

**Verizon
Up To Speed Live
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[Music].

>> Stop me if you've heard this one before.

>> We are living through unprecedented.

>> Unprecedented.

>> 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 born.

It was an era of payphones.

Dialup 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'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 that we call Verizon.

>> Our historic pioneering of mass scale fiber optics to the home with FiOS.

Our recovery response to 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 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 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 for today and the ground breaking ones we're 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're building.

And all our efforts to keep the world moving forward.

So Happy Anniversary, V Teamers.

[Music].

>> Here is to our next 20.

>> 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?

[Music].

>> 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 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 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 nine-month-old I enjoy spending as much as time as I possibly can with them and doing whatever he wants to do.
I joined 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.
I have a lot of respect for the brand.
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 that we've got for the customer experience and bringing the best of Verizon to them. I started out of college joined Verizon 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 are continued to be cared for I'm very focused on trying to bring the best of Verizon. Focus on enhancing my employee's 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. I 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're 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'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 the traffic patterns in our network shifted our engineers adjusted resources and implemented new solutions to increase capacity we continued to innovate 5G partnering in trials of GSS technology which enables 4G and 5G on the same band of spectrum with pivotal repeaters technology which amplifies the reach of existing 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 and 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 redeployment of a large portion of our Retail Team.

Constantly evolving our customers to digitally interact with us and bringing touchless retail to our stores with a clear focus on social distancing, and a nationwide curbside pickup pilot.

We launched the new Motorola Edge Plus which is an exclusive 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 to 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, our all digital carrier and we helped customers avoid over 5 billion robocalls to date.

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 and devices 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 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 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 our virtual network portfolio with Cisco EMCS for more flexible and agile network infrastructure launched the integrated 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 that sparked 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 to empower the future of 5G in content.

We partnered with Cooler Screens and Samsung to leverage emerging formats for additional at home and connected TV we saw steady increases in the number of advertisers and drove on the DSP we have won Readers' Choice Awards for all nominated categories, ESP, SSP, ad network video and ad 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 in add venture to help small businesses.

>> This has been another incredible quarter proving 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 V Team tribute and Pride Month with PRISM which is our newly unified Verizon LGBTQ resource group we joined Amazon and Global Optimism in signing the climate pledge and hosted a virtual Commencement sense Class of 2020 ready for anything featuring our very own Hans Vestberg and former President Bill Clinton and yet 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 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 we have in front of us.

>> The best networks.

The best experiences.

The 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.

[Music].

>> I'd like to pay my bill.

>> Happy to help with that.

Your minimum payment due to \$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 that 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 advancement.

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

The support you need whenever you need it.

[Music].

>> Hello.

An extended warranty?

For a car I owned in high school.

>> So I may be the legitimate heir to the throne can you hold on a second.

>> I'm a prince.

>> I'm wanted for tax evasion?

Hey spanky I'm wanted for tax evasion again.

>> Three free nights if I just listen to an hour long presentation?

>> But I don't want a time share in Antarctica.

>> First prize in a beauty contest?

All right.

My social is 472.

[Music].

>> KATIE REGNER: Hey what's up, everyone, welcome to Up to Speed.

Today we've got Hans here talking about his as well as Verizon's work with the United Nations or UN as we're in the midst of beginning what's known as the UN General Assembly.

But before that some news we're making this morning around robocalling.

As you saw from the Up to Speed team a minute ago there is no shortage of robocalls out there however Verizon has helped customers avoid more than 7 billion robocalls and counting.

And with the new setting in iOS 14, to Silence Junk Callers, we're able to protect iOS customers by blocking potential fraud and spam calls and sending them directly to voicemail.

Pretty cool stuff.

Next we wanted to give you a quick update on our Hurricane Sally recovery efforts.

To assist the community Verizon has deployed two Wireless Emergency

Communication Centers or WECCs to Orange Beach, Alabama at the Orange Beach recreation center and Orange Beach Sportsplex these general Jarrett powered mobile

units have device charging computer workstations and wireless phones tablets and

other devices to communicate with friends family and other important contacts with over 99% of service restored in the storm impacted areas Verizon's network is providing

service at our prestorm levels and all of our retail stores in the area are open business

as usual hours at this time so huge shoutout for the Network Team in keeping that going

for the communities we appreciate that very much Hans we want to get over to you first

last week a big week we had a lot of big news coming out we talked about election we

had a Green Bond offer and talked about our diversity representation report so tell us,

what's going on with you since we last checked in.

