are just one part of our ongoing commitment to ensure that our customers and communities can stay connected when it matters most.

>> KATIE REGNER: Thanks Kate and for the latest updates on our relief efforts including free call text and data offers for customers visit our newsroom. You probably already marked it today on your calendar if you're on the hunt for a new device, lots of good news to share. Starting with the Apple Watch Series 6. Verizon has announced that the LTE plan to connect Smartwatches including the new Apple Watch has been lowered to just \$10 per month we also debuted Unlimited Plus a new plan for laptops, hotspots and tablets that gives you more connection options on the go or as a backup at home and the Samsung Galaxy Z Fold2 one of the most exciting phones of the year is available beginning today from its 5G connectivity to its phone meets tablet flexibility there's so much to love about this phone. You can learn more about all of these new devices and plan options at Verizon.com.

Also employees on the Verizon employee phone program can get exclusive offers on Samsung's latest phones starting today check your email for more info next here is Andy with some big news.

>> ANDY CHOI: We've been spending a lot of time at home these days and that may not be a bad thing. Times are still uncertain and your home should remain a place that provides peace of mind our expanding partnership with Amazon means once again we're teaming up with the products and services that keep you connected and secure it

what makes our Ring Alarm security kit with Verizon LTE built to secure that peace of mind it has a battery backup base station keypad Z-Wave extended and contact sensors for windows and doors DIY which allows customers to easily set things up on their own time.

>> The Ring Alarm security kit connects to your WiFi but includes a cellular backup on your Verizon Network just in case WiFi goes down for \$10 a month you're getting 24/7 professional monitoring by Ring Verizon customers pay their monthly fee through their existing wireless bill they can manage compatible devices by also having physical control via the in-home keypad and disarm and check security system remotely from your SmartPhone via the Ring mobile app or supported Alexa enabled devices. We're providing unique premium content offerings and experiences for Verizon mobile, FiOS and 5G Home customers by leveraging our network. Our Amazon relationship provides all kinds of connective devices for customers and we were the first in the world to collaborate with AWS to offer 5G network edge computing with AWS wavelength. And this new solution means Verizon customers can continue to take advantage of even more smart home technology. Stay tuned for more details.

>> KATIE REGNER: Next up it's happened to all of us you're talking to a friend or reading an article about that new movie you're planning to see and before you know it bam a spoiler that you can't unhear or unread well there's a way to avoid learning about these big secrets and major plot twists a special Vanity Fair article helps readers get caught up on Disney that's Mandalorian it uses a dynamic way to read that puts spoiler alerts on the big details like when -- you get the point created in partnership with Verizon the article highlights how some Verizon Wireless plans include the Disney bundle so you can see the big moments from the best TV shows before they are spoiled and trust me you're going to want to see how -- actually, I'll let you figure it out next from Vanity Fair to Verizon and the Paley Center earlier this week we announced a partnership that will grant us the exclusive streaming rights to the Paley Center's robust lineup of 2020-2021 signature events as part of the partnership Verizon will also serve as the official sponsor of the Paley Center programs as well as of the center's tribute to Hispanic achievement in television as part of the center's inaugural Hispanic Heritage Month celebration some other news this week you might have missed on Wednesday Verizon became the first telecommunications company to issue a second Green Bond what does that mean I caught up with Matt Ellis for a few minutes to find out so Matt let's start at the beginning can you share with us what exactly is a Green Bond.

>> MATT ELLIS: So thanks Katie, yeah, a Green Bond is a debt instrument like a bond we issue to any other borrowing but the use of proceeds have to go towards our green activities. So the bond that we issued this week, the primary use of that -- those assets is going to be to investing in renewable energy. To help us get to our goals of 50% of our electricity usage coming from renewable energy by 2025 and our carbon neutral goal by 2035. This is an important part of how we'll meet those goals. So

there are investors that want to invest in green activities. How they would like their money put to work so this gives us an opportunity to go and use those funds that are available and use them for this specific purpose.

This was the second Green Bond that we've done. We did the first one in 2019. We were the first U.S. telco to issue a Green Bond.

And you know it's been very well received by investors. So we put most of that to work. In fact last month we issued a report that said we had allocated all of the proceeds from that first bond. It's really exciting. This is the second one. Really great feedback from investors on how the first one went and great that in just over 18 months we were able to fully allocate the proceeds from that first one.

So while we're very excited that this is our second Green Bond that we have issued, there was another piece around this issuance that was very important to us. So when we issue a bond there's a set of lead underwriters you think of the banks we work with who take the role in getting these bonds into the hands of the investors. And typically we have a lead set of banks we work with and then there's tiers in there but the leads most important role and typically this has been the large banks you think of the Bank of Americas the JPMorgans the Citibanks, et cetera. And so one of the things we did in this one, because we have spent a lot of time this year talking about social justice and being -- doing more to help with social justice. And so we certainly have done a lot of talking around social justice and increasing our knowledge and education in that we have made financial contributions obviously to organizations that work in this space, too. But we also said we need to see actions here, as well.

So what we did with this bond is we have worked with diversity financial firms for a number of years but typically they play a role at the lower level of the banks in these roles so we took a couple of the partners we've had great relationships with, Loop Capital, and Siebert Williams and we put them in the lead underwriting role that meant they were getting the largest part of the fees and it's not just about the fees. But the demonstration that they can play in a lead role, that they can effectively lead an issuance like this if they just get given the opportunity. And we talk about ESG. So this didn't just hit the E part, the environmental, with the green nature of it. But also the S part, the societal piece so we're very glad we've been able to demonstrate our support for diverse firms as part of this issuance.

>> KATIE REGNER: Thanks Matt and congratulations to the entire team that worked on that project. We kicked off the week with some really big news our acquisition of wireless prepaid brand TracFone this acquisition will establish Verizon TracFone brands as the provider of choice in the value segment which complements our leadership in the premium segment when TracFone customers being part of our family they will get the best of both worlds better services and new features thanks to Verizon's investment but with the flexibility and control they have come to expect from TracFone's prepaid plans. On Monday we also kicked off Hispanic Heritage Month

where Marissa Muonz one of the ERG SOMOS joined Up to Speed to talk about the mission and what's going on this month. In fact across the board Verizon and Verizon Media have joined forces and while some may have new names their missions remain the same, take a look.

[Music].

- >> Our Employee Resource Groups at Verizon.
- >> And at Verizon Media Group.
- >> We're doing great things.
- >> But in different parts of the company.

[Music].

- >> Now we are making a big move.
- >> Coming together.
- >> Some names are changing.
- >> But our mission is not.

[Music].

- >> No matter who you are or what you do there's a place for you.
- >> Where you can grow, learn and connect with your fellow V Teamers.
- >> Be part of something bigger.
- >> SOMOS Verizon the voice of the Latinx community.
- >> PACE at Verizon.
- >> Pan Asian corporate excellence.
- >> BOLD of Verizon.
- >> Black originators, leaders and doers.
- >> ADVANCE for Verizon.
- >> Advocates of accessibility, neurodiversity and caregiver empowerment.
- >> PACT of Verizon parents and caregivers together.
- >> Lead with pride.
- >> Native Americans of Verizon.
- >> VALOR of Verizon.
- >> Veterans and advocates leading the organization responsibly.
- >> WAVE at Verizon.
- >> Women's Association of Verizon Employees.
- >> United of Verizon. Progress through unity.

[Music].

>> ERGs matter because you matter and now more than ever it's important that all of our employees know that they can come and be their authentic selves at Verizon.

>> They help elevate and celebrate all of the amazing diverse talents in this company.

>> It's about representing our customers. Our employees. And the world we live in today.

>> I show up and just tell a tiny bit of my story and people are so moved. Because they have never heard anybody talk about this kind of thing at work before.

>> I'm able to be involved with so many different parts of the company and meet so many people across the business.

>> We make sure every V Teamer is included.

>> It gives you an opportunity to contribute to all of the ways that Verizon is looking to diversify thought and to include everyone as a part of our journey together.

>> It's amazing that I'm able to build and help a community within the organization that I work for.

>> We bring those things in and then we help make the company and its products better. Sign me up for two.

>> You do not need to belong to the demographic that the ERG represents.

>> You can be an ally, an advocate, a supporter.

>> Join us.

>> We need you.

(Speaking in language other than English).

>> Join us.

>> Join us.

>> Don't just join one, join them all.

>> Let's move the world forward together.

[Music].

>> KATIE REGNER: Monday was also National Sobriety Day V Teamer Anthony Boudas is celebrating four years associate after struggling with drug and alcohol addiction since 11 he wants to make uncomfortable conversations more comfortable and urges anybody struggling with addiction to reach out for help.

>> I'm Anthony Boudas I'm a business account manager in Southwest Georgia from Verizon Business Group I spend a lot of my free time with my girlfriend our four dogs and spend a lot of my free time giving back to my community whether it's homelessness, drug addiction, alcoholics I grew up in Worcester Massachusetts I made it up to 8th grade I started to intermingle with the wrong crowd I dropped out of school I have since obtained a GED and worked through my way of using my resources with Verizon to get into college I started drinking at ten years old and used my first substance of drugs at 11 it was casual fun sneaking booze at cookouts and sleepovers when I turned 18 years old I moved to South Florida to get away from my problems I was able to obtain a job with a corporate restaurant in Florida but found the same types of crowds I was hanging out in Massachusetts it came the day I no longer wanted to drink alcohol I needed alcohol I no longer wanted to do drugs I needed the drugs just to get by the first set of homelessness came with really couch surfing with friends but eventually those friends get sick of me I've slept on beaches I've slept on benches I've eaten out of dumpsters I would wake up every morning sick I drank hand sanitizer

rubbing alcohol just to stop the shakes so I won't get sick so I wouldn't go into seizures and end up hospitalized on September 27th of 2016 I had been up for multiple days. And something had just clicked in my mind and that was, ask for help I didn't want to live another day. I was a complete shell of a person I knocked on a random door at 3:00 o'clock in the morning I told the gentleman that I needed help.