>> HANS VESTBERG: Hey, Katie, it was a busy week last week.

I will come back a little bit to that but first of all to all V Teamers, great to be back on the show.

Usually it's on Mondays right now so I'm happy you're inviting me, the up incompetent team.

A couple of things, first of all, of course, we still are having multiple crises here.

And I always reiterate the health, the safety of all of the V Teamers.

That's the most important thing we have in front of us.

So continue with the social distancing.

Continue with the masks and all of that.

And we'll gradually see in many places on the globe that actually the pandemic is actually slowing down.

And we should do our part and see that our customers, our friends and ourselves are staying out of this horrible pandemic.

So continue with that.

As we have heard earlier I think last week we're now fully fledged in all of our stores normal working hours and we still have procedures we need to follow and that's great and of course our field tech team are busy and working in the field with our customers.

So that's great to hear, as well.

Several of us are coming in on our fourth week on the return to office.

I'm actually not in the office right now.

It was my week last week.

So I was in two times.

It was good to be there.

Even if I was fairly alone.

But coming back a little bit to what is happening last week was a big week for us.

With many important announcements of course on Monday me and Ronan were announcing that positional TracFone -- the position of TracFone and I hope you're following that and I hope you're understanding how it fits in straight to our network service and we can serve all of the segments of the market in an even better way we're No. 1 on premium segment but also now on the value segment.

So we're excited with that.

Of course it's going to take some time to get it approved.

But so far so good I would say.

I think we have done a terrific -- the team has done a terrific job.

Two important things we have done last week that is fitting straight into our strategy.

The Green Bond.

Our team launched last year the first Green Bond.

We were first in the world of doing that.

And this was the second Green Bond.

And I can tell you both the -- how many people want to participate in financing us.

And the interest rate we got are topnotch.

I mean it's a big interest for us doing these green bonds.

And this is going back to our commitment for a climate change as you remember. 2035.

So to be carbon neutral this is how we're doing it right now when the power grid is not 100% sort of climate positive.

That means that we need to actually invest in other sources in order to see we have neutralizing everything we're using.

Great job to the team and everybody involved the second thing we did last week was the diversity report.

This is sort of a much deeper report than we have done ever before we have done this report inside our regular reporting that we do but not to this level of detail.

We think it's important to actually share where we are.

I'm not saying we're perfect and having all the things right.

It's more about this is where we are right now and how we need to move forward.

And I think that there are some areas where we actually have done quite a lot of progress on.

And diversity and inclusion is core values for us.

So this is very important.

And so that was an important thing.

And of course we want to be as transparent as we can be with all these data.

To see that we all are sharing where we are.

And where we're going.

We also launched last week I'm not sure you have seen it but the 5G documentary.

And that's very appropriate timing, the second half of this year as well as we have focused so many times before is so much about 5G.

It's 50/50, the ten Mobile Edge Compute centers.

It's nationwide.

There's a lot of things happening the next couple of months here.

And all the tech team is of course working enormously with the deployment of the networks right now.

So exciting.

But look at the documentary you'll get the feeling of what will happen and what will 5G be used for.

Also a lot of other things happening last week, as well, of course if you're a sport geek, you can admit we have NBA layers and NHL playoffs and NFL starting and I thank My Verizon team with the innovation with this watch together which is a great app where you can share together and look at the game at the same time.

And we have seen a great pickup on that service.

So spread the word about the Watch Together app inside of Yahoo Sports that's a great innovation.

I think that's a little bit of what's happening in the last week here.

But the team and the organization is working a lot with business as usual.

A lot of deliverables.

And it's exciting times.

Back to you, Katie.

>> KATIE REGNER: Yes absolutely so much happening last week so thanks for that recap and your thoughts, Hans so we wanted to talk a little bit about your and Verizon's work with the UN so the General Assembly officially kicking off company as a company we're participating in several events but let's start at the beginning, how did you first come to be involved with the UN?

>> HANS VESTBERG: That started many, many years ago I think around 2007 and '08 that was the Millennium Development Goals that was what all members in the UN committed to actually achieve and I worked a lot with developing countries like Latin America and Africa I saw them undertake some of the biggest challenges on this earth and that's how I started and got engaged and of course starting working with the UN to see how we can contribute on the private sector with our technology to mitigate some of the largest problems we have on earth.

And on that it has continued into the Sustainable Development Goals where they are working quite a lot of course on the formulation of them from the private sector.

I'm on the Board of the United Nations Foundation, which is sort of the foundation of the UN helping the UN with different things across the globe.

I've of course been part of also the SDSN Sustainable Development Solutions Network that's the team that's thinking about solutions for reaching the Sustainable Development Goals.

So yeah I've been engaged for a long time.

And I think it's not only because I think it's important or a responsibility for our company's point of view.

But it's also that technology is playing such a vital role in everything that we're doing in today's society and meets some of the largest challenges we have on this earth and that's how I got in there and what I'm doing today.

>> KATIE REGNER: You mentioned both the Sustainable Development Goals as well as some of your work with the UN Foundation.

Do you want to tell us a little bit about some of the events you're participating in upcoming throughout the General Assembly?

>> HANS VESTBERG: Yeah, we've already started.

So we started actually last week with the Broadband Commission where I'm a founding member.

That's it's thinking about universal access of Broadband.

We have our manifesto for the next ten years.

So really see in ten years time we need much better access to internet and to digital services for all people on this earth.

Today roughly 54% of the population have access to internet.

So we still have a long way to go.

But think about it, it's about accessibility.

It's about affordability and it's about usability meaning you have a device, you have content that's usable, as well.

So you need to solve all three of them in order to see that it doesn't really matter where you're born or where you are in order to get the type of services that people can get.

So that's what the Broadband Commission is working on.

I have a big panel together with the United Nations Foundations together with a lot of other CEOs talking about how we, public private sector can work together to solve some of the larger problems.

I'm on a couple of panels talking also about how the COVID-19 and everything around that has actually set us back when it comes to achieved goals and make this earth a better place all in all I always come from a technology point of view what I think is the most critical.

And that's the mobility Broadband and cloud, which is a 21st Century infrastructure.

And how that should be enabling and actually closing the gap to some of these goals that are so far away.

Even further away as the economical downturn is coming dramatically on the most vulnerable in this world.

We even have a further to get to an equal world where everybody can have the same type of opportunities regardless of where you're born.

So a lot of work around that.

So that's some of the things that I'm doing this week.

I'm probably on four or five different panels.

And it all matches back to our work at Verizon.

What we are focused on.

We are focused on the human prosperity.

We're focused on the climate change.

And we're focused on the digital inclusion.

All of that we are discussing and what we are doing and how we think other private sector companies should do in the partnership with the public sector.

So a little bit what's going to happen in the next week it's a little bit more distributed than normal.

Normally it's a fully packed week in New York City where you go between different types of events.

This time it's virtual so you're actually having time for many more things at the same time.

>> KATIE REGNER: So Hans we talk a lot about our commitment to our four key stakeholders.

And society being one of them and one of the ways we can work help put our commitments into society into action is through our Business & Human Rights program we caught up with Nicole Karlebach who is one of the leaders of that program to learn more about her team and the work they are doing.

Go ahead and take a look.

[Music].

>> NICOLE KARLEBACH: Hi my name is Nicole Karlebach and I lead the Business & Human Rights program or the BHRP.

We're a dedicated team of human rights professionals inside Verizon looking at how our business is intersecting with human rights issues.

The core of what our team does is really think about where our business wants to go and its core business strategy and how we can help achieve that strategy by considering how we're intersecting with human rights at the outset as opposed to later on when challenges arise.

So what we're really trying to do is give the business a front foot on dealing with these type of challenging issues that come up.

So thinking about things like the right to privacy as you're developing your privacy policy, privacy dashboard.

How you're going to be transparent with customers.

Similarly on the free expression front as we set policies and determine how individuals are going to learn, share and use our products, the decisions we make can intersect their free expression rights so the more we think about that type of issue in advance, the more we can plan for it and think about how our policies and the implementation of them play out later on.

I think we're finding more and more that consumers and customers and the users of our products and services are interested to see business be responsible and for business to show how they are doing that.

And with that growing trend, it's important to explain how you're governing certain issues and how you're thinking about your impact, particularly to human rights.