And to call 9-1-1 an officer showed up he took me to the hospital and Endover County I tried to check myself out after they put fluids in me they told me I wasn't going anywhere what happened at 7:30 that morning that officer came back in plain clothes off duty and took me to detox that was the last time I had a drink or a drug getting into detox it was a lot of sleeping a lot of shaking I was seeing things but after about 10 or 11 days of detoxing and getting it out of my system I started to get back to what I felt was somewhat normal so when I had gotten sober I didn't have a bank account or a driver's license or a home to go home to. I didn't know how to use a washer or a dryer. I had no self-worth, Field Operations dignity, no honor I couldn't tell the truth to save my life but I was just relieved that I was in a place that would allow me to start to heal and start to get better no matter how bad I wanted to drink or drug I went back to the treatment facility I did 30 days went back to counseling went back to the owner I was working for saying I'm sober again can I come back they took me back immediately that's where my sobriety started to take off. As I came up on my first year of sobriety a gentleman had actually come into the restaurant at the end of it they handed me a Verizon corporate card he told me he was a district manager and he told me to go ahead and apply and that's where I began my process of starting with Verizon.

I was upfront and honest with my leadership just so they understood that if something seemed off with me we could address it in private. Also to figure out what kind of resources I had within Verizon. That turning point for me right there was essentially where they would show me Verizon was all in for me on Day 1 between health benefits, Employee Assistance Program, school tuition, just all these different areas of where I could begin to better my life and utilize resources that I needed. There was a lot of wreckage in my past that I've created that I still have to work on every day and utilizing these resources and help me in times that got hard for me because life shows up last year I had taken a promotion to retail the business in the Pacific Northwest I had really thrown myself out there with three years of recovery on my Instagram where I knew leaders who I don't work for are on there I took a huge risk because I didn't know what that was going to do to my career moving forward. But some amazing things started to happen people started to reach out hey I'm struggling I have a family member struggling so I felt that post meant something I wasn't the only person struggling in the workplace I learned for me that giving back is the most rewarding thing I could ever do. I was selfish my entire life. I've become a son again. I've become a brother again I love myself today I love the people around me today it is okay to struggle we all have our ups and downs in life but there has to be a level of

responsibility where you have to own your mistakes and your actions and your past utilize those resources and ask for help.

>> KATIE REGNER: Thanks so much Anthony for sharing your story on Tuesday Verizon's 5G documentary speed of thought had its debut as part of TechCrunch disrupt and we hosted a discussion on the film as part of Up to Speed one of the things that's so apparent in that piece is that it's our network that's the backbone of making the impossible possible. So in this week's My Why feature let's get to know Jonathan Montenegro not only helping to build our 5G network as part of the Global Network & Technology team but also knows how to run to a crisis.

[Music].

>> My name is Jonathan Montenegro I'm currently the senior real estate manager for Florida network and I've been with Verizon since 2011 my team is responsible for towers that are coming on air as well as technology upgrades on the current towers that we have.

[Music].

>> Play with my newborn daughter and second dog daughter being an avid fan I travel around the world just to go watch the game. I joined Verizon straight out of college. I never looked at Verizon as a telecommunications company I looked at them as a technology company. Verizon as a whole has a responsibility to create the pipeline for new industries to bring us into the next wave of technology.

[Music].

>> The passion for our customers. I'm what you call a quote-unquote a token Millennial so I'm very heavy into technology and that's my passion. Provide the best network for our customers and also bringing in the new faces of technology. Hurricane Michael was a category 5 hurricane I was responsible for leading the disaster recovery and restoration efforts over two, three months time period I was leading a team of 150 people. Going through the devastation and talking to customers and the follow-up to the hurricanes we also delivered a 5G network and the first 5G network in Florida and I was a part of that so definitely that's handsdown been my greatest achievement. 5G you're talking virtual reality, you're talking all of these different applications and then Smart Cities that will make everybody's life much more convenient, we're going into a big data era. And Verizon is going to take the lead on that.

[Music].

>> It's 5G ultra-wideband and it's already available in parts of select cities.

[Music].

>> I bought after a long day I -- I box after a long day I hit the bags and I feel like a Newman after that. I think Verizon is a leader in our industry. Our name has always been at the top of everybody's list as far as reliability and just communications and technology as a whole and not only that but the corporate responsibility that we have as a business and what we do for society as a whole makes us a great company.

Everybody here is extremely passionate what they do on a day-to-day basis.

[Music].

>> KATIE REGNER: Thanks, Jonathan for sharing your story and congratulations on that beautiful baby girl it's actually a perfect segue into our final news piece for today Verizon is thrilled to have made the 2020 working mother media 100 best companies and the 100 best companies for dads. Recognized for fertility and adoption benefits as well as resources like parental leave and a parent and caregiver ERG as working parents this year has presented so many new and different challenges for us and it's great to see that recognition.

Well that will wrap it up for us today we'll be back with you here on Monday with Hans talking about some of the work we're doing with the UN with that I'll close it out with my daughter who spent a lot of time with her working mother this year. Until next time.

>> You up to speed.

[Music].