We have always had a really warm reception since we landed in Verizon and started building out this function.

I think because there's a real sense here that we want to be a responsible company and we want to be thinking ahead and we want to be on the front foot of considering our

impacts.

Both on individuals but also on society.

And this is one way through the work of the Business & Human Rights team that we can set ourselves up to do that.

>> KATIE REGNER: Thanks So much, Nicole for sharing that you can learn more about the Business & Human Rights program on Verizon.com as well as VZ Web and The Street we'll be sure to share the links with you on the replay coming up Wednesday this week it's our second Citizen Verizon Assembly.

If you want to take that first slide this time around the theme of Education is Not Up for Debate.

Participants will include Yara Shahidi, Soledad O'Brien, Gabrielle Union and our own Rose Kirk.

So Hans, you know, throwing it back to you, why do we host events like this one? Why is it important for Verizon to be facilitating these types of conversations?

>> HANS VESTBERG: And again, I think that it comes back to our responsibility as a company.

And this is part of our strategy that we need to engage in our society.

Because the society, we are such a large company with customers in all different parts of the country.

And segments.

And youth and age and all of that.

We need to be part of that conversation.

Both to understand what's happening.

But also that we have a huge responsibility as a big employer we can drive change more than anybody else can do.

When this Citizen Verizon Assembly No. 2 we are focused on education.

Very important.

I was part of No. 1.

It was very exciting.

It was so different views you know that you get from different people.

And the same is going to be here.

And I guess Rose is going to be there to see that we hear the Verizon view but clearly we want more voices about education, how important it is.

So I think that ties along with our strategy when it comes to our four stakeholders where society is of course one very important stakeholder.

>> KATIE REGNER: So you can tune in to watch that it's Wednesday evening at 6 p.m. Eastern on Yahoo as well as on Verizon's Twitter additionally Tuesday through Thursday this week some UNGA content developed by the Global Goals Studio will

broadcast on Verizon platforms including Yahoo Finance so Hans with that I'll turn it back to you for final thoughts as we start to wrap up for today.

>> HANS VESTBERG: Thank you, Katie just mentioning maybe that Nicole and her team are doing a very important work.

I mean, again, we have a broad base of customers.

We need to listen what's happening in the market.

So we are really living up to our brand. And our brand values are trust and innovation.

So of course the trust piece is coming, how we deal with privacy.

How we deal with free speech, human rights, and all of that.

And that's why Nicole and her team are doing a super important work for our brand so we are showing up in the right way.

And being able to take the right decisions.

All in all, I don't want to dwell too much.

There's a lot of things happening in the company.

I'm excited for this week.

A lot of UN stuff this week but a lot of business as usual.

Some of us are looking into the budget for next year this week.

If you think that's exciting, that's what I'm doing on Wednesday.

So I'm going between the internal and external meetings and seeing that we are driving this company forward in a time where there are a lot of challenges.

And we haven't focused so much but we continue with these natural disasters.

It's just amazing how many of them are coming.

And I think the last natural disaster is called (inaudible) because they have done all of the alphabetic so now we're into Greek alphabetic so all I can see is our team is doing a great job on the ground but society is suffering from all of these things happening at the same time.

We understand that our infrastructure is critical to be up in this time.

And I thank the team on the ground.

And seeing that that's happening as you saw in the beginning.

So I think that's it.

I mean, a lot of stuff going forward here.

So I guess I'll run to my next meeting and continue with other stuff.

As always great to be on Up to Speed.

And all of the V Teamers, have a great week.

I'll see you soon.

>> KATIE REGNER: All right, Hans thanks so much for your time today we always do appreciate having you here on Up to Speed so here is something fun as we wrap up today this year of course our 20th Anniversary and while it's an opportunity to look back it's also an opportunity to look forward to our future so our Pearl Street location in New York City has a new look along with our updated logo.

Thanks to a time lapsed video you can see years of work in about 30 seconds.
Take a look.

[Music].

>> KATIE REGNER: So cool to see that.

And if you happen to find yourself in front of that building in NYC take a photo send it to us tag us on social at VZ Up to Speed or send it in an email at good@Verizon.com as the video said we are just getting started but our time today has come to a close with that have a great Monday everyone we'll be back with you tomorrow.

Until next time.

You're Up to Speed.